ASUR
AEROPUERTOS DEL SURESTE

ANNUAL SUSTAINABILITY REPORT **2019**

INDEX

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MESSAGE FROM
OUR CEO

Principal U.N. Sustainable Development Goals addressed in this report:

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WELCOME TO ASUR'S ANNUAL SUSTAINABILITY REPORT.

The year 2019 has been one of consolidation for our company. For the first time in several years, no major infrastructure expansion projects came online during these twelve months. This has allowed us to focus on further developing programmes that we already have in place.

We have made further progress toward our goal of sourcing renewable energy in our airports, and have continued to improve and streamline our processes for monitoring and reporting carbon emissions. As part of our commitment to minimising the impact of our operations on the climate, we have joined the Airport Carbon Accreditation initiative organised by Airports Council International.

Our newest terminal building—Terminal 4 at Cancún Airport—obtained LEED Gold certification from the U.S. Green Building Council, and our company-wide energy-efficiency measures kept our increase in electricity consumption at the low level of 1.4% year-over-year, despite an annual increase of 2.8% in passenger numbers. Meanwhile the company's waste reduction, reuse and recycling programme, which has been up and running for several years in Cancún Airport, has now been strengthened throughout the Group.

The number of full-time employees in our airports increased in 2019 to 1,075, and we again achieved an excellent health and safety record. Our community investments in 2019 were once again for a record sum, of 79.4 million pesos. This money was used to promote culture and the arts both nationally and at the local level, as well as for a wide range of community projects mainly in the areas of health and education.

Our vision is to create a lasting, mutually beneficial relationship with our local communities, the people that work at our airports, and the people that travel through them, for many years to come.

As always, the goal of this report is to create transparency in ASUR's operations and our relationships with our main stakeholders. If you have any feedback on how we can improve our reporting process, we would be happy to hear from you (contactos@asur.com.mx).

Adolfo Castro Rivas,
Chief Executive Officer

2.0
COMPANY
PROFILE

Grupo Aeroportuario del Sureste, S.A.B. de C.V. operates a group of nine airports in the southeast region of Mexico under the brand name ASUR. These airports are located in the cities of Cancún, Cozumel, Huatulco, Mérida, Minatitlán, Oaxaca, Tapachula, Veracruz and Villahermosa. The company's headquarters are located in Mexico City. In February of 2013, the concession for the operation of Luis Muñoz Marín International Airport in San Juan, Puerto Rico, was granted to Aerostar Airport Holdings, LLC, a company in which ASUR holds a 60% stake. Between October 2017 and May 2018, ASUR acquired 100% of the shares in Airplan, S.A., the company that holds the concessions to operate a group of six airports in Colombia, located in Rionegro, Medellín, Montería, Carepa, Quibdo, and Corozal. These are the only operations outside of Mexico in which ASUR currently has an interest.

AS OF THE 31ST OF DECEMBER 2019,
ASUR DIRECTLY EMPLOYS A TOTAL OF

1,075 PEOPLE

IN 2019, A TOTAL OF

34 MILLION PASSENGERS
PASSED THROUGH ASUR'S MEXICAN AIRPORTS

IN 2019, ASUR'S MEXICAN AIRPORTS
HANDLED MORE THAN

335,000 FLIGHTS

2.1
BUSINESS
ACTIVITIES

The company's core activity is to administer and maintain the infrastructure of its airports to ensure sufficient capacity for safe, efficient operations and a high standard of service. Basic infrastructure includes that required for aircraft takeoff and landing operations and for arriving and departing passenger flows, as well as facilities for the authorities involved in airport operations (air-traffic controllers, customs, immigration, etc.).

In addition to the above, the company enters into agreements with external providers for a range of additional services, which may include complementary services for aircraft (such as baggage handling and ramp services) and commercial services for passengers (such as restaurants, shops and car rental, among other business lines). The company's aeronautical, complementary and commercial activities represent its three revenue streams.

Consequently, there are facilities and personnel that, while located at ASUR's airports, are not under the direct operational control of the company. These include all those corresponding to the government agencies, complementary service providers and commercial concession holders mentioned above, as well as the facilities and staff members of the various airlines that operate out of the company's airports.

FIGURE 1:
SUMMARY OF OPERATIONAL BOUNDARIES, ASUR AIRPORTS

CONTROLLED DIRECTLY BY ASUR

Directly Employed Staff:
- General administrative
- Car-park attendants
- Airport Rescue & Fire Fighting personnel
- Hold-baggage-screening system operators
- Surveillance-camera operators

Subcontracted Staff:
- Security guards
- Passenger-inspection personnel
- Cleaning staff
- Convenience-store staff

Facilities:
- Public-access areas in terminal buildings
- Passenger-access areas in terminal buildings
- Airside and airfield facilities
- Car parks and roadways

WHERE ASUR HAS LIMITED INFLUENCE

Staff and Facilities of:
- Airlines, including check-in and boarding staff
- Ground handlers and ramp-service providers, including baggage handlers, etc.
- Commercial concession holders, including restaurants, shops, car rental companies, taxis, etc.

NOT CONTROLLED BY ASUR

Personal e instalaciones de:
Staff and Facilities of:
- DGAC (Mexican civil-aviation authority)
- INM (immigration authority)
- Customs
- Law-enforcement agencies (airport police)
- SENEAM (air-traffic controllers)
- ASA (fuel services for aircraft)

2.2
COMPANY
HISTORY

ASUR's nine Mexican airports are operated under 50-year concessions that were granted to the company in 1998, as part of the Mexican government's plan to open up the country's state-owned airport sector to private investment.

Under the privatisation scheme, an initial stake of 15% in the company's capital stock (the BB series shares) was sold to a strategic partner, Inversiones y Técnicas Aeroportuarias, S.A. de C.V. (ITA), with expertise in Mexican business operations and in the international airport industry. The remaining 85% of the company's shares (the B series) began trading on the stock exchanges of Mexico City and New York in two public offers in September 2000 and March 2005. ASUR is therefore a one-hundred-per-cent privately owned company, subject to a series of national and international regulatory frameworks.

2.3
SHAREHOLDER
STRUCTURE

In June 2007, the strategic partner ITA reduced its shareholding in the company from 15% to 7.65%. As of the 31st of December 2019, ITA is owned by Fernando Chico Pardo, a Mexican investor, who has a 50% stake in the company; and by Inversiones Productivas Kierke, S.A. de C.V., a subsidiary of the Mexican bus transport company Grupo ADO, S.A. de C.V., which also has a stake of 50%.

The 92.35% of ASUR's shares that are not held by ITA are traded on the New York Stock Exchange (NYSE: ASR) and the Mexico City Bolsa (BMV: ASUR). As of the 31st of December 2019, Fernando Chico Pardo directly or indirectly owns a stake of 17.33% in ASUR (including the stake held via ITA); and Grupo ADO, S.A. de C.V. directly or indirectly owns a stake of 16.13% in ASUR (including the stake held via ITA).

2.4
ORGANISATIONAL
STRUCTURE

As of the 31st of December 2019, ASUR directly employs a total of 1,075 people. Our organisational structure may be summarised as follows: each of the nine airports of ASUR is a subsidiary of the holding company, Grupo Aeroportuario del Sureste, S.A.B. de C.V. In addition, there are two subsidiary service companies, one that directly employs the Group's unionised staff (RH ASUR, S.A. de C.V.) and another that directly employs all the Group's non-unionised staff (Servicios Aeroportuarios del Sureste, S.A. de C.V.), as well as three other subsidiaries that provide a freight-handling and commercial services.
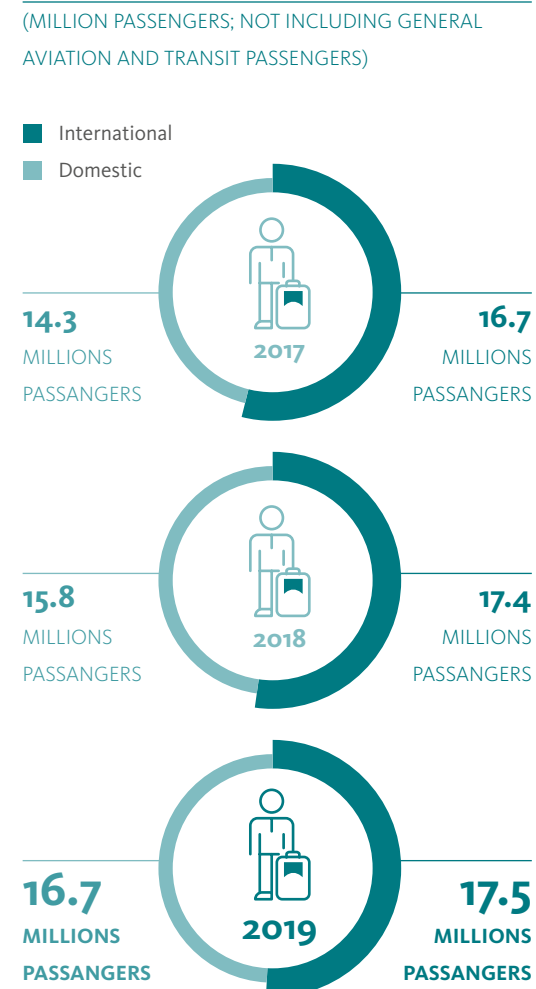
FIGURE 2:
STRUCTURE, HOLDING COMPANY AND SUBSIDIARIES

ONE HOLDING COMPANY

GRUPO AEROPORTUARIO DEL SURESTE, S.A.B. DE C.V.

14 SUBSIDIARIES

- CANCÚN AIRPORT SERVICES, S.A. DE C.V.
- AEROPUERTO DE COZUMEL, S.A. DE C.V.
- AEROPUERTO DE HUATULCO, S.A. DE C.V.
- AEROPUERTO DE MÉRIDA, S.A. DE C.V.
- AEROPUERTO DE MINATITLÁN, S.A. DE C.V.
- AEROPUERTO DE OAXACA, S.A. DE C.V.
- AEROPUERTO DE TAPACHULA, S.A. DE C.V.
- AEROPUERTO DE VERACRUZ, S.A. DE C.V.
- AEROPUERTO DE VILLAHERMOSA, S.A. DE C.V.
- RH ASUR, S.A. DE C.V.
- SERVICIOS AEROPORTUARIOS DEL SURESTE, S.A. DE C.V.
- CARGO RF, S.A. DE C.V.
- CARIBBEAN LOGISTICS, S.A. DE C.V.
- CANCÚN AIRPORT SERVICES, S.A. DE C.V.

2.5
OPERATING AND
FINANCIAL DATA

In 2019, a total of 34,161,842 passengers passed through ASUR's Mexican airports (not including private aviation or transit passengers), of which 17,477,847 (51%) were international and 16,683,995 (49%) were domestic passengers.
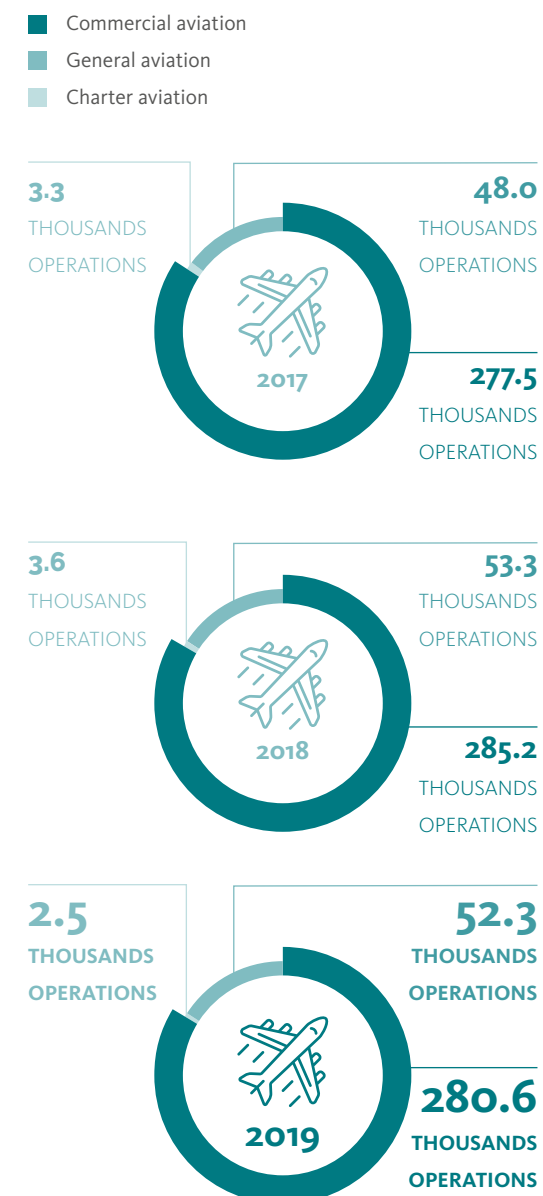
The total passenger figure for 2019 increased by 914,527 (2.8%) compared to the year 2018. The company's largest airport is the one located at Cancún, which accounted for 75% of total passenger traffic in 2019 (down slightly from 76% in 2018).

FIGURE 3:
BREAKDOWN OF INTERNATIONAL AND DOMESTIC PASSENGER TRAFFIC

(MILLION PASSENGERS; NOT INCLUDING GENERAL AVIATION AND TRANSIT PASSENGERS)

- ■ International
- ■ Domestic

2017
14.3 MILLIONS PASSANGERS — 16.7 MILLIONS PASSANGERS

2018
15.8 MILLIONS PASSANGERS — 17.4 MILLIONS PASSANGERS

2019
16.7 MILLIONS PASSANGERS — 17.5 MILLIONS PASSANGERS

In 2019, ASUR's nine Mexican airports handled a total of 335,464 air-traffic movements (landings and takeoffs), of which 84% were commercial flights, 1% were charter flights, and 15% were general aviation (private) flights.

FIGURE 4:
BREAKDOWN OF AIR-TRAFFIC MOVEMENTS BY AVIATION CATEGORY

- ■ Commercial aviation
- ■ General aviation
- ■ Charter aviation

2017
3.3 THOUSANDS OPERATIONS — 48.0 THOUSANDS OPERATIONS — 277.5 THOUSANDS OPERATIONS

2018
3.6 THOUSANDS OPERATIONS — 53.3 THOUSANDS OPERATIONS — 285.2 THOUSANDS OPERATIONS

2019
2.5 THOUSANDS OPERATIONS — 52.3 THOUSANDS OPERATIONS — 280.6 THOUSANDS OPERATIONS

Together, the nine airports of ASUR serve passengers arriving from every continent, although a considerable majority of passengers arrive from North American destinations: in 2019, passengers from the United States of America and Canada accounted for 71% of international passengers.

In 2019, the net income of the company was 5.7 billion Mexican pesos (equivalent to approximately 295 million US dollars). The company ended the year with total assets worth 57.5 billion pesos (approximately 3.0 billion US dollars), total liabilities of 18.7 billion pesos (approximately 973 million US dollars) and total equity of 38.8 billion pesos (approximately 2.0 billion US dollars).*

* Figures in US dollars calculated at an exchange rate of 19.26 Mexican pesos per dollar (2019 average).

FIGURE 5:
SUMMARY OF P&L AND BALANCE SHEET

(FIGURES STATED IN MILLIONS OF MEXICAN PESOS)

	2018	2019
Assets	56,182	57,516
Liabilities	19,500	18,745
Equity	36,681	38,771
Revenues	15,410	16,822
Operating costs	7,766	8,545
Net income	5,120	5,684

2.6
SIGNIFICANT CHANGES
IN OPERATIONS DURING
REPORTING PERIOD

In 2019, the most significant infrastructure projects under way in the company's airports were remodelling and expansion works in the terminal building and other facilities at Mérida Airport, and the programmed expansion of Terminal 4 at Cancún Airport. Neither of these projects involved major expansions of the built-up surface areas or "footprint" of the airports in question.

The requisite environmental-impact assessments were carried out and authorisation was obtained from the Mexican environmental authorities before work began. For a more detailed discussion of mitigation measures for infrastructure expansion, please refer to section 6.2.1 of this report.

2.7
SOCIAL RESPONSIBILITY AWARDS
AND EXTERNAL PROGRAMMES

During 2019, ASUR maintained its status as an active signatory of the United Nations Global Compact (UNGC) by complying with the UNGC's reporting requirements. The Global Compact is an initiative established by the United Nations to promote the values of social responsibility and respect for human rights in businesses around the world.

Additionally, for the twelfth year running, we were awarded recognition as a Socially Responsible Company by the Mexican Centre for Philanthropy, known by its Spanish initials CEMEFI.

CEMEFI bases its awards on self-assessments of internal practices and programmes carried out by the companies themselves, which are required to submit adequate documentation of the corresponding activities. The assessments monitor performance in four key areas:

- Quality of life for company employees.
- Business ethics and anti-corruption practices.
- Community support and relations.
- Environmental protection.

In the reporting period, ASUR received Environmental Quality Assurance certificates for four of its airports from the Mexican Environmental Protection Agency, Profepa.

The certification in question represents official confirmation by the Mexican environmental authorities that the recipient has complied in full with all observations resulting from the audits conducted by the authorities to enforce Mexican environmental legislation. The airports certified were Cancún, Mérida, Minatitlán and Veracruz. Certificates are valid for a period of two years; the remaining airports in the Group— Cozumel, Huatulco, Oaxaca, Tapachula and Villahermosa––are due for re-certification in 2020.

As of the 31st of December 2019, the environmental management systems in place in all of ASUR's airports have valid ISO 14001 certification. The airports at Cozumel, Mérida, Minatitlán, Tapachula, Veracruz and Villahermosa were recertified for the period 2017-2020, and those at Cancún, Huatulco and Oaxaca were recertified for the period 2019-2022.

2.8
DESCRIPTION OF
COMPANY'S VALUE CHAIN

To maintain the facilities at its airports and a high standard of passenger service, ASUR contracts goods and services with a wide range of suppliers. Among the most important of these are: contractors hired to carry out construction work for the maintenance, extension or remodelling of airport infrastructure; technical supervision services to ensure that construction work is completed on time and in accordance with specifications; suppliers of equipment for air-conditioning, security and check-in systems, and so on; and the providers of certain services, such as cleaning, security and surveillance, passenger inspection, and refuse collection.

The vast majority of the companies in ASUR's value chain are based in Mexico, with the notable exception of some suppliers of airport-specific equipment such as boarding bridges, specialised vehicles, and baggage-handling equipment. All contractors and subcontractors are required to adhere to ASUR's Code of Ethics in their dealings with the company. Their employees have access to the company's internal reporting system, and are encouraged to report any instances of unethical behaviour or violations of their fundamental rights. The company's Internal Auditing Department also carries out random inspections to ensure that subcontractors adhere to the provisions of Mexican labour legislation, especially with regard to payment of social security contributions for their employees.

During 2019, of the 20 biggest contracts for goods and services entered into by the company, 15 were for construction services, four were for the acquisition of equipment, and one was for general services (in this case security services for Cancún Airport).

3.0
REPORT
PARAMETERS

THIS REPORT WILL FOCUS IN PARTICULAR
ON SOCIAL AND ENVIRONMENTAL MATTERS

ASUR'S PRINCIPAL STAKEHOLDER GROUPS
**HAVE BEEN IDENTIFIED BASED ON INTERNAL
ASSESSMENTS AND EXTERNAL GUIDANCE**

This Annual Sustainability Report relates to the company's operations in the period between the 1st of January and the 31st of December 2019, and follows on from ASUR's 2018 Annual Sustainability Report which can be consulted at www.asur.com.mx.

Any queries relating to this report may be addressed to: Alistair McCreadie, tel. +52 55 5284 0488, e-mail: amccreadie@asur.com.mx.

3.1
STAKEHOLDER ENGAGEMENT
AND IDENTIFICATION OF
MATERIAL ASPECTS

One of the fundamental decision-making tools used by ASUR is an assessment of the risks inherent to its operations. This analysis is prepared internally on an annual basis, and is presented to the company's Audit Committee. Further details regarding the company's risk analysis may be found in the reports submitted to the stock-market authorities in Mexico and the United States. The assessment in question covers both risks for the company itself, and those that might adversely affect stakeholder groups. In accordance with the precautionary approach, one of the guiding principles for the company's operations is that it should avoid or minimise any activities that have the potential to negatively impact its own operations or the wellbeing of its stakeholders.

ASUR's principal stakeholder groups have been identified based on internal assessments and external guidance, such as that provided by reporting frameworks, best practices, and the standards adopted by initiatives such as the United Nations Global Compact and the Mexico Stock Exchange Sustainability Index. ASUR's internal stakeholders include the company's employees, shareholders, and the members of the company's corporate governance bodies, and its main external stakeholders are local residents and business communities, and the passengers that travel through the airports.

Below is a summary of the main stakeholder-engagement activities carried out by ASUR during 2019:

FIGURE 6:
STAKEHOLDER GROUPS ENGAGED AND ENGAGEMENT METHOD

Stakeholder Group	Principal Engagement Method
Company employees	Internal communications and campaigns; feedback and grievances received via internal reporting system
Community groups	Identification of priority issues through direct communications and in events organised by, among others, UN Global Compact and Mexico stock exchange; interaction with community groups at the local level
Business groups and associations	Identification of priority issues through direct communications and in events organised by, among others, UN Global Compact and Mexico stock exchange; interaction with business groups at the local level
Passengers	Airport-service-quality surveys; feedback and grievances received via direct communications and internal reporting system

The engagement activities described above have allowed us to identify a series of material aspects to be reported on. In selecting the information to be included in this report, ASUR has applied the four principles of materiality, stakeholder inclusiveness, sustainability context and completeness established by the Global Reporting Initiative for defining report content.

The material aspects identified, which are all covered by this report, are listed in Figure 7 below. The boundaries, both within and outside the organisation, regarding how each aspect is reported on are discussed on a case-by-case basis in the relevant sections:

FIGURE 7:
MATERIAL ASPECTS FOR SUSTAINABILITY REPORTING

Material Aspect Identified	Refer to
Environment: Climate change; wildlife protection; use of resources	Section 6
Anticorruption: Systems in place to prevent corruption; company rules regarding facilitation payments and bribes to government officials	Section 5
Working conditions: Collective bargaining guarantees; occupational safety; quality of life in the workplace	Section 7
Human rights: Gender equality; non-discrimination; human trafficking involving minors	Section 9

3.2
SCOPE AND LIMITATIONS
OF REPORT

This report is intended to complement ASUR's Annual Financial Statements for 2019, which contain in-depth information on the financial performance of ASUR during the period in question. It will therefore focus in particular on social and environmental matters without including detailed financial data, except insofar as they relate to the standard disclosures contained in the company profile (Section 2) and to economic performance indicators (Section 8).

The environmental performance indicators mentioned in Section 6 include data from the Group's nine airports in Mexico only. All other indicators refer to the nine airports, the company's head offices in Mexico City and other company subsidiaries in Mexico, as described in Section 2.4.

The report covers operations performed directly by the companies that form part of the ASUR business group. At this time, mechanisms are not in place to include the activities of clients, suppliers or subcontractors within the parameters of this report, unless otherwise stated.

This report has been prepared on a consistent basis with ASUR's Annual Sustainability Report for 2018 in terms of measurement methods, and contains no restatements or reinterpretations of data contained in that report. At this time, it is not company policy to seek external assurance of our Annual Sustainability Report.

4.0
CORPORATE
GOVERNANCE

As a company that is publicly traded on the stock markets of both Mexico City and New York, ASUR adheres to a strict set of regulations in its corporate-governance practices. Our Board of Directors is made up of a majority of independent members, our Audit Committee is made up entirely of independent members and our other corporate-governance bodies all have varying degrees of independent oversight.

The term "independent" is defined in accordance with the Mexican Securities Market Law, and excludes any persons who are executive or non-executive employees of the company or its subsidiaries; shareholders that own a controlling share in the company; the company's clients, service providers, suppliers, debtors, creditors and business partners, and their board members or employees; in general, any individuals who exert influence or authority over the company; and the relations by blood or marriage of any of the above.

ASUR ADHERES TO A STRICT SET OF REGULATIONS IN ITS CORPORATE-GOVERNANCE PRACTICES

ASUR'S SHAREHOLDERS **REPRESENT THE HIGHEST AUTHORITY IN THE COMPANY**

OUR AUDIT COMMITTEE **IS MADE UP ENTIRELY OF INDEPENDENT MEMBERS**

4.1
SHAREHOLDERS' RIGHTS
AND DUTIES OF THE BOARD
OF DIRECTORS

FIGURE 8:
OVERVIEW OF CORPORATE GOVERNANCE STRUCTURE OF ASUR

In accordance with Mexican law, ASUR's shareholders represent the highest authority in the company. Shareholders' meetings are held on at least an annual basis, in order to vote on the most important issues such as dividend payments and other matters that require shareholder approval by law. In addition, according to the company's bylaws, any shareholder or group of shareholders representing at least 10% of the company's capital stock has the right to convene a shareholders' meeting at any time.

The Board of Directors reports to the company's shareholders, and is in turn reported to by four different committees: the Audit Committee, the Nominations and Compensations Committee, the Operations Committee and the Acquisitions and Contracts Committee.

The Board of Directors is responsible for making strategic decisions regarding the company's business operations. To do so, it receives reports from the company's top management and corporate governance committees regarding such matters as the company's financial performance, passenger figures, operations, compliance with investment commitments, and other important matters. On a yearly basis, the Board submits a report regarding its own activities and performance for the evaluation of the company shareholders.

4.2
DUTIES OF THE
CORPORATE GOVERNANCE
COMMITTEES

4.2.1
AUDIT COMMITTEE

The Audit Committee is responsible for verifying that the company has sufficient internal controls to ensure accurate financial reporting. It also supervises the company's risk-management activities: on a regular basis risk-mapping activities are carried out, covering aspects such as risks relating to financial information, areas of the company that may be vulnerable to fraud or other acts of corruption, information technology, and environmental and social issues. Once the company's risks have been mapped in detail, courses of action are determined for them to be managed and the information is presented to the Audit Committee for discussion.

The Audit Committee is also responsible for approval of ASUR's Code of Ethics, which is discussed in more detail in Section 5 of this report. Pursuant to the Code of Ethics, ASUR has an internal reporting system that may be used by anyone to flag instances of abuse or corruption, or to report grievances relating to workplace matters. The system's users have the option to submit reports anonymously or to confirm their identity. All such reports are completely confidential and are received directly by the Internal Auditing Department, which has the duty to investigate them and to report to the Audit Committee. The Audit Committee ultimately reports to the Board of Directors and the company shareholders regarding the reports received and how the matters raised were resolved.

4.2.2
NOMINATIONS AND
COMPENSATIONS COMMITTEE

The Nominations and Compensations Committee is mainly responsible for issuing proposals for the appointment of new Board and Committee members, as well as new executive officers in the top level of management in the company. It also determines the level of compensation to be paid at these levels, based on performance assessments and market rates, and approves the performance parameters that will be used as the basis for assessment in the subsequent 12-month period.

4.2.3
OPERATIONS COMMITTEE

The Operations Committee oversees key aspects of ASUR's day-to-day business activities, including compliance with the investments that the company is required to make by the Mexican federal government. It also issues proposals and recommendations to the Board of Directors in relation to such matters as the company's budget, business plan, and dividends, among others.
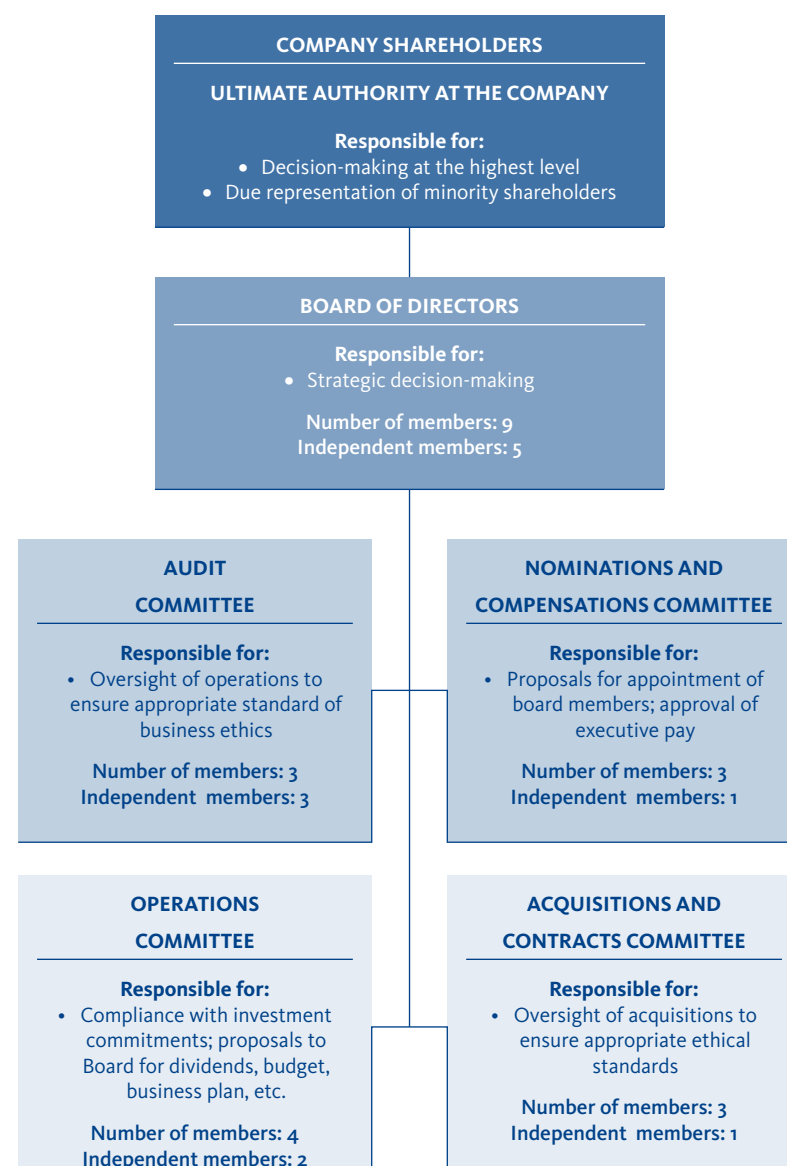
4.2.4
ACQUISITIONS AND CONTRACTS COMMITTEE

The Acquisitions and Contracts Committee is responsible for ensuring that appropriate standards are adhered to in the process of acquiring the goods and services that the company needs to carry out its operations successfully. Specifically, approval is required from the Committee for any acquisition or contract with a total value in excess of 400,000 US dollars, in one or more years; for extensions to existing contracts that represent an increase of more than 25% of the originally agreed timeframe or value; when a contract is put up for tender and a single bid is received, or when a contract is assigned directly and without tender to a given supplier, regardless of the contract value; and in cases when a contract is renewed with the same supplier on expiry.

Compensation payable to the company's executive officers is also analysed and approved by the Nominations and Compensations Committee, subject to ratification by the independent Audit Committee. This includes both base salary and the annual performance bonus, which is linked to a series of performance indicators, also determined annually by the Nominations and Compensations Committee in accordance with the process described in section 4.2.2 above.

At this time, there are no female members on either the company's Board of Directors or any of the corporate governance committees that report to it.

4.3
COMPOSITION OF CORPORATE
GOVERNANCE BODIES AND REMUNERATION

Board and Committee members are appointed in accordance with proposals presented by the Nominations and Compensations Committee, whose job it is to identify potential candidates, analyse their qualifications and expertise in the relevant strategic areas, and verify that they do not have any conflicts of interest with the company. Once a possible candidate has been identified for each vacant position, and this person has expressed his or her agreement to be appointed, the proposal is submitted for approval by either the company shareholders or the Board of Directors, as applicable.

All Board and Committee members are paid a fixed fee for each session they attend, which is proposed each year by the Nominations and Compensations Committee in line with market standards and is submitted for the approval of the company shareholders.

4.4
FREQUENCY OF SESSIONS
AND ATTENDANCE RATE

As mentioned above, shareholders' meetings are held on at least an annual basis. The Board of Directors and the committees that report to it all hold four ordinary sessions per year, with the exception of the Audit Committee, which holds five, and the Nominations and Compensations Committee, which holds two. The Board and committees may also hold an extraordinary sessions that are needed.

In 2019, the Company's Board of Directors held four sessions, the Audit Committee held five sessions, the Operations Committee held four sessions, the Acquisitions and Contracts Committee held four sessions, and the Nominations and Compensations Committee held two sessions. There was a 94% attendance rate at these meetings.

5.0
CODE OF ETHICS AND
ANTI-CORRUPTION MEASURES

THE COMPANY HAS

AN INTERNAL REPORTING SYSTEM

DURING 2019,

100% OF THE COMPANY'S EMPLOYEES
WERE PROVIDED WITH TRAINING RELATING TO THE CODE OF ETHICS

5.1
CODE OF
ETHICS

ASUR has a written Code of Ethics that sets forth the ethical standards the company expects its employees, executives and corporate governance officials to adhere to. This Code of Ethics is provided to each new employee as part of the company's induction procedures. On an annual basis, awareness campaigns are carried out for all employees; together with the members of the company's Board of Directors and corporate governance committees, company employees are required to certify that they have not incurred any violations of the Code. The Code of Ethics was most recently updated in November of 2017.

5.2
ANTICORRUPTION
MEASURES

As established in the Code of Ethics, the company has an internal reporting system through which reports or complaints may be submitted directly to the Internal Auditing Department for investigation, by email or voicemail. Employees and other stakeholders are encouraged to use this system to report instances of corruption or abuse, and they may choose to submit reports anonymously or not. In the event that they do confirm their identity, it is guaranteed that they will not be penalised in any way, even if the reports submitted prove to be baseless.

The Internal Auditing Department reports directly to the Audit Committee, which is composed entirely of independent members (that is, people who are not shareholders or executive officers in the company, or their related parties). As well as investigating all reports received, the Internal Auditing Department establishes a quarterly programme of audits to be carried out in different business units. The Audit Committee approves the work programme of the Internal Auditing Department and is informed of the results of the audits performed.

Among the other essential roles performed by the Internal Auditing Department is the assessment of the risks inherent in the company's operations, which are prioritised according to their potential impact and the likelihood that they will occur. The Department then establishes measures, such as increased frequency of internal audits, to focus on those operations where a higher risk of corruption or fraud has been identified, and reports all findings to the Audit Committee.

During 2019, 100% of the company's employees were provided with training relating to the Code of Ethics. ASUR's Internal Auditing Department carried out audits in all nine airports in the Group, as well as the airports located in San Juan, Puerto Rico, and Colombia, and several commercial concession holders operating at the airports. These audits resulted in a total of 9 relevant observations. A total of 52 reports were submitted via the internal reporting system during the year, of which 22 were considered to be of critical importance, 18 were of medium importance and 12 were of minor importance.

Of the critical matters that came to the attention of the Internal Auditing Department during the year, most were related to internal procedural concerns and no disciplinary action was taken. However, one staff member was disciplined and two staff members were dismissed for failure to adhere to the company's policies on ethical conduct. The company incurred no fines or penalties in relation to instances of corruption.

6.0
ENVIRONMENTAL
RESPONSIBILITY

**Principal U.N. Sustainable Development Goals
addressed in this section:**

9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE

13 CLIMATE
ACTION

15 LIFE
ON LAND

THE ELECTRICITY USED IN
THE COMPANY'S AIRPORTS
**CONSTITUTES OUR MAIN SOURCE OF
CARBON EMISSIONS**

IN 2019, ASUR JOINED
**THE AIRPORT CARBON ACCREDITATION PROGRAMME
ORGANISED BY AIRPORTS COUNCIL INTERNATIONAL**

TERMINAL 4 IN CANCÚN AIRPORT
OBTAINED LEED GOLD SUSTAINABILITY CERTIFICATION

6.1
SIGNIFICANT ISSUES AND
MANAGEMENT STRATEGY

ASUR has a written policy (see Appendix A) that expressly and formally sets forth the commitment of the company and its subsidiaries to take positive action in relation to the environment. This policy contains the stated goals of reducing the negative environmental effects of the company's operations and promoting environmental protection, the economical use of natural resources, and the reduction of the company's carbon footprint.

Among the most significant environmental issues identified by the company with the potential to impact our operations negatively are climate change, and the loss of natural habitats and biodiversity.

ASUR is a company whose business depends largely on the tourism industry: our airports at Cancún, Cozumel and Huatulco serve primarily tourist markets, and significant numbers of tourists also travel through our airports at Mérida, Oaxaca, Veracruz, and Villahermosa. Together, these airports accounted for 98% of our Mexican passenger traffic in 2019. Therefore, it is clearly in the interests of the company to contribute to the preservation of the natural beauty of these areas, in order for them to continue to be attractive to visitors.

Any combination of the effects of climate change widely predicted by the scientific community, including rises in sea levels with the corresponding loss of beaches, an increased risk of extreme weather events such as hurricanes and flooding, and the disappearance of land and marine habitats such as mangroves and coral reefs, has the potential to significantly impact the airports in ASUR's group located in beach destinations, as well as those serving low-lying or flood-prone areas.

ASUR has a series of initiatives to reduce carbon emissions, discussed in more detail in Section 6.2.2 of this report. Additionally, the company has instituted programmes intended to ensure that the airports' water consumption does not put excessive pressure on the water supplies for local habitats and populations; to protect and promote plant and animal biodiversity in the undeveloped areas surrounding the airports; and to ensure that the waste water discharged and storm water runoff do not constitute a source of pollution for local bodies of water.

Since ASUR's business activities do not involve the manufacture or creation of any kind of physical product, the company's consumption of materials is relatively insignificant. The principal consumable required on a consistent basis for our airports' day-to-day operations is fuel, which is discussed in greater detail in Section 6.2.6 of this report. Similarly, due to the nature of ASUR's operations, the environmental aspects relating to products, services and transport are considered immaterial for the purposes of this report.

Within the company's overall strategic approach to environmental matters, each of the nine airports in the Group establishes its own specific goals in accordance with local conditions. These environmental objectives are available for consultation in Appendix B of this report.

Responsibility for environmental issues within the organisation ultimately lies with our Chief Infrastructure and Compliance Officer, one of the six executive officers at the top level of management in the company. This position has responsibility for the oversight of infrastructure management (including infrastructure expansion), as well as all matters relating to the company's compliance with the various regulations it is subject to. ASUR's Operational and Safety Compliance Manager works below the Chief Infrastructure and Compliance Officer and manages a team of environmental coordinators, with members based in each of the airports in the Group.

Each of ASUR's airports has an Environmental Management System that establishes detailed guidelines and procedures for aspects such as training, monitoring, emergency response, and the environmental requirements for projects and contractors. Each airport's Environmental Management System is currently certified under the ISO 14001 programme. In addition to ISO 14001 certification, ASUR's airports have consistently been awarded Environmental Quality Assurance certification, which represents official confirmation by the Mexican environmental authorities that the recipient has complied in full with all observations resulting from the audits conducted by the authorities to enforce Mexican environmental legislation.

For additional information relating to key environmental issues, such as performance against environmental objectives, specific risks and systems, and targeted strategies and procedures, please see the information contained in Section 6.2 of this report.

6.2
OVERVIEW OF PRINCIPAL
MITIGATION MEASURES

6.2.1
MITIGATION OF INFRASTRUCTURE EXPANSION

Large-scale infrastructure expansion at any of ASUR's airports, which tend to be surrounded by undeveloped land, often necessitates the modification or destruction of natural habitats. For this reason, projects of this type are only undertaken following careful consideration and analysis of the mitigation measures that can be applied, and when it is determined that there is ample justification, usually to eliminate operational hazards or serious capacity constraints, which in turn may have negative consequences for local economies and the environment.

In 2019, there were no major infrastructure-expansion projects that involved significant extensions to the built-up surface areas or "footprint" of the airports. During the year, the recently constructed Terminal 4 in Cancún Airport obtained LEED sustainability certification (gold level) under the standard established by the U.S. Green Building Council (USGBC), which made Cancún Airport the first airport in Mexico to have certification of this nature for part of its infrastructure.

6.2.2
MANAGEMENT OF CARBON EMISSIONS

In 2015, in compliance with the Mexican Law on Climate Change, ASUR began reporting its carbon emissions to the National Emissions Register (Spanish initials RENE). As part of the company's commitment to reducing these emissions, ASUR has registered its nine Mexican airports with the Airport Carbon Accreditation initiative organised by Airports Council International. The first stage of this process, which began in 2019, is to ensure robust mechanisms are in place to accurately measure the carbon footprint of the company's operations.

In 2019, ASUR's nine Mexican airports produced a total of 63,814 tonnes of carbon dioxide (CO2) or the equivalent in other greenhouse gases. Indirect GHG emissions resulting from the airports' electricity consumption constitute by far the largest source of emissions: 57,224 tonnes of CO2 in 2019 representing 90% of total emissions. The company's direct GHG emissions were comparatively low; emissions from facilities or equipment directly operated by ASUR accounted for 6,589 tonnes of CO2, or 10% of total emissions. The most significant sources of direct GHG emissions in ASUR's airports are the refrigerants used in air-conditioning systems and fuel for vehicles such as airside buses and utility vehicles.

FIGURE 9:
SUMMARY OF CARBON EMISSIONS BY SOURCE

CARBON EMISSIONS REPORT
ALL FIGURES EXPRESSED IN TONNES OF CO2 EQUIVALENT, ALL AIRPORTS

	2018	2019
Scope 1 (Direct) Emissions		
Diesel	1,081.46	1,391.52
Gasoline	557.76	600.18
Liquid Petroleum Gas	30.32	30.59
Refrigerants	4,398.52	4,566.96
Total Scope 1 Emissions	6,068.06	6,589.25
Scope 2 (Indirect) Emissions		
Electricity Consumption	57,974.39	57,224.41
Total Scope 2 Emissions	57,974.39	57,224.41
TOTAL EMISSIONS, ALL SOURCES	64,042.45	63,813.66

6.2.3
ENERGY EFFICIENCY

As mentioned above in Section 6.2.2, the electricity used in the company's airports constitutes our main source of carbon emissions. Among the most important measures that we implement to moderate electricity consumption are expanding infrastructure only when necessary from an operational viewpoint; carrying out regular equipment maintenance and replacements, to ensure that all systems function optimally and efficiently; and additional energy-saving measures like installing air-conditioning traps at the entrances to terminal buildings, using naturally cold water extracted from deep underground in air-conditioning chillers, and automatic power-down systems for equipment that is not in use.

The company has also begun actively seeking cost-effective solutions to begin sourcing some of its electricity from renewable sources.

The total amount of electricity consumed in all airports in the Group increased year-over-year by 1.4% from 2018 to 2019, while per-passenger consumption decreased by 0.9% over the same period[1].

These figures state only the intermediate energy produced by Mexico's Federal Electricity Commission and purchased by ASUR. At this time, data are not available that allow a calculation of the amount of direct energy from primary sources consumed in order to produce this electricity.

ASUR does not generate any of the electricity it consumes; one hundred per cent of the company's electricity requirements are covered by purchasing from the Federal Electricity Commission. According to figures published by the International Energy Agency, in 2018 (the most recent estimated data available), 86% of the electricity generated in Mexico was produced from non-renewable sources (natural gas, oil, coal and nuclear energy) and 14% was produced from renewable sources (hydroelectric, geothermal, biomass and wind power)[2].

FIGURE 10:
TOTAL ELECTRICITY CONSUMPTION VS. PASSENGER GROWTH
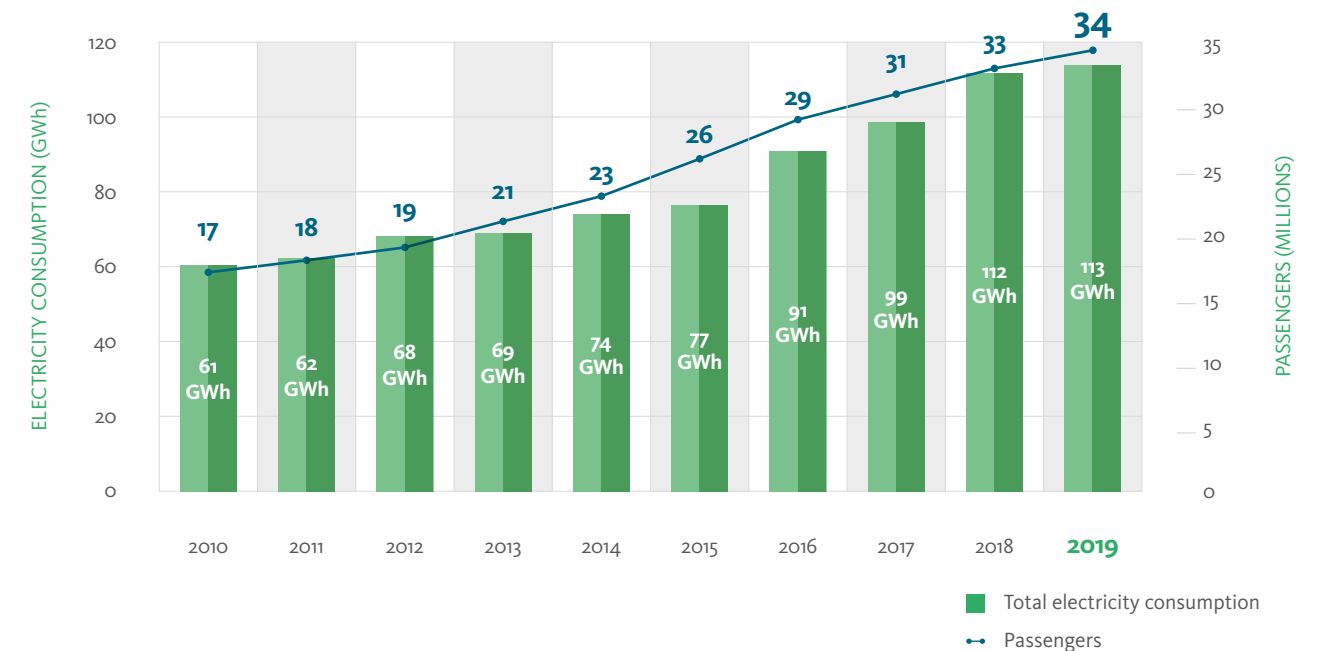
[1] Source: Internal ASUR data. See tables in Section 6.3 Environmental Management System.

[2] Source: International Energy Agency website, at:

https://www.iea.org/data-and-statistics?country=MEXICO&fuel=Electricity%20and%20heat&indicator=Electricity%20generation%20by%20source

6.2.4
WATER MANAGEMENT

In addition to reducing the company's carbon footprint through energy efficiency, ASUR has also been focusing on improving its systems for managing both our water consumption and the waste water and other effluents produced in the airports.

Eight of ASUR's nine airports are equipped with treatment plants that receive all waste water from terminals and administrative buildings. In the case of Cozumel Airport, which is located on an island, waste water is sent to the municipal drainage system and is treated at the municipal plant. The airports' plants use biological, mechanical, and chemical treatment processes to purify waste water to a standard where it is clean enough to be either reused or discharged without presenting a risk to other water sources. The water that is recycled is mainly used for watering green areas, which helps to reduce the demands placed by the airports on local resources. Any water that cannot be stored and used for this purpose is released into either the subsoil or into local wetlands, in accordance with the permits issued by Mexico's National Water Commission (CONAGUA).

ASUR also takes care to ensure that the quality of the storm water that runs off our airport facilities is in full compliance with local regulations.

Given the weather conditions in the southeast region of Mexico, no de-icing or anti-icing fluids are used in any of the airports in the group. Furthermore, the company has equipment in place on the aircraft aprons of each of our airports to ensure that any spills of liquids such as fuels or oil are appropriately eliminated before they can be flushed into local water sources.

Overall, in 2019 ASUR's total water consumption in the nine airports increased by 5.5% from 755,612 to 797,217 cubic metres (m³). Water consumption on a per-passenger basis (measured in litres per passenger) increased by 3.1%. The amount of metered discharge increased by 9.5% in absolute terms (from 417,450 to 457,066 m³), and by 7.0% in litres per passenger.[1]

FIGURE 11:
TOTAL WATER CONSUMPTION VS. PASSENGER GROWTH

Year	Total water consumption (m³)	Passengers (millions)
2010	555,939	17
2011	596,197	18
2012	701,660	19
2013	717,969	21
2014	909,949	23
2015	927,038	26
2016	870,931	29
2017	825,475	31
2018	755,612	33
2019	797,217	34

- Total water consumption
- Passengers

[1] Source: Internal ASUR data. See tables in Section 6.3 Environmental Management System.
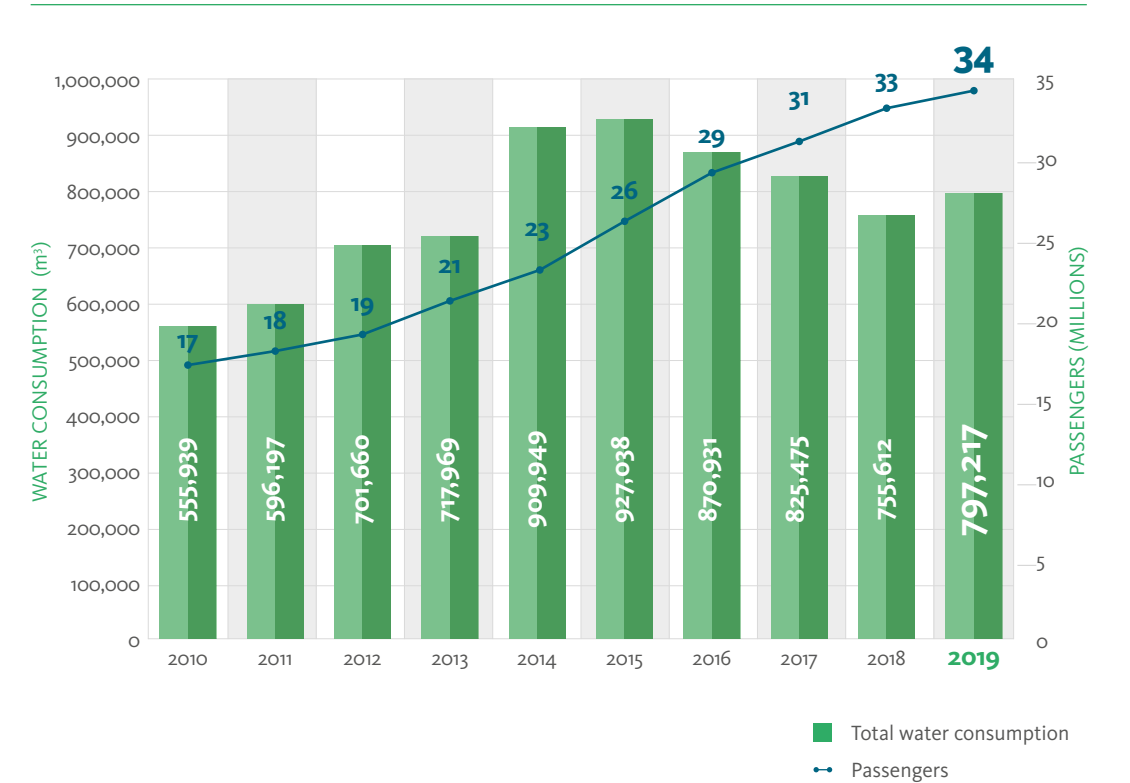
6.2.5
WASTE MANAGEMENT

An important aspect in ensuring that our operations do not damage local environments and ecosystems is to make sure that all the waste materials generated in our airports are appropriately disposed of. Consequently, each airport has waste management facilities for hazardous and non-hazardous waste.

The waste materials that are classified as hazardous under Mexican legislation include a series of toxic, inflammable and corrosive substances, as well as items of equipment that have come into contact and are contaminated with these materials. In our airports, all substances and articles of this kind are safely stored, appropriately labelled and eventually handed over to specialist waste disposal companies, in strict adherence to the applicable regulations. The waste disposal companies, which are required to be licenced by the Mexican authorities, eliminate the hazardous waste using methods that avoid pollution and provide ASUR with waste disposal certificates stating the methods used.

Non-hazardous waste is handled in separate facilities at ASUR's airports to avoid cross-contamination. Cancún Airport, which currently generates approximately 90% of all the non-hazardous waste in the Group, has a dedicated refuse-recycling plant, where materials such as glass, PET plastic, cardboard and aluminium are sorted and sent for recycling. Altogether, in 2019 Cancún Airport recycled 17% of the refuse it produced. All the other airports in the Group have now established similar, smaller-scale recycling programmes.

Overall, in 2019 the nine airports produced 6,680 tonnes of non-hazardous waste, which represented a decrease of 1.7% compared to 2018. Of this total amount, 1,119 tonnes (17%) was recycled and the rest was sent for final disposal at municipal waste-handling facilities.[1]

6.2.6
FUEL CONSUMPTION

Petrol (gasoline) and diesel fuels are consumed to operate emergency electricity generators, as well as a wide range of support vehicles, including shuttle buses for transporting passengers to various parts of the airports, utility vehicles, and so on. The total amount of fuel consumed by ASUR's airports increased from 2018 to 2019 by 23.2%, from 604,608 to 744,961 litres. This represented an increase on a per-passenger basis of 20.4%[2]. However, it is worth noting that fuel consumption is relatively insignificant in terms of the company's overall carbon footprint: even after this increase, the total amount of all fuels consumed in the airports represented just 3% of total carbon emissions.

The measurements of fuel consumption in ASUR's airports include only the fuel used in the facilities and the vehicles that are the property of the airport company. They do not take into account fuel consumed by the airports' subcontractors, or that consumed by aircraft for takeoff and landing procedures. While ASUR recognises that this information may be of interest to our stakeholders, at this time no systems are in place for us to obtain these data.

[1] Source: Internal ASUR data. See tables in Section 6.3 Environmental Management System.
[2] Source: Internal ASUR data. See tables in Section 6.3 Environmental Management System.

6.2.7
BIODIVERSITY ISSUES

ASUR has several programmes in place that are intended to promote and protect the rich biodiversity in the areas that surround many of our airports. Local species of plants and animals that are vulnerable or endangered have been identified, along with natural habitats that are of special value. In recent years, the company has implemented projects to relocate endangered plant species during construction work and to carry out reforestation projects with local species.

The company also implements wildlife-management measures to reduce the risk of impacts between animals and aircraft at our airports, both on the ground and in the air. One of the most significant risks is that of bird strike, which may cause significant damage to aircraft.[1] ASUR counters this risk by using trained hawks to scare away other species of birds and prevent them from nesting on airport grounds; the method causes no damage to the bird populations themselves, while guaranteeing aviation safety.

[1] Bird-strike incidents that cause damage to aircraft are reported to the Mexican civil-aviation authorities by the airlines, as the directly affected parties. ASUR does not compile data on the numbers of bird strikes at or within the vicinity of its airports.

6.3
ENVIRONMENTAL
MANAGEMENT SYSTEM

ASUR has an Environmental Management System that is applied in all nine of the Mexican airports the company operates. The purpose of the system is to establish environmental objectives for each airport, as well as a framework for the achievement of those objectives. The system creates a series of parameters that can be used to monitor and assess each airport's performance in relation to the environmental objectives established, providing the company management with valuable information for the decision-making process.

Environmental objectives are determined by each airport on an ad hoc basis, in order to ensure that local conditions are taken into consideration in ASUR's environmental protection programme. The full details of the environmental objectives established in 2019 for the nine airports in the Group, as well as performance against those objectives, can be consulted in Appendix B.

The Environmental Management Systems in each of ASUR's airports are certified according to ISO 14001.

The following tables provide an overview of the performance in all nine of ASUR's airports with regard to some of the most relevant environmental parameters established by the System:

FIGURE 12:
SUMMARY OF ENVIRONMENTAL PERFORMANCE INDICATORS FOR ALL AIRPORTS

Total Figures

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	825,475	755,612	**797,217**	5.5%
Total water discharged	m³	422,323	417,450	**457,066**	9.5%
Total electricity consumption	kWh	98,843,472	111,744,821	**113,315,672**	1.4%
	GJ	355,836	402,281	**407,936**	1.4%
Total hazardous waste produced	kg	17,319	15,655	**14,391**	-8.1%
Total non-hazardous waste produced	t	6,450.6	6,796.3	**6,679.9**	-1.7%
Non-hazardous waste recycled		1,046.2	1,066.6	**1,119.2**	4.9%
% non-hazardous waste recycled		16%	16%	**17%**	
Total fuel consumption	l	570,733	604,608	**744,961**	23.2%

Per-Passenger Basis

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	26.4	22.6	**23.3**	3.1%
Water discharged per passenger	l/pax	13.5	12.5	**13.4**	7.0%
Electricity consumption per passenger	kWh/pax	3.2	3.3	**3.3**	-0.9%
	MJ/pax	11.4	12.1	**11.9**	-0.9%
Hazardous waste produced per passenger	g/pax	0.6	0.5	**0.4**	-10.2%
Non-hazardous waste produced per passenger	kg/pax	0.21	0.20	**0.20**	-3.9%
Fuel consumption per passenger	ml/pax	18.3	18.1	**21.8**	20.4%

For a full breakdown of these performance indicators for each of the nine airports operated by ASUR, please refer to Appendix C.

The parameters measured are described in more detail below:

1. WATER CONSUMPTION:

This parameter refers to the total amount of water consumed by the airports during the year, whether taken from the municipal water supply or extracted from underground aquifers. Water recycled from treatment plants is not included in this figure. Data are provided on total consumption (stated in cubic metres), as well as consumption on a per-passenger basis (litres per passenger) to provide a more comparable parameter from one airport to another and from one year to another.

2. WATER DISCHARGED:

This parameter refers to the total amount of waste water discharged by the airports during the year, in accordance with the permits obtained from the local authorities, following the required treatment processes. Data are provided on total discharge (stated in cubic metres), as well as discharge on a per-passenger basis (litres per passenger) to provide a more comparable parameter from one airport to another and from one year to another.

3. ELECTRICITY CONSUMPTION:

This parameter refers to the total amount of electricity consumed by the airports from the national grid during the year. Data are provided on total consumption (stated in kilowatt hours and the equivalent in gigajoules), as well as consumption on a per-passenger basis (kilowatt hours and megajoules per passenger) to provide a more comparable parameter from one airport to another and from one year to another. These figures state only the intermediate energy produced by Mexico's Federal Electricity Commission and purchased by ASUR. At this time, data are not available that allow a calculation of the amount of direct energy consumed in order to produce the electricity.

4. HAZARDOUS WASTE PRODUCED:

This parameter refers to the total amount of waste classified as hazardous under Mexican law, which is produced by the airports and appropriately disposed of during the year. Data are provided on total production (stated in kilograms), as well as production on a per-passenger basis (milligrams per passenger) to provide a more comparable parameter from on airport to another and from one year to another.

5. NON-HAZARDOUS WASTE PRODUCED:

This parameter refers to the total amount of waste classified as non-hazardous under Mexican law, which is produced by the airports and disposed of in municipal landfills during the year. Recycled waste is not included in this figure. Data are provided on total production (stated in tonnes), as well as production on a per-passenger basis (kilograms per passenger) to provide a more comparable parameter from on airport to another and from one year to another.

6. FUEL CONSUMPTION:

This parameter refers to the total amount of petrol (gasoline) and diesel consumed by the airports during the year, for example in utility vehicles and shuttle buses to transport passengers for boarding. Data are provided on total consumption (stated in litres), as well as consumption on a per-passenger basis (millilitres per passenger) to provide a more comparable parameter from one airport to another and from one year to another.

6.4 ENVIRONMENTAL CERTIFICATION

As of the 31st of December 2019, the environmental management systems in place in all of ASUR's airports have valid ISO 14001 certification. The airports at Cancún, Huatulco and Oaxaca were recertified for the period 2016-2019, and those at Cozumel, Mérida, Minatitlán, Tapachula, Veracruz and Villahermosa were recertified for the period 2017-2020.

Mexico's Environmental Protection Agency (Profepa) also performs audits once every two years to ensure that ASUR's airports are in full compliance with the country's environmental legislation. Following the inspection procedure, provided that no violations of environmental legislation are identified, the individual airports are issued certificates confirming their compliance with the law. All nine of ASUR's airports currently have valid environmental compliance certification: the airports at Cancún, Mérida, Minatitlán and Veracruz were recertified during 2019, and those at Cozumel, Huatulco, Oaxaca, Tapachula and Villahermosa are due to be audited during 2020.

To date, no administrative or judicial sanctions, including fines or non-monetary penalties, have been imposed on the company for failure to comply with national, international or local environmental laws or regulations.

7.0
QUALITY OF LIFE
FOR EMPLOYEES

Principal U.N. Sustainable Development Goals addressed in this section:

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

As a fundamental part of ASUR's duty of care toward its employees, we aim to provide decent working conditions in all the subsidiaries that form part of the Group. The company's main goal in relation to human resources is to ensure that our airports constitute a reliable source of safe employment for local populations. Between 2018 and 2019, the number of full-time employees in our organisation increased by 1.7% from 1,057 to 1,075, while our agency-hired employees increased by 4.1% from 267 to 278. During the period, we have achieved a low level of staff turnover and an excellent occupational health and safety record. Further information on these aspects is available in Sections 7.1 and 7.2 of this report.

DURING THE PERIOD,
WE MAINTAINED AN EXCELLENT OCCUPATIONAL HEALTH AND SAFETY RECORD

A TOTAL OF
137,261 MAN HOURS
OF TRAINING WAS PROVIDED

THE TOTAL NUMBER OF LOST DAYS
RESULTING FROM ACCIDENTS IN THE WORKPLACE WAS EQUIVALENT TO
0.09%
OF TOTAL DAYS WORKED

Positive relations between the company's employees and management are also a priority for ASUR. 35% of the company's employees are unionised, and the company enjoys a good working relationship with the union. The company has a written "open-doors" communication policy, according to which all staff members are free to approach any member of management with consultations or complaints at any time. Employees are also given the option of submitting any grievances they have via the company's internal reporting system; these reports are investigated confidentially by the Internal Auditing Department to identify any instances of inappropriate behaviour on the part of those involved and to reach amicable solutions whenever possible.

The company has a permanent training programme for employees in all ten locations where we have operations in Mexico (the head offices in Mexico City and the nine airports). During 2019, training was provided to staff members in a wide range of areas, covering topics such as technical systems training, aviation security, fire safety, handling hazardous materials, and first aid. A total of 137,261 man hours of training was provided for the company's 1,075 employees and other key members of the airport communities during the year.[1]

In addition to the professional development of staff members, the company plans a series of activities, to provide an opportunity for employees to socialise and to support local cultural traditions. Among the events organised in 2018 were celebrations of Children's Day, Mothers' Day, Father's Day, Christmas, and the traditional Mexican festivities of the Epiphany (Día de Reyes) and the Day of the Dead (Día de Muertos).

The company has a series of written policies covering different aspects that relate to its human resources, such as recruitment practices, holiday entitlements, work-life balance, and occupational health and safety. Additionally, company policy mandates the protection of employees' human rights, such as the right to equal opportunity and non-discrimination, the right to personal and physical integrity, and the right to exercise fundamental liberties, including freedom of association. Regular internal campaigns are carried out to ensure that all company employees are aware of these policies, as well as the provisions of ASUR's Code of Ethics, which include information on the internal reporting system for grievances.

On a day-to-day basis, labour issues within the organisation are the responsibility of the company's Human Resources Manager, who is based at the company's headquarters in Mexico City and oversees the human resources team in each of the airports. Certain labour relations issues, such as the renegotiation of the collective bargaining agreement with the union, are handled directly by the Chief Executive Officer.

[1] Calculated on the basis of the total duration of training courses, multiplied by the number of trainees.

7.1 DESCRIPTION OF WORKFORCE

As of the 31st of December 2019, the majority of ASUR's workforce was employed on a permanent, full-time basis; of a total workforce of 1,353 people, 1,075 (79.5%) had indefinite, written labour contracts for full-time employment. Among full-time employees, a staff turnover rate of 8.3% was achieved during the year; this is calculated on the basis of the number of people who left the company for whatever reason, including retirements, resignations, and dismissals, as a percentage of total employees.

Of the 1,075 workers directly employed by the company, 846 are male (79%) and 229 are female (21%). All of the company's six executives are male. Of the 63 employees in managerial positions, 54 are male (86%) and 9 are female (14%). Of the remaining 1,012 employees, 792 are male (78%) and 220 are female (22%).

The following table shows a breakdown of the 1,075 permanent employees of the company according to the location where they work:

FIGURE 13:
BREAKDOWN OF ASUR WORKFORCE ON GEOGRAPHIC BASIS
(PERMANENT EMPLOYEES)

City	State	No. of employees	Unionised	%	Non-unionised	%
Cancún	Quintana Roo	559	162	29%	397	71%
Mérida	Yucatán	107	44	41%	63	59%
Villahermosa	Tabasco	64	28	44%	36	56%
Cozumel	Quintana Roo	62	36	58%	26	42%
Veracruz	Veracruz	59	26	44%	33	56%
Mexico City	Mexico City	49	0	0%	49	100%
Tapachula	Chiapas	49	24	49%	25	51%
Oaxaca	Oaxaca	47	21	45%	26	55%
Huatulco	Oaxaca	43	20	47%	23	53%
Minatitlán	Veracruz	36	16	44%	20	56%
Total		**1,075**	**377**	**35%**	**698**	**65%**

The remaining 278 workers (20.5% of total workforce) were employed on a temporary basis via an employment agency. These temporary workers are distributed among the airports on an ad hoc basis, as needed. As of the 31st of December 2019, the geographic distribution of ASUR's 278 agency workers was as follows: 231 at Cancún Airport; 10 at Cozumel Airport; 10 at Villahermosa Airport; 9 at Mérida Airport; 8 at Veracruz Airport; 7 at Oaxaca Airport; and 3 at Huatulco Airport.

ASUR's unionised workers all belong to the National Airport Industry Workers Union (*Sindicato Nacional de Trabajadores de la Industria Aeroportuaria y de Servicios Similares y Conexos de la República Mexicana*). Once every two years, the company management and the union undertake a collective bargaining procedure to determine employment conditions for unionised employees and the benefits that they are entitled to. The agreements reached in this negotiation are formalised in a written collective labour agreement that is signed by the representatives of the company and the union. The renegotiation process was undertaken during 2018, and the current collective bargaining agreement will be valid until 2020.

Among the benefits negotiated with the union for the 2018-2020 period are: higher rates of pay for special shifts or activities that imply a higher level of risk; life and disability insurance; Christmas bonuses and holiday entitlements; support for childcare; support in the event of a death in the family; and scholarships to enable employees and their children to complete their basic education, as well as an allowance for their books, stationery, and other school equipment.

The company's non-unionised workers are also offered a series of employment benefits, such as health and life insurance, holiday entitlements, Christmas bonuses, matching-funds savings accounts and, in some cases, performance bonuses, that are in excess of the minimum benefits required under Mexican labour legislation.

In addition to the permanent employees and the agency-hired personnel mentioned above, there are significant numbers of workers based at each of the company's airports who are not directly employed by the company. They may be broken down into a number of different categories, including: government employees, such as those working for the air traffic control, immigration and customs services; the employees of ASUR's commercial concession holders, such as food and beverage or retail outlets and car rental offices; the employees of other businesses with a permanent base at the airport, such as ramp service providers and the airlines; and the employees of those companies subcontracted by ASUR to provide specific services in the airports. In the latter case, the most significant services subcontracted by ASUR in all nine of its airports are cleaning services for terminal buildings, administrative offices, and so on; and security services, including general surveillance staff and the personnel manning security filters and passenger inspection points.

At this time, data are not available in relation to employment types, contract types or collective bargaining agreements for the aforementioned workers.

7.2
SAFETY IN
THE WORKPLACE

The right to physical integrity, and therefore a safe workplace that does not expose employees to unnecessary risks, is included in the company's written policies. During 2019, the 1,075 permanent employees of ASUR worked a total of 3,094,160 hours, equivalent to 386,770 days (eight-hour shifts). In the period in question, the total number of lost days resulting from accidents was 355, equivalent to 0.09% of total days worked. There were no cases of occupational disease and no fatalities.

In accordance with the system used by the Mexican Social Security Institute, accidents in the workplace are defined as incidents leading to an injury that requires the staff member in question to miss one or more days of work. The total number of lost days includes all calendar days between the initial accident and the date on which the employee returns to work, even when these days are not working days. The date on which the accident occurs is counted as day one for this purpose. Minor accidents requiring first-aid treatment only are not included in the number of accidents in the workplace.

In the same period, the absentee rate (defined as the total number of days that employees were absent from work due to general, non-work-related illness or when no justification was presented for the absence) corresponded to a total of 2,346days, or 0.61% of total days worked.

These data refer exclusively to the 1,075 direct, full-time employees of ASUR as of the 31st of December 2019. At this time, there are no systems in place that require subcontractors, service providers or other parties with employees working at the airport to provide ASUR with accident, injury and absenteeism data.

8.0
COMMUNITY INVOLVEMENT
AND SUPPORT

Principal U.N. Sustainable Development Goals addressed in this section:

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

The contribution that ASUR makes towards creating decent living standards for its employees and their families is one of the most significant ways in which the company provides support for local communities. The basis for this is the financial success of our business, and we are therefore constantly seeking ways in which we can increase value for both our shareholders and other stakeholders.

We are also aware that the airports we operate play a significant role in facilitating business for other companies and individuals in the regions where they are located; our airports form a key part of local transport networks, and are therefore important for the promotion of regional economic development.

WE ARE AWARE THAT THE AIRPORTS WE OPERATE **ARE IMPORTANT FOR THE PROMOTION OF REGIONAL ECONOMIC DEVELOPMENT**

WE RECOGNISE THAT THE SUCCESS OF OUR BUSINESS ALSO DEPENDS **ON ESTABLISHING GOOD RELATIONS WITH OUR LOCAL COMMUNITIES**
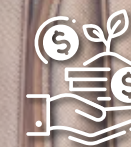
THE TOTAL VALUE OF **DONATIONS FOR SOCIAL PROJECTS IN 2019 IS ESTIMATED AT**

$80.1 MILLION PESOS

8.1
DIRECT
ECONOMIC BENEFITS

As a matter of policy, ASUR undertakes a series of activities intended to raise the profile of the destinations where we operate. We have a dedicated Route Development team, whose job it is to promote our destinations with the world's airlines. The goal of this is to bring in more flights to our destinations, and more visitors mean increased revenues for local businesses as well as our airports. We also participate in networking conventions and congresses around the world relating to the airport and tourism industries, often in coordination with the Mexican federal and state tourism authorities and local business groups.

In addition to any direct or indirect economic impacts created by our operations, however, we recognise that the success of our business also depends on establishing good relations with our local communities, and on ensuring that our operations are of mutual benefit to both the company and all its stakeholders. To this end, each of our airports provides support at the local level for a wide range of community projects. Our corporate policies also include stated commitments to run our business ethically and to avoid practices that promote corruption or are harmful to fair trade. Sections 8.2 and 5.2 of this report contain more detailed information on ASUR's community involvement and anticorruption measures.

The table below provides a breakdown of the economic value generated, distributed and retained by ASUR in 2019.

FIGURE 14:
ECONOMIC VALUE GENERATED, DISTRIBUTED AND RETAINED
(FIGURES STATED IN MILLIONS OF MEXICAN PESOS)

Economic value generated	
Total economic value generated	**16,821.6**
Economic value distributed	
Operating costs	**7,820.2**
Employee wages & benefits	**645.4**
Payments to providers of capital	**3,393.0**
Payments to governments	**2,423.1**
Community investments	**79.4**
Total economic value distributed	**14,361.2**
Economic value retained	
Total economic value retained	**2,460.4**

As per the methodology established in the Global Reporting Initiative's sustainability reporting guidelines, the figures in this table are based on ASUR's audited financial statements for the year 2019, which are prepared in accordance with Mexican financial reporting standards. The item "Total economic value generated" corresponds to the company's revenues. Under "Economic value distributed", the item of "Payments to providers of capital" includes interests on loans and dividends paid to shareholders. "Payments to governments" correspond to taxes, and the figure for community investments includes all cash donations, as well as the estimated values of donations in kind and man hours used for volunteer projects.

8.2
COMMUNITY
INVOLVEMENT

The nine airports of ASUR are involved in various community projects at the local level. These projects are selected and administered by each airport individually, to respond to local needs and to promote a sense of ownership and greater commitment. Support is provided monetarily and in the form of donations of goods and services, as well as volunteering. The total value of cash donations, donations in kind and man hours in 2019 is estimated at approximately $80.1 million pesos. During the period, the projects supported fell under four main categories: culture and education, public health services, care for people with disabilities, and the environment.

Of ASUR's total community investments in 2019, a considerable percentage was destined to cultural projects under the government-run initiatives Eficine and Efiartes. The sum donated to theatre, film production, and film distribution projects under these initiatives was $78.8 million pesos.

Various other organisations received support from ASUR, for example in the healthcare sector, including the Mexican Red Cross. Awareness campaigns were implemented throughout the company to promote healthy eating and a healthier lifestyle.

DURING THE YEAR 2019, ASUR DID NOT RECEIVE ANY FINANCIAL ASSISTANCE FROM THE MEXICAN GOVERNMENT.

In the field of assistance for people with disabilities, upgrades were made and equipment acquired to continue to improve disabled accessibility in several of the group's airports, and an awareness campaign was provided throughout the year for all company employees. Several donations were also made at the local level for organisations that assist people with disabilities.

In relation to education, the various airports in the group continued to organise guided tours of their facilities for local educational establishments, as well as children's workshops on a range of subjects such as environmental protection. Several of the group's airports also participated in different ways to support environmental initiatives in their local communities. Among the projects were donations and volunteering for local beach-cleaning and reforestation initiatives.

9.0
COMMITMENT TO
HUMAN RIGHTS

The goal of ASUR's management in relation to human rights is to ensure that the company and its employees do not incur any human rights violations, and that in those cases where possible abuses are detected, the corresponding steps are taken to resolve them quickly, efficiently and transparently.

ASUR HAS A WRITTEN POLICY IN WHICH **THE COMPANY FORMALLY SETS FORTH ITS COMMITMENT TO UPHOLDING AND PROMOTING HUMAN RIGHTS**

THE COMPANY GUARANTEES **ITS EMPLOYEES THE RIGHT TO PERSONAL INTEGRITY**

ASUR DOES NOT USE OR BENEFIT **FROM FORCED LABOUR OR CHILD LABOUR OF ANY KIND**

The Internal Auditing Department is entrusted with investigating any potential human rights abuses. The head of this Department reports directly to the Audit Committee, which is ultimately responsible for enforcement of the company's policies on human rights. Internal campaigns are carried out on at least an annual basis, in which employees are encouraged to use the company's reporting system to notify the Internal Auditing Department of any rights abuses.

ASUR has a written policy in which the company formally sets forth its commitment to upholding and promoting human rights. This policy expressly states that the company will guarantee its employees the right to personal integrity, which means that workers may not be subjected to corporal punishment or verbal abuse of any nature, and that sexual harassment of any kind is strictly forbidden.

The policy also represents a statement of the company's position on gender equality and non-discrimination: it contains a clause that guarantees equal opportunity for all in hirings, promotions, salary levels, training and day-to-day treatment, regardless of ethnicity, nationality, gender, marital status, physical ability, religion, sexual orientation, social circumstances or political affiliation.

During 2019, four cases were identified that involved potential infringement of human rights. One was dismissed after being investigated, and in the other three cases disciplinary action was taken.

The company has assumed the obligation to protect its employees' right to freedom of association. As mentioned in Section 7.1 of this report, the company management and the airport workers' union adhere to a regular collective bargaining procedure to establish employment conditions and benefits for unionised employees. During 2019, no threats were identified to the freedom of association or collective bargaining rights of the company's employees.

According to the company's policy on human rights, ASUR does not use or benefit from forced labour or child labour of any kind. All working agreements are governed by consensual, written employment contracts, and the company's policy is not to employ anyone who is under 15 years of age. Currently, no one under the age of 18 is employed by ASUR and no situations involving forced labour have been identified.

Finally, the company has the obligation to avoid any situations in which it might be complicit in human rights abuses; in practical terms this means that no investments should be made in, or products and services procured from, other companies that incur human-rights violations. During the period, no instances of human rights violations have been identified in the company's supply chain.

10.0
EXTERNAL
PROGRAMMES

ASUR WAS SELECTED AS
**ONE OF THE FIRST GROUP OF COMPANIES
TO BE PART OF THE MEXICO STOCK EXCHANGE
SUSTAINABILITY INDEX**

ASUR BECAME A SIGNATORY OF
**THE UNITED NATIONS GLOBAL COMPACT (UNGC)
IN 2005**

10.1
SUSTAINABILITY
INDICES

In 2011, ASUR was selected as one of the first group of companies to be part of the Mexico Stock Exchange Sustainability Index. To be considered for inclusion in the index, companies' practices and procedures in the areas of environment, governance and stakeholder issues are subject to a rigorous evaluation process, with the intention that the index can be used as a responsible-investment guide for ethical investors. As of the 31st of December 2019, ASUR continues to form part of the Mexico Stock Exchange Sustainability Index.

10.1
UNITED NATIONS
GLOBAL COMPACT

The Global Compact is a voluntary initiative established by the United Nations to promote the values of social responsibility and respect for human rights in businesses around the world. ASUR became a signatory of the United Nations Global Compact (UNGC) in 2005, and the Chairman of ASUR's Board of Directors, Fernando Chico Pardo, held a position on the UNGC's Board of Directors between 2009 and 2012.

As of the 31st of December 2019, ASUR had a representative on the Steering Committee of the local network of the UNGC in Mexico. The company provides funding for the activities of the UNGC at both the national and international levels.

The UNGC asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment and anti-corruption; these core values are the Ten Principles.

Below is a table that states what the Ten Principles are and where they are addressed in the text of this report.

FIGURE 15:
UNITED NATIONS GLOBAL COMPACT PRINCIPLES

Principle	Refer to
1. Businesses should support and respect the protection of internationally proclaimed human rights	**Section 8.0:** Commitment to Human Rights
2. Businesses should make sure that they are not complicit in human rights abuses	**Section 8.0:** Commitment to Human Rights
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	**Section 6.1:** Description of Workforce **Section 8.0:** Commitment to Human Rights
4. Businesses should uphold the elimination of all forms of forced and compulsory labour	**Section 8.0:** Commitment to Human Rights
5. Businesses should uphold the effective abolition of child labour	**Section 8.0:** Commitment to Human Rights
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation	**Section 8.0:** Commitment to Human Rights
7. Businesses should support a precautionary approach to environmental challenges	**Section 5.0:** Environmental Responsibility
8. Businesses should undertake initiatives to promote greater environmental responsibility	**Section 5.0:** Environmental Responsibility
9. Businesses should encourage the development and diffusion of environmentally friendly technologies	**Section 5.0:** Environmental Responsibility
10. Businesses should work against corruption in all its forms, including extortion and bribery	**Section 7.3:** Anticorruption Measures

11.0
GRI STANDARD DISCLOSURES
AND PERFORMANCE
INDICATORS
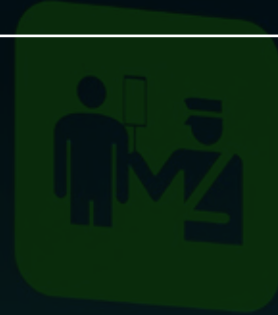
This report has been prepared in accordance with the G4 sustainability reporting guidelines and the Airport Operator Sector Supplement (AOSS) published by the Global Reporting Initiative (GRI). The Global Reporting Initiative is a network-based organisation that promotes the use of a standardised framework for sustainability reporting.

In 2009 and 2010, ASUR participated in the GRI multidisciplinary working group that brought together representatives of airports from around the world and their stakeholders, and which produced the aforementioned sector supplement for the airport industry, published in 2011.

Below is an index of the GRI Standard Disclosures and Performance Indicators that are addressed in this report, and where the relevant information can be found in this document.

FIGURE 16:
INDEX OF GRI STANDARD DISCLOSURES AND PERFORMANCE INDICATORS

GRI Reporting Parameter	Description	Refer to
STANDARD DISCLOSURES		
G4-1	Statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and its strategy	**Section 1.0:** Message from our C.E.O
G4-3	Name of the organisation	**Section 2.0:** Company Profile
G4-4	Primary brands, products, and/or services	**Section 2.1:** Business Activities
G4-5	Location of organisation's headquarters	**Section 2.0:** Company Profile
G4-6	Number and names of countries where the organisation operates	**Section 2.0:** Company Profile
G4-7	Nature of ownership and legal form	**Section 2.3:** Shareholder Structure
G4-8	Markets served	**Section 2.5:** Operating and Financial Data
G4-9	Scale of the reporting organisation	**Section 2.4:** Organisational Structure **Section 2.5:** Operating and Financial Data
G4-10	Total workforce by employment type, employment contract, and region	**Section 7.1:** Description of Workforce
G4-11	Percentage of employees covered by collection bargaining agreements	**Section 7.1:** Description of Workforce
G4-12	Description of the organisation's supply chain	**Section 2.8:** Description of Company's Value Chain
G4-13	Significant changes during the reporting period regarding size, structure, or ownership	**Section 2.6:** Significant Changes in Operations during Reporting Period
G4-14	Precautionary principle	**Section 3.1:** Stakeholder Engagement and Identification of Material Aspects
G4-15	Externally developed initiatives to which the organisation subscribes or which it endorses	**Section 11.0:** GRI Standard Disclosures and Performance Indicators
G4-16	Memberships of associations in which the organisation holds a position on the governance body	**Section 10.0:** External Programmes

GRI Reporting Parameter	Description	Refer to
G4-17	List of entities included in the organisation's financial statements or equivalent documents	**Section 2.4:** Organisational Structure
G4-18	Process for defining report content and aspect boundaries, and how the organisation has implemented the Reporting Principles for Defining Report Content	**Section 3.1:** Stakeholder Engagement and Identification of Material Aspects
G4-19	List of all material aspects identified in the process for defining report content	**Section 3.1:** Stakeholder Engagement and Identification of Material Aspects
G4-20	For each material aspect, aspect boundary within the organisation	**Section 3.1:** Stakeholder Engagement and Identification of Material Aspects
G4-21	For each material aspect, aspect boundary outside the organisation	**Section 3.1:** Stakeholder Engagement and Identification of Material Aspects
G4-22	Effects of any restatements of information provided in previous reports, and the reasons for such restatements	**Section 3.2:** Scope and Limitations of Report
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries	**Section 3.2:** Scope and Limitations of Report
G4-24	List of stakeholder groups engaged by the organisation	**Section 3.1:** Stakeholder Engagement and Identification of Material Aspects
G4-25	Basis for identification and selection of stakeholders with whom to engage	**Section 3.1:** Stakeholder Engagement and Identification of Material Aspects
G4-26	Organisation's approach to stakeholder engagement	**Section 3.1:** Stakeholder Engagement and Identification of Material Aspects
G4-27	Key topics and concerns that have been raised through stakeholder engagement	**Section 3.1:** Stakeholder Engagement and Identification of Material Aspects
G4-28	Reporting period	**Section 3.0:** Report Parameters
G4-29	Date of most recent previous report	**Section 3.0:** Report Parameters
G4-30	Reporting cycle	**Section 3.0:** Report Parameters
G4-31	Contact point for questions regarding the report or its contents	**Section 3.0:** Report Parameters
G4-32	Table identifying the location of the Standard Disclosures in the report	**Section 11.0:** GRI Standard Disclosures and Performance Indicators
G4-33	Policy and current practice with regard to seeking external assurance for the report	**Section 3.2:** Scope and Limitations of Report
G4-34	Governance structure of the organisation	**Section 4.0:** Corporate Governance
G4-56	Description of the organisation's values, principles, standards and norms of behaviour, such as codes of conduct and codes of ethics	**Section 4.4:** Code of Ethics

GRI Reporting Parameter	Description	Refer to
DISCLOSURES ON MANAGEMENT APPROACH		
DMA	Disclosure on Management Approach; Environment	**Section 6.1:** Significant Issues and Management Strategy
DMA	Disclosure on Management Approach; Labour	**Section 7.0:** Quality of Life for Employees
DMA	Disclosure on Management Approach; Economic	**Section 8.0:** Community Involvement and Support
DMA	Disclosure on Management Approach; Society	**Section 8.0:** Community Involvement and Support
DMA	Disclosure on Management Approach; Human Rights	**Section 9.0:** Commitment to Human Rights
PERFORMANCE INDICATORS		
G4-EN1	Materials used by weight or volume	**Section 6.2.6:** Fuel Consumption
G4-EN2	Percentage of materials used that are recycled input materials	**Section 6.2.6:** Fuel Consumption
G4-EN3	Energy consumption within the organisation	**Section 6.2.3:** Energy Efficiency **Section 6.2.6:** Fuel Consumption
G4-EN6	Reduction of energy consumption	**Section 6.2.3:** Eficiencia energética **Section 6.2.6:** Fuel Consumption
G4-EN8	Total water withdrawal by source	**Section 6.2.4:** Water Management
G4-EN15	Direct greenhouse-gas emissions (Scope 1)	**Section 6.1:** Significant Issues and Management Strategy
G4-EN16	Energy indirect greenhouse-gas emissions (Scope 2)	**Section 6.1:** Significant Issues and Management Strategy
G4-EN23	Total weight of waste by type and disposal method	**Section 6.2.5:** Waste Management
G4-EN27	Extent of mitigation of environmental impacts of products and services	**Section 2.6:** Significant Changes in Operations during Reporting Period **Section 6.2.1:** Mitigation of Infrastructure Expansion
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations	**Section 6.4:** Environmental Certification
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region	**Section 7.2:** Safety in the Workplace

GRI Reporting Parameter	Description	Refer to
G4-EC1	Direct economic value generated and distributed	**Section 8.1:** Direct and Indirect Economic Benefits
G4-EC4	Significant financial assistance received from government	**Section 8.1:** Direct and Indirect Economic Benefits
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	**Section 5.2:** Anticorruption Measures
G4-SO4	Communication and training on anti-corruption policies and procedures	**Section 5.2:** Anticorruption Measures
G4-SO5	Confirmed incidents of corruption and actions taken	**Section 5.2:** Anticorruption Measures
G4-HR3	Total number of incidents of discrimination and actions taken	**Section 9.0:** Commitment to Human Rights
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	**Section 9.0:** Commitment to Human Rights
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	**Section 9.0:** Commitment to Human Rights
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	**Section 9.0:** Commitment to Human Rights
AO1	Total number of passengers annually, broken down by passengers on international and domestic flights and broken down by origin-and-destination passengers and transfer, including transit, passengers	**Section 2.5:** Operating and Financial Data
AO2	Annual total number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation flights	**Section 2.5:** Operating and Financial Data
AO4	Quality of storm water by applicable regulatory standards	**Section 6.2.4:** Water Management
AO6	Aircraft and pavement de-icing / anti-icing fluid used and treated by m³ and/or tonnes	**Section 6.2.4:** Water Management
AO9	Total annual number of wildlife strikes per 10,000 aircraft movements	**Section 6.2.7:** Biodiversity Issues

12.0

APPENDIX

APPENDIX A:
ENVIRONMENTAL POLICY

TITLE: ENVIRONMENTAL PROTECTION

AREA RESPONSIBLE: CHIEF EXECUTIVE OFFICER

CODE: ORG-07

1. OBJECTIVE:

To establish the express, formal commitment assumed by Grupo ASUR to act in favour of the environment, reducing the harmful effects of its operations and promoting a culture of environmental protection and rational use of natural resources.

2. SCOPE:

All companies that form part of Grupo ASUR, and their sphere of influence.

3. POLICY:

It is the policy of Grupo ASUR to act in a way that is compatible and harmonious with the environment, and to undertake continuous efforts to reduce the impact that its operations have on the balance of ecosystems. ASUR will ensure compliance at all times with all applicable environmental laws and regulations, and will guarantee that all of its airport facilities maintain environmental quality assurance certification.

ASUR will manage its operations with the aim of:

- preventing incidents that might have harmful effects on the environment;

- minimising emissions, effluents and the generation of solid waste as a result of the Group's operations;

- implementing measures that reduce the consumption of energy and natural resources within its facilities as far as possible;

- taking steps to reduce or compensate for greenhouse gas emissions due to the direct and indirect activities under the control of the Group; and

- adopting strategies to mitigate the effects of our operations on the environment.

To these ends, ASUR will carry out the appropriate inspections and assessments of the activities that have an impact on the environment, to measure and control their development and to create mechanisms or adopt new technologies that counteract these impacts. The Group also undertakes to respond rapidly and effectively to minimise the impacts of any incidents that occur as a result of its operations.

ASUR will encourage respect for the environment both inside and outside the companies in the Group. Among its employees it will promote environmental awareness, the mitigation of carbon footprints, and a general culture of sustainability, using internal communications and campaigns. It will also exploit any opportunities that arise to promote, provide guidance, and influence a culture of sustainability among suppliers, concessionaires, contractors, other business partners, and the community in general.

APPENDIX B:
ASUR ENVIRONMENTAL OBJECTIVES AND PERFORMANCE

Airport	Objective	Activities	Measurement Parameter	Progress / Result
Cancún	Reduce environmental footprint of airport facilities	LEED platinum level certification for buildings and facilities of new Terminal 4	Percent conclusion of project	100%
Cancún	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	70%
Cozumel	Reduce production of non-hazardous waste	Use of organic waste to create compost for green areas in airport	Percent of organic waste used	60%
Cozumel	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	70%
Huatulco	Reduce production of non-hazardous waste	Acquisition of shredder for organic material to improve compost quality	Machinery items acquired	1
Huatulco	Reduce consumption of electricity	Replacement of fluorescent bulbs with LED lighting fixtures in various areas of airport	Percent conclusion of project	100%
Huatulco	Reduce production of non-hazardous waste	Awareness campaign to dissuade use and promote replacement of single-use plastic products	Percent conclusion of project	100%
Huatulco	Raise awareness about protection of marine species	Awareness campaign on protecting and not removing marine species from their natural habitat	Percent conclusion of project	100%
Huatulco	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	83%
Mérida	Reduce production of hazardous waste	Recycling of ink and toner cartridges used in airport	Percentage of used cartridges recycled	100%
Mérida	Reduce production of hazardous waste	Awareness campaign to promote disposal of alkaline batteries in containers located in public and administrative areas of airport	Percent conclusion of project	100%
Mérida	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	70%
Minatitlán	Reduce consumption of water	Reduction of 10% in water extracted for consumption in airport facilities via various initiatives	Percent reduction in total water consumption	20.2%
Minatitlán	Improve measurement of water consumption	Installation of additional water meters in various areas of airport facilities	Percent conclusion of project	100%
Minatitlán	Reduce consumption of fossil fuels	Reduction of 5% in diesel and gasoline consumed in vehicles and machinery (other than emergency generators) via various initiatives	Percent reduction in fuel consumption	10.1%
Minatitlán	Promote reforestation of green areas	Donation of 1,500 fruit tree saplings from airport plant nursery as gifts for staff members and general public	Number of trees given away	1,500

Airport	Objective	Activities	Measurement Parameter	Progress / Result
Minatitlán	Recycle non-hazardous waste	Recycling of 2.5 tons of non-hazardous waste (paper, aluminium and PET)	Tons of waste recycled	2.5
Minatitlán	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	70%
Oaxaca	Reforest green areas	Planting of 100 local-species trees and 400 plants in green areas of airport	Number of trees/ plants planted	500
Oaxaca	Reforest green areas	Planting of 150 local-species trees in forest close to airport	Number of trees planted	150
Oaxaca	Improve handling of hazardous materials	Acquisition of two tanker trailers and construction of facility for storage of diesel and gasoline, to reduce risk of spills	Percent conclusion of project	70%
Oaxaca	Improve measurement of water consumption and discharge	Installation of additional meters in different facilities at airport	Percent conclusion of project	100%
Oaxaca	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	80%
Tapachula	Reduce consumption of electricity	Replacement of two air conditioning chillers with newer, more energy efficient systems	Number of equipment items replaced	2
Tapachula	Increase recycling of non-hazardous waste	Increase by 10% the amount of non-hazardous waste recycling (paper, aluminium and PET)	Percent increase in recycled waste	7.2%
Tapachula	Reduce consumption of electricity	Replacement of incandescent bulbs with LED lighting fixtures in various areas of the airport	Percent conclusion of project	100%
Tapachula	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	70%
Veracruz	Reforest green areas	Participation of airport employees in mangrove reforesting activities	Percent conclusion of project	100%
Veracruz	Reduce consumption of natural resources	Awareness campaign to reduce use of paper towels in terminal building lavatories	Percent conclusion of project	100%
Veracruz	Reduce consumption of water	Awareness campaign on non-wasteful water usage	Percent conclusion of project	100%
Veracruz	Reduce production of non-hazardous waste	Awareness campaign to dissuade use and promote replacement of single-use plastic products	Percent conclusion of project	100%
Veracruz	Raise environmental awareness in the community	Five presentations on environmental protection as part of outreach programme with local schools	Number of presentations given	5
Veracruz	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	70%
Villahermosa	Reduce consumption of water	Installation of system to capture rainwater and condensate from air conditioning systems for use in irrigating green areas and for fire-fighting drills	Percent conclusion of project	95%
Villahermosa	Reduce consumption of electricity	Replacement of 140 bulbs with LED lighting fixtures in various areas of airport	Percent conclusion of project	100%
Villahermosa	Improve quality of wastewater discharged	Reduction of coliforms in discharged wastewater to 35% below daily average stipulated in official discharge permit	Percent conclusion of project	100%
Villahermosa	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	90%

APPENDIX C:
ENVIRONMENTAL INDICATORS

ASUR ALL AIRPORTS

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	825,475	755,612	797,217	5.5%
Total water discharged	m³	422,323	417,450	457,066	9.5%
Total electricity consumption	kWh	98,843,472	111,744,821	113,315,672	1.4%
	GJ	355,836	402,281	407,936	1.4%
Total hazardous waste produced	kg	17,319	15,655	14,391	-8.1%
Total non-hazardous waste produced	t	6,450.6	6,796.3	6,679.9	-1.7%
Non-hazardous waste recycled		1,046.2	1,066.6	1,119.2	4.9%
% non-hazardous waste recycled		16%	16%	17%	
Total fuel consumption	l	570,733	604,608	744,961	23.2%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	26.4	22.6	23.3	3.1%
Water discharged per passenger	l/pax	13.5	12.5	13.4	7.0%
Electricity consumption per passenger	kWh/pax	3.2	3.3	3.3	-0.9%
	MJ/pax	11.4	12.1	11.9	-0.9%
Hazardous waste produced per passenger	g/pax	0.6	0.5	0.4	-10.2%
Non-hazardous waste produced per passenger	kg/pax	0.21	0.20	0.20	-3.9%
Fuel consumption per passenger	ml/pax	18.3	18.1	21.8	20.4%

CANCÚN AIRPORT

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	503,963	438,499	501,963	14.5%
Total water discharged	m³	337,384	342,860	371,091	8.2%
Total electricity consumption	kWh	71,235,808	84,460,554	85,484,189	1.2%
	GJ	256,449	304,058	307,743	1.2%
Total hazardous waste produced	kg	3,166	5,138	2,950	-42.6%
Total non-hazardous waste produced	t	5,817.8	6,142.6	5,960.2	-3.0%
Non-hazardous waste recycled		987.6	993.7	1,035.7	4.2%
% non-hazardous waste recycled		17%	16%	17%	
Total fuel consumption	l	319,670	336,906	436,876	29.7%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	21.3	17.4	19.7	13.5%
Water discharged per passenger	l/pax	14.2	13.6	14.6	7.3%
Electricity consumption per passenger	kWh/pax	3.0	3.3	3.4	0.4%
	MJ/pax	10.8	12.0	12.1	0.4%
Hazardous waste produced per passenger	g/pax	0.1	0.2	0.1	-43.1%
Non-hazardous waste produced per passenger	kg/pax	0.25	0.24	0.23	-3.8%
Fuel consumption per passenger	ml/pax	13.5	13.3	17.1	28.6%

COZUMEL AIRPORT

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	33,058	24,417	39,135	60.3%
Total water discharged	m³	27,155	15,764	27,494	74.4%
Total electricity consumption	kWh	2,528,402	2,484,775	2,621,930	5.5%
	GJ	9,102	8,945	9,439	5.5%
Total hazardous waste produced	kg	5,349	2,879	4,036	40.2%
Total non-hazardous waste produced	t	40	48	50	3.1%
Non-hazardous waste recycled		16	19	22	15.9%
% non-hazardous waste recycled		41%	40%	45%	
Total fuel consumption	l	19,520	17,150	29,129	69.8%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	60.3	41.6	71.6	72.2%
Water discharged per passenger	l/pax	49.5	26.9	50.3	87.4%
Electricity consumption per passenger	kWh/pax	4.6	4.2	4.8	13.4%
	MJ/pax	16.6	15.2	17.3	13.4%
Hazardous waste produced per passenger	g/pax	9.8	4.9	7.4	50.6%
Non-hazardous waste produced per passenger	kg/pax	0.07	0.08	0.09	10.8%
Fuel consumption per passenger	ml/pax	35.6	29.2	53.3	82.5%

HUATULCO AIRPORT

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	19,851	15,436	18,944	22.7%
Total water discharged	m³	8,937	8,304	8,981	8.2%
Total electricity consumption	kWh	1,698,210	1,732,165	1,879,656	8.5%
	GJ	6,114	6,236	6,767	8.5%
Total hazardous waste produced	kg	1,146	1,860	1,672	-10.1%
Total non-hazardous waste produced	t	62	70	115	65.5%
Non-hazardous waste recycled		5	7	6	-17.0%
% non-hazardous waste recycled		8%	11%	5%	
Total fuel consumption	l	37,870	27,744	39,059	40.8%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	25.5	18.8	21.2	13.0%
Water discharged per passenger	l/pax	11.5	10.1	10.1	-0.4%
Electricity consumption per passenger	kWh/pax	2.2	2.1	2.1	-0.1%
	MJ/pax	7.8	7.6	7.6	-0.1%
Hazardous waste produced per passenger	g/pax	1.5	2.3	1.9	-17.2%
Non-hazardous waste produced per passenger	kg/pax	0.08	0.08	0.13	52.4%
Fuel consumption per passenger	ml/pax	48.6	33.8	43.8	29.6%

MÉRIDA AIRPORT

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	148,022	148,895	110,355	-25.9%
Total water discharged	m³	1,240	1,755	3,171	80.7%
Total electricity consumption	kWh	9,881,368	10,058,008	10,423,878	3.6%
	GJ	35,573	36,209	37,526	3.6%
Total hazardous waste produced	kg	1,488	2,878	1,720	-40.2%
Total non-hazardous waste produced	t	68	92	120	30.9%
Non-hazardous waste recycled		2	4	8	108.0%
% non-hazardous waste recycled		3%	4%	7%	
Total fuel consumption	l	43,058	45,020	50,783	12.8%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	68.2	60.4	39.5	-34.5%
Water discharged per passenger	l/pax	0.6	0.7	1.1	59.6%
Electricity consumption per passenger	kWh/pax	4.6	4.1	3.7	-8.4%
	MJ/pax	16.4	14.7	13.4	-8.4%
Hazardous waste produced per passenger	g/pax	0.7	1.2	0.6	-47.2%
Non-hazardous waste produced per passenger	kg/pax	0.03	0.04	0.04	15.6%
Fuel consumption per passenger	ml/pax	19.8	18.3	18.2	-0.3%

MINATITLÁN AIRPORT

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	10,233	10,803	8,621	-20.2%
Total water discharged	m³	5,490	6,402	4,082	-36.2%
Total electricity consumption	kWh	653,376	698,899	669,542	-4.2%
	GJ	2,352	2,516	2,410	-4.2%
Total hazardous waste produced	kg	697	436	280	-35.8%
Total non-hazardous waste produced	t	5	5	4	-0.9%
Non-hazardous waste recycled		3	3	3	0.1%
% non-hazardous waste recycled		58%	56%	56%	
Total fuel consumption	l	20,062	30,940	30,811	-0.4%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	50.4	60.4	39.5	-34.5%
Water discharged per passenger	l/pax	27.0	32.3	27.6	-14.7%
Electricity consumption per passenger	kWh/pax	3.2	3.5	4.5	28.2%
	MJ/pax	11.6	12.7	16.3	28.2%
Hazardous waste produced per passenger	g/pax	3.4	2.2	1.9	-14.1%
Non-hazardous waste produced per passenger	kg/pax	0.03	0.02	0.03	32.5%
Fuel consumption per passenger	ml/pax	98.8	156.1	208.0	33.2%

OAXACA AIRPORT

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	20,156	27,958	22,952	-17.9%
Total water discharged	m³	12,340	12,133	8,670	-28.5%
Total electricity consumption	kWh	1,350,779	1,327,879	1,315,823	-0.9%
	GJ	4,863	4,780	4,737	-0.9%
Total hazardous waste produced	kg	1,026	731	1,059	44.9%
Total non-hazardous waste produced	t	115	118	127	7.6%
Non-hazardous waste recycled		4	8	8	-5.4%
% non-hazardous waste recycled		4%	7%	6%	
Total fuel consumption	l	26,263	30,546	34,751	13.8%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	22.9	29.0	19.2	-33.9%
Water discharged per passenger	l/pax	14.0	12.6	7.2	-42.4%
Electricity consumption per passenger	kWh/pax	1.5	1.4	1.1	-20.2%
	MJ/pax	5.5	5.0	4.0	-20.2%
Hazardous waste produced per passenger	g/pax	1.2	0.8	0.9	16.7%
Non-hazardous waste produced per passenger	kg/pax	0.13	0.12	0.11	-13.3%
Fuel consumption per passenger	ml/pax	29.8	31.7	29.1	-8.3%

TAPACHULA AIRPORT

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	14,905	11,771	15,598	32.5%
Total water discharged	m³	4,816	6,056	7,940	31.1%
Total electricity consumption	kWh	1,543,765	1,633,051	1,662,358	1.8%
	GJ	5,558	5,879	5,984	1.8%
Total hazardous waste produced	kg	1,202	423	656	55.1%
Total non-hazardous waste produced	t	48	46	38	-16.0%
Non-hazardous waste recycled		2	2	2	7.2%
% non-hazardous waste recycled		5%	4%	5%	
Total fuel consumption	l	18,511	28,702	33,507	16.7%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	49.9	34.9	40.5	15.8%
Water discharged per passenger	l/pax	16.1	18.0	20.6	14.6%
Electricity consumption per passenger	kWh/pax	5.2	4.8	4.3	-11.0%
	MJ/pax	18.6	17.4	15.5	-11.0%
Hazardous waste produced per passenger	g/pax	4.0	1.3	1.7	35.6%
Non-hazardous waste produced per passenger	kg/pax	0.16	0.14	0.10	-26.5%
Fuel consumption per passenger	ml/pax	62.0	85.2	86.9	2.1%

VERACRUZ AIRPORT

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	38,644	39,690	41,804	5.3%
Total water discharged	m³	10,761	10,470	11,784	12.6%
Total electricity consumption	kWh	5,961,647	5,587,968	5,530,974	-1.0%
	GJ	21,462	20,117	19,912	-1.0%
Total hazardous waste produced	kg	1,210	457	220	-51.8%
Total non-hazardous waste produced	t	146	150	141	-6.2%
Non-hazardous waste recycled		13	17	19	12.9%
% non-hazardous waste recycled		9%	11%	13%	
Total fuel consumption	l	54,474	51,891	49,717	-4.2%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	27.8	26.3	28.3	7.6%
Water discharged per passenger	l/pax	7.8	6.9	8.0	14.9%
Electricity consumption per passenger	kWh/pax	4.3	3.7	3.7	1.1%
	MJ/pax	15.5	13.4	13.5	1.1%
Hazardous waste produced per passenger	g/pax	0.9	0.3	0.1	-50.8%
Non-hazardous waste produced per passenger	kg/pax	0.11	0.10	0.10	-4.2%
Fuel consumption per passenger	ml/pax	39.2	34.4	33.7	-2.2%

VILLAHERMOSA AIRPORT

TOTAL FIGURES

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Total water consumption	m³	36,643	38,143	**37,845**	-0.8%
Total water discharged	m³	14,200	13,706	**13,853**	1.1%
Total electricity consumption	kWh	3,990,117	3,761,522	**3,727,322**	-0.9%
	GJ	14,364	13,541	**13,418**	-0.9%
Total hazardous waste produced	kg	2,036	854	**1,798**	110.5%
Total non-hazardous waste produced	t	148	126	**124**	-1.4%
Non-hazardous waste recycled		12	13	**16**	21.0%
% non-hazardous waste recycled		8%	11%	**13%**	
Total fuel consumption	l	31,306	35,709	**40,328**	12.9%

PER-PASSENGER BASIS

Parameter	Unit mmt	2017	2018	2019	% change ('19 vs '18)
Water consumption per passenger	l/pax	28.7	30.8	**30.4**	-1.4%
Water discharged per passenger	l/pax	11.1	11.1	**11.1**	0.4%
Electricity consumption per passenger	kWh/pax	3.1	3.0	**3.0**	-1.6%
	MJ/pax	11.2	10.9	**10.8**	-1.6%
Hazardous waste produced per passenger	g/pax	1.6	0.7	**1.4**	109.2%
Non-hazardous waste produced per passenger	kg/pax	0.12	0.10	**0.10**	-2.0%
Fuel consumption per passenger	ml/pax	24.5	28.9	**32.4**	12.2%

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