
















SUSTAINABILITY REPORT

2023

Our journey to a sustainable future



Every journey means leaving something behind, looking towards the future. It implies planning, exploring, adapting to changes, and in many cases, there are even challenges to be overcome. There is the opportunity to learn and become transformed along the way.

GAP is currently immersed in a journey to a sustainable future, confident we are on the right path, accountable for our impact, and aware that our destination is a better and more equitable world.

collect
listen
live
curiosity
expectations
research
plan
analyse
guide

Traveling is seeking a sustainable future

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About this report

GRI 2-1, 2-2, 2-3, 2-4, 2-5, 2-14

In line with our commitment to keeping our stakeholders informed, we present *Grupo Aeroportuario del Pacífico* Sustainability Report 2023, which reflects our performance in operational, environmental, social, and governance matters.

This report covers GAP´s operations in Mexico and Jamaica, aligned with the entities included in our financial reports. Therefore, any results from other companies, entities, institutions, shareholders, customers, or business partners are beyond the scope of this document. Any restatement of information regarding previous years is indicated in each case.

The creation of the report actively involves our corporate directors, who contribute their critical perspectives on the most relevant issues and key achievements of each year. In particular, the Director of Sustainability, Quality, Innovation, and IT compiles and presents the report to the Sustainability Committee, which reviews and approves the final version of this document.

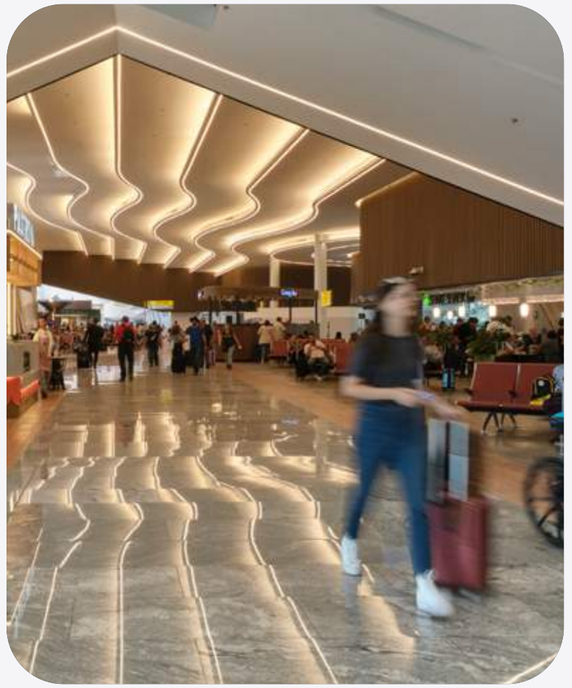
GAP has prepared the report in accordance with the GRI Standards for the period from January 1 to December 31, 2023. Additionally, this document integrates relevant indicators from the Sustainability Accounting Standards Board (SASB) applicable to the professional and commercial services industry, and incorporates the recommendations from the TCFD (Task Force on Climate-Related Financial Disclosures) to assess our competency in managing climate-related risks and opportunities.

The GAP Sustainability Report 2023 complements our Communication on Progress (CoP) as part of our commitment to and adherence to the United Nations Global Compact.

* This report has not been verified by any external entity to GAP.

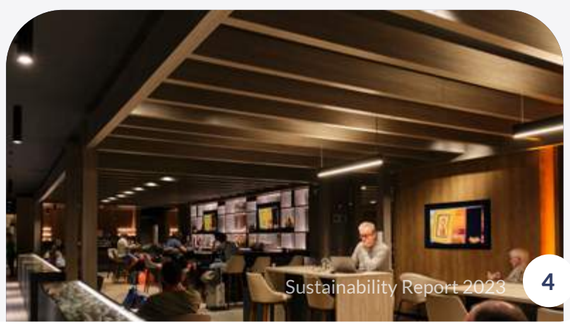












Sustainability recognitions, awards, and initiatives

This year, we have received various recognitions and awards, positioning us as leaders in our industry, thanks to the good practices implemented in the ESG management of our business.



United Nations Global Compact

We have been part of this initiative since 2020. Since 2021, we have made an annual presentation of our Communication on Progress (CoP).

Sustainable Development Goals (SDGs)

We have initiatives and projects where it is a priority to contribute to achieving 9 of the 17 SDGs.

GAP 2030 Sustainability Strategy

As of March 2023, we formally integrated the GAP sustainability committee, which closely monitors our sustainability strategy.

National Emissions Registry

We report annually to this registry and verify our consolidated reports every three years.

Business Alliance for Climate, Jalisco

Since its launch in 2021, with the GDL and PVR airports, we have joined this collaborative initiative between the government and companies in the state of Jalisco. This initiative aims to promote leadership and increase ambition toward the decarbonization of Jalisco's economy by 2050.

PROFEPA (Federal Attorney for Environmental Protection) Environmental Quality

Our Mexican airports are part of this program, which recognizes compliance with legal requirements and the implementation of best practices in the industry. As of the end of 2023, we have six airports certified at the highest level of environmental performance (NDA 2).

Airport Carbon Accreditation (ACA)

All of our airports hold this accreditation. In 2023, accreditation for one airport was renewed at level 1, reporting its carbon footprint for A1+A2. We also have seven airports at level 2 for demonstrating reduction; and three airports at level 3 for including A3 emissions and involving third parties. Moreover, three more airports are in the process of upgrading from level 1 to level 3.

Inclusive Tourism Seal, Secretary of Tourism

In 2023, we achieved certification for nine airports in recognition of our criteria for accessibility and organizational culture, thereby enabling tourists with disabilities to enjoy our destinations.

Integrated Management System (IMS) ISO 9001 and 14001-2015

In 2023, we continued this system that integrates quality and environmental management to the 12 Mexican GAP airports and added the KIN airport in Jamaica to this certification.

LEED Certification

By the close of 2023, we had obtained Leadership in Energy & Environmental Design (LEED) Gold certification for our New Processing Building (NPB) at the TIJ airport. This certification recognizes the use of various strategies that ensure building sustainability.

EDGE Certification

In 2023, we obtained the EDGE (Equity, Diversity, and Gender Equality) certification at the Assess level as a result of evaluating our performance according to the most rigorous global standards in diversity and inclusion.

Top Ethical Companies – AMITAI®

For the second time, we participated and received recognition as #39 among the top ethical companies in Mexico.

Great Place to Work

This was the second time we participated in this initiative, achieving recognition as one of the best places to work, in #10 position for the western region.

Corporate social responsibility

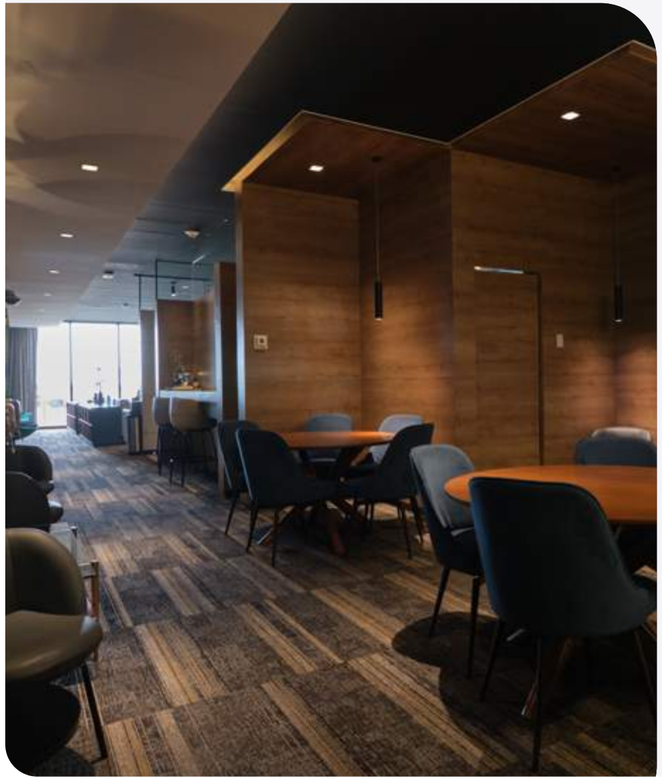
We have participated since 2009 in this initiative that recognizes the implementation of social responsibility principles.

Sustainalytics

In 2022, we obtained approval for the second time by Sustainalytics to issue a sustainability-linked bond.

Sustainability Index

Since 2021, we have been part of this index as a result of our participation in the S&P´s Corporate Sustainability Assessment (CSA). In 2023, we remained within the index for the Integrated Latin American Market (MILA, by its acronym in Spanish) region.



S&P Global CSA

For the third consecutive year, we actively participated in the S&P Global Corporate Sustainability Assessment (CSA).

GAP RESULTS

2020*	2021	2022	2023
15	42	51	49

* 2020 results were obtained from public information.

IC-500 Corporate Integrity

For the third time, we obtained the top position in this ranking due to the evaluation scores of the presence, quality, publicity, and transparency of our integrity policies.

GAP POSITIONING

2020	2021	2022	2023
#45	#1	#1	#1

Carbon Disclosure Project

For the fourth consecutive year we answered the CDP questionnaire on climate change.

GAP RESULTS

2020	2021	2022	2023
NE	C	B-	B-

***NE**. Not evaluated.

2023 at a glance

General

+12% vs 2022

Million passengers	63.5
Airports	14
Destinations	131
Airlines	44

Financial*

+13% vs 2022

Revenue	$25,434
Mexico and Jamaica CAPEX	$10,448
Invested in technology and innovation	$232.5
Invested in environmental projects	$187

* Figures in millions of MXP

Social

Events with social impact	290
Enrolled in the Community Training Centers	27,481

Environmental

Energy consumed per passenger

Mexico	6.6 MJ/PAX
Jamaica	16.7 MJ/PAX

Employees

2,689

Mexico	2,399
Jamaica	290

Hours of training provided to employees	183,789
Personnel turnover rate	15.1%

RESIGNED 59%

DISMISSALS 41%

GRI 2-6, 201-1, 203-1, 203-2

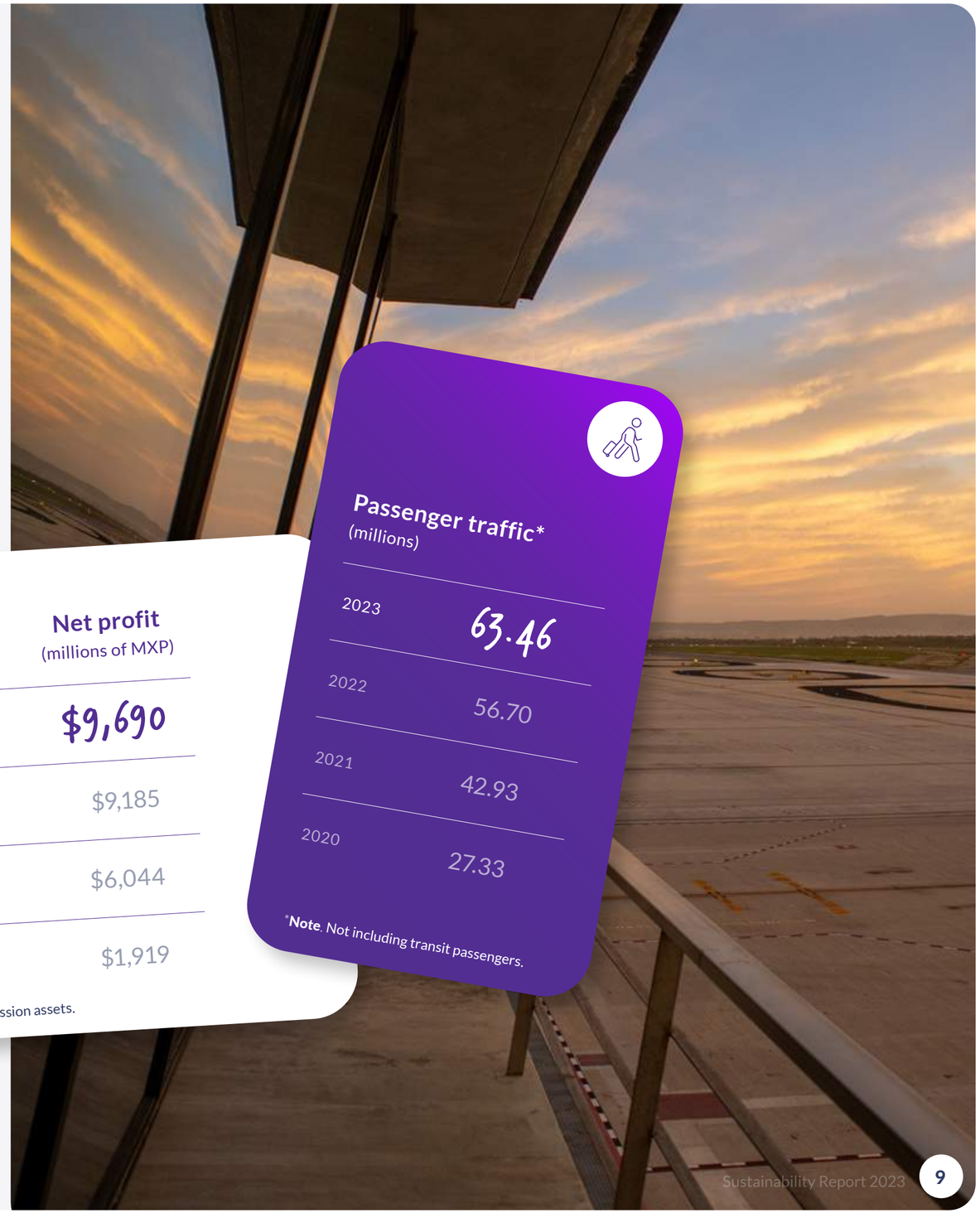
Traveling to new destinations

This year, we are proud to share the exciting milestones we have achieved as an organization following the reactivation of activities experienced both regionally and internationally in the airport industry.

To continue expanding our air connectivity, we inaugurated **57 new domestic routes and 24 international routes**, facilitating the connection of our passengers to their travel destinations within and outside the country. We invested $9,359 million MXP, which was allocated to improvements and new infrastructure, as well as cutting-edge technology such as the use of virtual reality, to continue driving innovation and quality in our services.

Also celebrated was the receiving of several awards, among which are the 10 awards in inclusive tourism; 12 aerodrome certifications; and the Diamond Level National Tourism Quality Award (DNCT, by its acronym in Spanish) for the Aguascalientes Airport, to name a few.

In this report, we share these and more actions and, together with the advancements in our strategy, have led us to conquer new destinations and reaffirm our commitment to sustainability, employee growth, and customer satisfaction.



	Total revenue* (millions of MXP)	Net profit (millions of MXP)
2023	$25,434	$9,690
2022	$22,534	$9,185
2021	$15,646	$6,044
2020	$9,674	$1,919

*Note. Not including revenues from improvements to concession assets.

Passenger traffic*
(millions)

2023	63.46
2022	56.70
2021	42.93
2020	27.33

*Note. Not including transit passengers.

Message from the CEO

GRI 2-22

Grupo Aeroportuario del Pacífico (GAP) is currently traveling along a path to a sustainable future, and with our 2023 Sustainability Report we share the environmental, social and corporate governance (ESG) performance achieved throughout the year.

With great pride we stand by our firm commitment to continue generating sustainable value for our stakeholders, moving forward to the goals set for 2030 in our four-pronged sustainability strategy for GAP.



With great pride we stand by our firm commitment to continue generating sustainable value for our stakeholders.

Raúl Revuelta Musalem
CEO Grupo Aeroportuario del Pacífico

Environmental Commitment

Upwards of **$187 million MXP have been invested in environmental projects** that primarily concern the construction of water treatment plants and improvements or adjustments to our water processes. Our efficiencies in water use have also increased, whereby 49% of our water supply underwent treatment processes, thus significantly benefitting the environment and surrounding communities.

Ever committed to energy transitions, **12% of the energy used comes from clean energy sources**, added to the fact that 100% of the executive vehicles acquired this year are either fully electric-powered or hybrids. In this way we strive to reduce greenhouse gas emissions from these transports.

Social Empowerment

We continue working to further empower our employees. In this vein, **32% of all leadership positions are filled by women**, a considerable push forward in our industry. Furthermore, we obtained EDGE Assess level certification in gender equality, thus placing us among only 10 companies in Mexico that have achieved the same recognition.

On the other hand, efforts have doubled in creating alliances to promote development in the communities neighboring our airports. Educational programs in our GAP Schools have enrolled **1,243 students, and our Community Training Centers have proudly witnessed the graduation of 172 persons**.

Competitive Performance

Our leadership position in the airport industry is well consolidated, once again reaching record highs with **63 million passengers traveling through our airport network**, thus signifying a 12% growth in aviation traffic over figures posted for 2022.

Mobility and tourism in both countries where we operate continue to rise thanks to the inauguration of **57 new domestic routes and 24 international ones**. This has led to achieving **$25,434 million MXP in revenue**, 13% higher than the previous year.

Ethical Governance

For the third consecutive year we continue as leaders in the Corporate Integrity 500 Index (IC500), issued by Mexicans Against Corruption and Impunity, which reaffirms our commitment to ethical, honest, and transparent operations.

Additionally, **we have been given 10 awards in inclusive tourism for our airports**, and we have maintained our adhesion to the UN Global Compact, underscoring our desire to continue contributing to accomplishing the Sustainable Development Goals.

At GAP we are taking firm steps along the right path, responsible for our impact, and aware that our destination is a better and more equitable world.

We continue moving forward in the aim of having our employees see us as a great place to work; our customers, visitors, and tenants as a great ally; and our communities as a great neighbor.

We appreciate all who are part of this great journey towards producing great relations with our airport communities, passengers, visitors, investors, partners, and employees.

Raúl Revuelta Musalem
CEO Grupo Aeroportuario del Pacífico

WE ARE GAP

Mission, vision and values

GRI 2-1, 2-23

Grupo Aeroportuario del Pacifico, S.A.B. de C.V. (GAP), is a Mexican company that has been providing services to airlines and passengers for over two decades in Mexico[1] and a decade in Jamaica[2].

We operate 14 airports under a concession, connecting millions of people to important tourist destinations and metropolitan areas each year. Since our inception, we have strived to provide unique experiences to those who visit or travel through our airports

(**1**) In 1998, the Mexican government awarded us a 50-year concession period to operate 12 airports. We've had a strategic partner, Aeropuertos Mexicanos del Pacífico (AMP), since 1999, who brings technological support and experience to the business. A total of 85% of outstanding GAP shares trade on the Mexican Stock Exchange, both nationally and internationally; the remaining 15% are held by AMP.

(**2**) Through a concession expiring in 2033, GAP began operating its Montego Bay International Airport in Jamaica in 2015. Moreover, the concession to operate the Kingston International Airport, also in Jamaica, began in 2019. This concession was awarded for a 25-year period, with a possible 5-year extension. With these two airports, GAP handles practically 100% of passenger traffic entering and leaving Jamaica.

Mission

To provide services that contribute to regional, domestic, and international air transport and position the 14 airports operated by GAP among the leading airports through competitive management and operation, continuously adapting to market demand.

Vision

Become the best private operator of airport services, offering security, efficiency, and comfortable services sustainably and profitably.

Operating 12 international airports in Mexico and 2 in Jamaica

Values

Honesty
Always act with ethical objectivity and consistency in all activities, in benefit of the organization.

Empathy
Understand and own the needs and expectations of the organization and its staff.

Respect
Treat other people as we would like them to treat us.

Passion
Put your heart, dedication and energy into everything you do and think, with full respect for others.

Teamwork
Ability to unify efforts to achieve a common goal, valuing the work of all collaborators.

Communication
Transmit in a transparent, precise, timely, efficient, and reciprocal manner.

Humor
Don't take it personally. Instead, apply joy, release pressure, and improve your perspective on problems.

Presence and dimensions

GRI 2-1, 2-6, 3-3, GRI G4 AO1, AO3

DURING 2023

We brought 63,461,820 passengers to 131 destinations around the world with the service of 44 airlines.

Domestic and international passenger traffic per year

	Domestic PAX	International PAX	Total
2023	40,660	22,802	63,462
2022	36,603	20,093	56,696
2021	25,806	17,126	42,932
2020	16,854	10,474	27,328

Total passengers per airport (thousands)

○ 2022

1	2	3	4	5	6	7
17,710.2	13,194.9	7,715.5	6,787.7	5,211.9	3,220.8	2,189.9
Guadalajara GDL	Tijuana TIJ	Los Cabos SJD	Puerto Vallarta PVR	Montego Bay MBJ	Guanajuato BJX	Hermosillo HMO
vs 15,606.6	vs 12,324.6	vs 7,019.3	vs 6,208.7	vs 4,356.1	vs 2,603.2	vs 1,945.4
8	9	10	11	12	13	14
1,748.1	1,603.6	1,384.3	1,115.8	928.0	470.7	180.5
Kingston KIN	Mexicali MXL	Morelia MLM	La Paz LAP	Aguascalientes AGU	Los Mochis LMM	Manzanillo ZLO
vs 1,562.1	vs 1,298.8	vs 1,172.7	vs 1,079.7	vs 929.3	vs 424.0	vs 165.8

Passengers per type of flight (thousands)

	Domestic flights	International flights	Total
Number of passengers arrivals	20,844	11,150	31,994
Number of passengers departures	19,826	11,642	31,467
Total	40,670	22,792	63,462

Note. Excluding passengers in transit.

Cargo transported on cargo and passenger flights (thousands of tons)

	Cargo flights	Passenger flights	Total
Arrivals	515,354	914,635	1,429,989
Departures	181,037	4,398,130	4,579,167

Passenger per origin, destination, and connection
(thousands)

	Origin passengers	Destination passengers	Transit passengers	TOTAL
Aguascalientes (AGU)	459,762	468,263	1,739	928,025
Guanajuato (BJX)	1,584,962	1,635,871	36,980	3,220,833
Guadalajara (GDL)	8,784,670	8,925,530	858,865	17,710,200
Hermosillo (HMO)	1,171,607	1,018,255	37,765	2,189,862
La Paz (LAP)	555,305	560,517	10,599	1,115,822
Los Mochis (LMM)	230,489	240,232	5,221	470,721
Morelia (MLM)	671,671	712,591	9,674	1,384,262
Mexicali (MXL)	862,358	741,267	6,149	1,603,625
Puerto Vallarta (PVR)	3,383,873	3,403,778	21,014	6,787,651
Los Cabos (SJD)	3,857,600	3,857,857	32,406	7,715,457
Tijuana (TIJ)	6,880,336	6,314,533	222,881	13,194,869
Manzanillo (ZLO)	91,255	89,278	1,911	180,533
Montego Bay (MBJ)	2,594,212	2,617,672	56,166	5,211,884
Kingston (KIN)	866,256	881,820	3,452	1,748,076

Total passengers

Origin passengers	31,994,356
Destination passengers	31,467,464
Transit passengers	1,304,822
Total	63,461,820



Guadalajara

Mexico

GDL

Destinations

58

PRINCIPAL DESTINATIONS

Mexico City
Tijuana
Cancún

Airlines

12

PRINCIPAL AIRLINES

Volaris
VivaAerobus
Aeroméxico



Aeronautical and non-aeronautical revenues per passenger

$381.9 MXP

+4% vs 2022

Capex

$5,620.1 MILLION MXP



Million of passengers

17.7

+13% vs 2022

Traffic distribution

DOMESTIC 70.6%

INTERNATIONAL 29.4%



Tijuana
Mexico

TIJ

Destinations

41

PRINCIPAL DESTINATIONS

Mexico City
Guadalajara
Culiacán

Airlines

5

PRINCIPAL AIRLINES

Volaris
VivaAerobus
Aeroméxico



Aeronautical and non-aeronautical revenues per passenger

$283.2 MXP

+5% vs 2022

Capex

$828.4 MILLION MXP



Million of passengers

13.2

+7% vs 2022

Traffic distribution

DOMESTIC 99.7%

INTERNATIONAL 0.3%



Los Cabos

Mexico

SJD

Destinations

55

PRINCIPAL DESTINATIONS

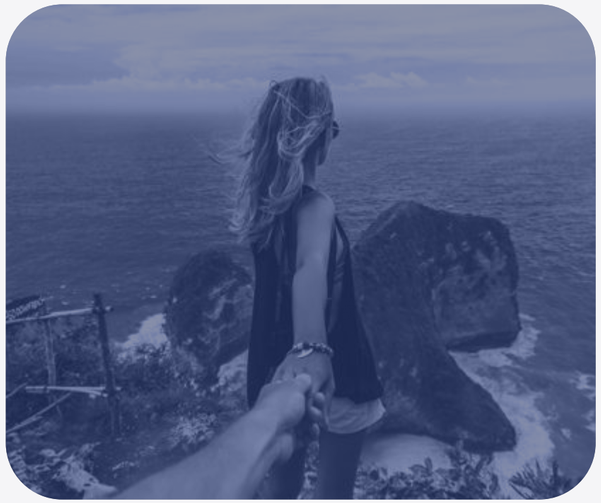
Mexico City
Los Angeles
Guadalajara

Airlines

20

PRINCIPAL AIRLINES

Volaris
American Airlines
VivaAerobus



Aeronautical and non-aeronautical revenues per passenger

$555.6 MXP

+0.2% vs 2022

Capex

$602.1 MILLION MXP



Million of passengers

7.7

+10% vs 2022

Traffic distribution

DOMESTIC 38.4%

INTERNATIONAL 61.6%



Puerto Vallarta

Mexico

PVR

Destinations

58

PRINCIPAL DESTINATIONS

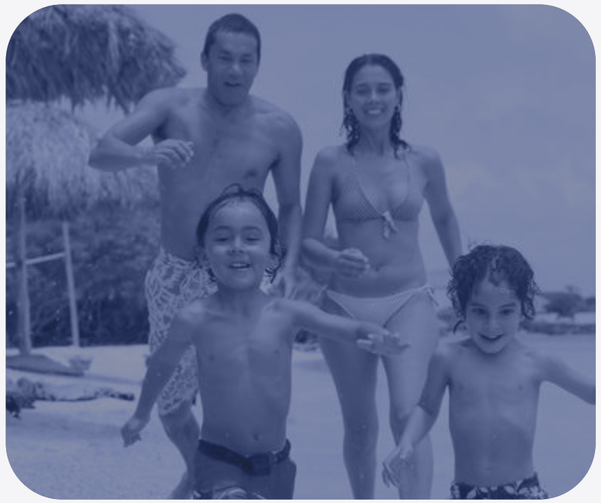
Mexico City
Los Angeles
Tijuana

Airlines

23

PRINCIPAL AIRLINES

VivaAerobus
Volaris
American Airlines



Aeronautical and non-aeronautical revenues per passenger

$473.4 MXP

+0.4% vs 2022

Capex

$1,938.3 MILLION MXP



Million of passengers

6.8

+9% vs 2022

Traffic distribution

DOMESTIC 42.1%

INTERNATIONAL 57.9%



Montego Bay

Jamaica

MBJ

Destinations

54

PRINCIPAL DESTINATIONS

Nueva York
Toronto
Atlanta

Airlines

26

PRINCIPAL AIRLINES

American Airlines
JetBlue
Delta Airlines



Aeronautical and non-aeronautical revenues per passenger

$1,490.2 MXP

+172% vs 2022

Capex

$330.6 MILLION MXP



Million of passengers

5.2

+20% vs 2022

Traffic distribution

DOMESTIC 0.0%

INTERNATIONAL 100%



Guanajuato

Mexico

BJX

Destinations

32

PRINCIPAL DESTINATIONS

Tijuana
Cancún
Mexico City

Airlines

5

PRINCIPAL AIRLINES

Volaris
VivaAerobus
Aeroméxico



Aeronautical and non-aeronautical revenues per passenger

$369.7 MXP

-0.7% vs 2022

Capex

$254.0 MILLION MXP



Million of passengers

3.2

+24% vs 2022

Traffic distribution

DOMESTIC 72.8%

INTERNATIONAL 27.2%



Hermosillo

Mexico

HMO

Destinations

16

PRINCIPAL DESTINATIONS

Mexico City
Guadalajara
Monterrey

Airlines

7

PRINCIPAL AIRLINES

Volaris
VivaAerobus
Aeroméxico



Aeronautical and non-aeronautical revenues per passenger

$304.3 MXP

+4% vs 2022

Capex

$97.1 MILLION MXP



Million of passengers

2.2

+13% vs 2022

Traffic distribution

DOMESTIC 96.6%

INTERNATIONAL 3.4%



Kingston
Jamaica

KIN

Destinations

16

PRINCIPAL DESTINATIONS

Nueva York
Fort Lauderdale
Miami

Airlines

15

PRINCIPAL AIRLINES

JetBlue
American Airlines
Caribbean Airlines



Aeronautical and non-aeronautical revenues per passenger

$227.9 MXP

-69% vs 2022

Capex

$101.7 MILLION MXP



Million of passengers

1.7

+12% vs 2022

Traffic distribution

DOMESTIC 0.1%

INTERNATIONAL 99.9%



Mexicali

Mexico

MXL

Destinations

17

PRINCIPAL DESTINATIONS

Mexico City
Guadalajara
Culiacán

Airlines

4

PRINCIPAL AIRLINES

Volaris
Aeroméxico
VivaAerobus



Aeronautical and non-aeronautical revenues per passenger

$281.5 MXP

+5% vs 2022

Capex

$136.3 MILLION MXP



Million of passengers

1.6

+23% vs 2022

Traffic distribution

DOMESTIC 99.6%

INTERNATIONAL 0.4%



Morelia

Mexico

MLM

Destinations

13

PRINCIPAL DESTINATIONS

Tijuana
Chicago
Mexico City

Airlines

5

PRINCIPAL AIRLINES

Volaris
VivaAerobus
Aeroméxico



Aeronautical and non-aeronautical revenues per passenger

$370.0 MXP

-1% vs 2022

Capex

$101.8 MILLION MXP



Million of passengers

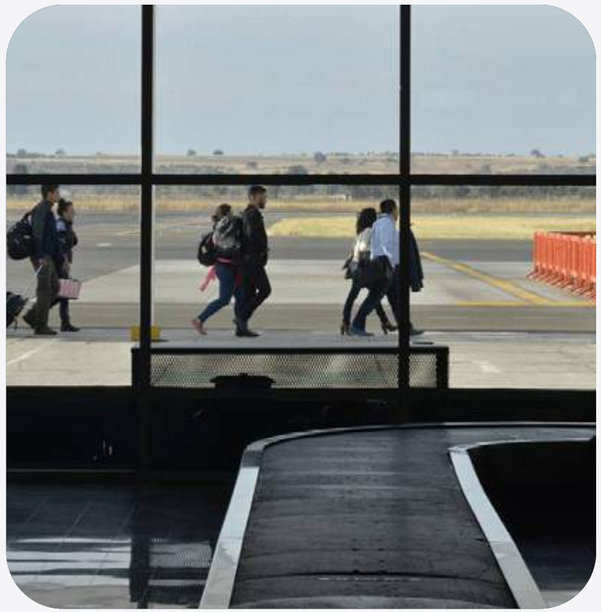
1.4

+18% vs 2022

Traffic distribution

DOMESTIC 57.5%

INTERNATIONAL 42.5%



La Paz

Mexico

LAP

Destinations

14

PRINCIPAL DESTINATIONS

Mexico City
Guadalajara
Tijuana

Airlines

6

PRINCIPAL AIRLINES

Volaris
Aeroméxico
VivaAerobus



Aeronautical and non-aeronautical revenues per passenger

$298.4 MXP

+2% vs 2022

Capex

$81 MILLION MXP



Million of passengers

1.1

+3% vs 2022

Traffic distribution

DOMESTIC 98.8%

INTERNATIONAL 1.2%



Aguascalientes

Mexico

AGU

Destinations

11

PRINCIPAL DESTINATIONS

Mexico City
Tijuana
Dallas

Airlines

6

PRINCIPAL AIRLINES

Volaris
Aeroméxico
American Airlines



Aeronautical and non-aeronautical revenues per passenger

$299.9 MXP

+2% vs 2022

Capex

$168.7 MILLION MXP



Million of passengers

0.9 (928 thousand)

-0.1% vs 2022

Traffic distribution

DOMESTIC 68.9%

INTERNATIONAL 31.1%



Los Mochis

Mexico

LMM

Destinations

9

PRINCIPAL DESTINATIONS

Mexico City
Tijuana
Guadalajara

Airlines

4

PRINCIPAL AIRLINES

Volaris
Aeroméxico
VivaAerobus



Aeronautical and non-aeronautical revenues per passenger

$297.7 MXP

+5% vs 2022

Capex

$75.2 MILLION MXP



Million of passengers

0.5 (470 thousand)

+11% vs 2022

Traffic distribution

DOMESTIC 98.5%

INTERNATIONAL 1.5%



Manzanillo

Mexico

ZLO

Destinations

6

PRINCIPAL DESTINATIONS

Mexico City
Los Angeles
Calgary

Airlines

5

PRINCIPAL AIRLINES

Aeromexico
Alaska
Westjet



Aeronautical and non-aeronautical revenues per passenger

$364.1 MXP

-6% vs 2022

Capex

$69.7 MILLION MXP



Million of passengers

0.2 (180.5 thousand)

+9% vs 2022

Traffic distribution

DOMESTIC 62.5%

INTERNATIONAL 37.5%



Value offering

to explore
collecting moments
to listen
to live

Traveling is to transform you

seek the best
possible experience

We strengthen our operations to adapt to market demand by collaborating with suppliers, investing in infrastructure, supervising the quality of our services, managing airport safety, and promoting innovation initiatives.

SDGs

8 9



Our services

GRI 2-6

At GAP, we work as a team to be the best in airport operation both nationally and internationally. We offer services with quality, safety, efficiency, and comfort for our users, clients, and business partners.

We provide three types of services

PROVIDED BY GAP

1

Airport services

- Landing and takeoff
- Tarmac services
- Tarmac controls
- Hangars for aircraft operation, storage, and maintenance
- Terminal building
- Security and surveillance
- Aircraft Rescue and Fire Fighting (ARFF)
- Emergency medical services
- Access to federal zones
- Mechanical boarding ramps
- SJD FBO services (fixed-base operator)

2

Commercial and Real Estate Services

- Parking (safe facilities for passenger vehicles)
- Advertising (stationary or digital advertising spaces for different target audiences)
- AeroMarket (commercial shops offering a wide range of products)
- Commercial space leasing
- Meet and greet (SJD and PVR)
- Vending machines
- VIP lounges (AGU, BJX, GDL, HMO, LAP, MXL, PVR, SJD, TIJ)
- Land leasing
- Hangar leasing

PROVIDED THROUGH THIRD PARTIES

3

Infrastructure solutions

- Ramp services
- Traffic services
- Fuel supply
- Aircraft security and surveillance
- Removal of non-operational aircraft
- Aircraft maintenance and repair
- Ancillary services
- FBO (fixed-base operator) services

Continuous improvement in our processes

To achieve continuous improvement in our services, we follow the Plan-Do-Check-Act cycle in our processes.

Plan

- Strategic business pillars
- Sustainability strategy
- Materiality
- Integrated management system policy
- Risk management

Do

- Strategic processes

Safety and Security /Infrastructure / Commercial / Customer service / Parking

- Support processes

Procurement / Human capital / Information technologies / Budgetary control / Project management / Legal / Administration and finance

- Environmental and quality management
- Integrated Management System (IMS) risks

Check

- Stakeholder needs and expectations
- Legal compliance
- ESG evaluation
- Management review
- Internal audit

Act

- Improvement plan
- Reaction plan
- Business continuity plan

Outputs



- Rendering of airport services with safety, efficiency, and quality
- IMS results
- Satisfied Stakeholders
- Pollution Reduction
- Reduction of GHG Emissions



Regulatory compliance

GRI 2-27

Regulatory compliance is crucial to our business because it enables us to guarantee the safety of our employees, users, passengers, customers, and suppliers. Different regulations govern our activities.

We also participate in the project review process that impacts our industry, such as the working group for the final approval of the Proposed Official Mexican Standard PROY-NOM-064-SCT3-2021. We provided our expertise to the aviation community regarding SMS certification, as we were the first group to certify an airport in the country under this system. The standard is currently undergoing regulatory impact analysis and is expected to be published in 2024.

ICAO (International Civil Aviation Organization) is the body responsible for standardizing civil aviation practices. It promotes airport safety, air navigation capacity and efficiency, environmental protection, facilitation and security, as well as the economic development of air transport.

Through our internal audit program, we identify, monitor, and promptly address any non-compliance with ICAO and FCAA (Federal Civil Aviation Authority) regulations. This also allows us to continuously improve the efficiency of our rectification processes for the aerodromes under the authority's management.

Supply chain

GRI 2-6, 204-1

Our supply chain structure is an essential process for meeting our goals, as suppliers are part of our operations and are crucial in guaranteeing the sustainable development of the business.

We select our suppliers through an evaluation process and a set of criteria with which we analyze their commitment to business ethics, social responsibility, environmental care, and their ESG practices[1].

On the other hand, we include an environmental clause within applicable contracts, outlining the criteria our suppliers must follow.

Our **Procurement Unit (PU)** is responsible for ensuring the feasibility and certainty of any business plan within the organization. It also oversees, manages, and develops all procurement activities in line with our strategy for sourcing, acquisition, and value creation.

Bidding process

1

The bases for internal and external procurement are established through formal requests.

2

Tenders are classified as follows:

a. Construction, placement, and supplies
b. Acquisitions
c. Services

3

Procurement management is performed as follows:

a. Decentralized –by the airports
b. Centralized –by the corporate offices

4

Procurement types may be:

a. Open
b. Closed
c. Direct awarding[2]
d. Emergencies and urgent situations

(**1**) Consult GAP's Code of Ethics, which establishes the rules for supplier relations: https://www.aeropuertosgap.com.mx/files/Code_of_Ethics.pdf

(**2**) All direct awarding requires approval from the corresponding Corporate Governance unit, depending on established approval levels. Moreover, contracts must meet specific criteria to be accepted as a direct award.

GAP suppliers are classified under the following four categories:

Confidential

Those suppliers to whom the disclosure of the contract purpose and characteristics may potentially jeopardize the safety of individuals and assets, and therefore requiring absolute confidentiality regarding the work to be done.

Strategic

Suppliers with whom the PU, together with the SU (Suggestion Unit) decide to work formally for a specific term, under specific conditions relative to matters of quality, price, timeliness, economies of scale, delivery, payment, warranties, or legal processes, among others.

Transactional

Defined by default as all active suppliers in the registry, subject to bidding processes, and which are not part of any specific procurement strategy.

Exclusive

Those suppliers who, as a result of reviews and market research conducted by the Company, are the only ones capable of providing the required goods or services at the time of analysis.

Supplier evaluation

As part of our process for engaging product and service suppliers, we evaluate each prospect to ensure full compliance with regulations related to the prevention of operations involving resources of dubious origin (illicit activities, terrorism, and corruption), are not involved in any illegal activities, and that they meet our ESG criteria for suppliers.

Moreover, once the commercial relationship with the supplier is formalized, a verification process takes place to identify risks and ensure the protection of GAP interests.

Supplier verification process

- Validate that supplier data comes from reliable sources, allowing us to identify any commercial risks.
- Identify the company's management structure, including partners and shareholders.
- Investigate if the organization has sanctions or Politically Exposed Persons (PEPs) and/or any type of reputational risk.
- Monitor changing scenarios and signs of compliance issues.
- Check if there are unauthorized transactions and/or business dealings with individuals, companies, countries, and entities that may pose a risk.
- ESG evaluation criteria and questionnaires were established.

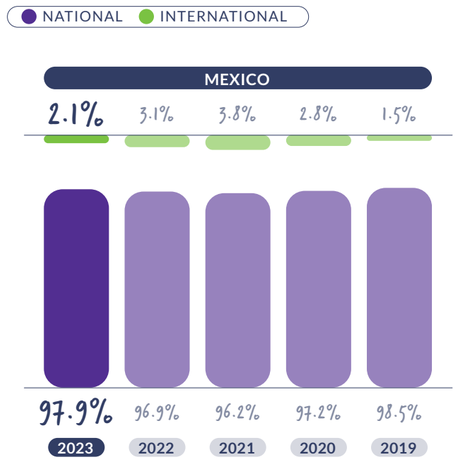
We monitored the implementation of the **supply chain risk management strategy**, which establishes processes and criteria to mitigate any type of risk that could arise in GAP.

Prior to a tender, suppliers are verified through the use of specialized databases; analysis is conducted by service-expense category; and a review of execution-related activities is performed. We utilize onboarding questionnaires, blacklist checks, financial evaluations, legal assessments, technical evaluation terms for the competition, execution supervision, and internal approval bodies (UAC, CADQ).

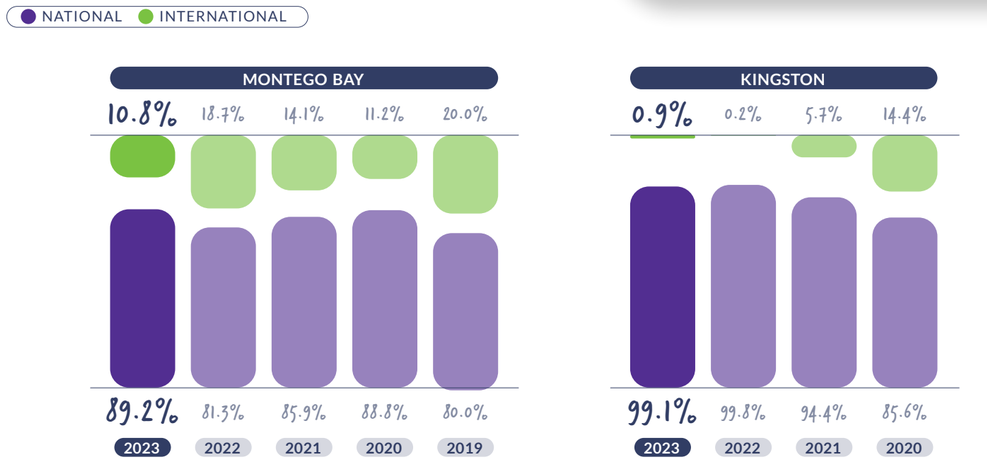
Initially, the selection of suppliers involves evaluating their competencies, background, and financial and technical capabilities. During execution, regular performance evaluations take place, especially for long-term contracts and those with potential business risks. Throughout the contract term, both external and internal databases are used to regularly assess any changes in the supplier's environment and situation that may pose a possible risk.

97.9% of our suppliers in Mexico are national, as pertains to transaction amounts.

Percentage of transaction amounts with GAP Mexico suppliers



Percentage of transaction amounts with GAP Jamaica suppliers



Infrastructure

GRI 3-3, 203-1, 203-2

We believe in creating barrier-free travel experiences, providing our travelers with accessible, dignified, and efficient service. Every year we strive to improve and maintain the quality of our spaces and services to offer pleasant travel experiences for our national and international travelers who use our airports. Our facilities are designed and built for safe and comfortable use by all.

In line with our commitment to inclusion, we especially emphasize eliminating architectural barriers to provide ease-of-movement for all travelers, thereby making our facilities suitable to receive persons with disabilities, with reduced mobility, senior citizens, and people traveling with children, among others.

One such effort entails investing in construction projects and retrofitting our infrastructure to comply with all accessibility standards, as outlined below.

Achieving inclusion is everyone's duty, and we are proud to work towards this goal to create barrier-free travel experiences for all.













Inclusive infrastructure in our Airports

To keep our facilities accessible, we are constantly renewing our spaces and services in line with three basic categories:

PHYSICAL
INTELLECTUAL
SENSORY



Outdoor facilities[3]

- Elevators and ramps both in our parking areas and our terminals tend to make it easier to move to other levels.
  PHYSICAL
- 4% of our parking spaces are reserved for the handicapped, proper signage and dimensions.
  PHYSICAL SENSORY
- Parking spots for pregnant women, the elderly, or mothers traveling with children.
  PHYSICAL
- Tactile floors with embossing and guides (HMO, LMM, MXL and PVR).
  PHYSICAL SENSORY

Indoor facilities

- Preferential entrance for persons with disabilities at inspection points, security checkpoints prior to reaching final boarding areas, and immigration points.
  PHYSICAL
- All accessways for boarding with remote positions has ramps and preferential spots in the aerocars.
  PHYSICAL
- Spacious areas at our final boarding gates.
  PHYSICAL
- Information booths comply with height regulations to better serve those who are height-challenged, or in wheelchairs. (GDL, BJX, HMO).
  PHYSICAL

Restrooms

- Restrooms have signage in braille at the entrance, as well as properly-equipped stalls for the handicapped.
  PHYSICAL SENSORY
- Family restrooms, or baby rooms (MLM, GDL, AGU, SJD, TIJ, ZLO).
  PHYSICAL

Signage

- 3-D touch maps (HMO).
  SENSORY
- Signage throughout our airports have accessibility features.
  SENSORY INTELLECTUAL

(3) Set of indicators for the specialized segment model, the Inclusive Tourism Seal awarded by the Secretary of Tourism.

Information services

We have a lactation room at our GDL airport, a space where nursing mothers can comfortably breastfeed or express their milk.



We also train our employees to provide appropriate attention to any group of the population visiting our airports. This enhances our culture of inclusion, enabling us to offer service that meets the expectations of all our passengers. **GAP BLUE** is a free service offered to persons with disabilities traveling through our airport facilities.

Find more about GAP BLUE.

As a result of these actions, we have **received the Inclusive Tourism Seal** for nine of our airports in Mexico (TIJ, PVR, BJX, HMO, LAP, AGU, LMM, MLM, and ZLO). This recognition is awarded by the Federal Tourism Secretariat, validating that we possess the know-how needed to assist persons with disabilities, have proper accessible outdoor and indoor facilities, appropriate signage, and information systems to provide quality service to persons with disabilities.

Significant investments in infrastructure in Mexico

	TIJ	TIJ	SJD	SJD	SJD
	New processing building (NPB)	Expansion of commercial apron (6 positions), general aviation apron, and handling apron	Expansion and renovation of terminals T2 and T3	New general aviation apron	Renovation of Terminal 1
SIZE	40,000 m²	68,200 m²	19,500 m²	37,000 m²	4,291 m²
APPROX. COST MILLION MXP	$1,528	$366	$1,185	$183	$69
2023 EXECUTED AMOUNT MILLION MXP	$1,492	$353	$903	$167	$33
EXECUTION PERIOD	2020-2024	2020-2024	2020-2024	2021-2023	2023-2024
CONCLUSION DATE	May-‘24	May-‘24	Sep- ‘24		Sep- ‘24
% OF PROGRESS	95%	94%	59%	COMPLETED	45%

Significant investments in infrastructure in Mexico

	GDL	GDL	GDL	GDL
	Construction of a mixed-use building and Hotel Hilton Garden Inn Guadalajara Airport	Construction of a second runway and a new taxiing system	New general aviation zone	Construction of hangars
SIZE	44,400 m²	170,000 m²	200,000 m²	33,000 m²
APPROX. COST MILLION MXP	$1,683	$2,806	$842	$541
2023 EXECUTED AMOUNT MILLION MXP	$1,160	$2,025	$816	$463
EXECUTION PERIOD	2020-2023	2020-2024	2020-2024	2020-2024
CONCLUSION DATE	May- ‘24	Aug- ‘24	May- ‘24	
% OF PROGRESS	97%	89%	97%	COMPLETED

On March 26, 2024, we inaugurated the new Hotel Hilton Garden Inn Guadalajara Airport, having 12,054 m² in surface area, 180 rooms, a restaurant, bar, and 6 meeting/banquet rooms.

Find more about Hotel Hilton Garden Inn Guadalajara Airport

Significant investments in infrastructure in Mexico

	PVR	PVR	BJX	AGU	LMM
	New terminal building foundations and metallic structure phase	Construction of new commercial apron and expansion remote commercial apron	Expansion of commercial apron, and relocation General Aviation, and ARFFS facilities	Expansion of International Claims area	Terminal renovation
SIZE	61,200 m²	25,100 m²	49,200 m²	5,436 m²	510 m²
APPROX. COST MILLION MXP	$2,500	$496	$308	$208	$29
2023 EXECUTED AMOUNT MILLION MXP	$1,688	$435	$167	$155	$12
EXECUTION PERIOD	2022-2024	2022-2024	2022-2024	2022-2024	2023-2024
CONCLUSION DATE	Sep- ‘24	Apr- ‘24	Oct- ‘24	Jul- ‘24	Dec- ‘24
% OF PROGRESS	67%	98%	59%	79%	6%

Significant investments in infrastructure in Jamaica

KIN

	SIZE	APPROX COST USD	2023 EXECUTED AMOUNT USD	INVESTMENT TERM
Photovoltaic system	2.02 MW	$16,698	$16,698	20 years
Rehabilitation of restrooms in the terminal building	576 m²	$2,569,344	$1,725,225	10 years
RWY Rehabilitation - Design and engineering services	122,220 m²	$576,024	$155,954	10 years
Replacement of 5 air handling units	200 t	$181,818	$109,100	10 years
Replacement of 5 air conditioning (AC) units for PLB (personnel localization beacon)	25 t	$77,500	$56,101	10 years
Construction of temporary hazardous waste storage	100 m²	$30,000	$52,859	10 years

MBJ

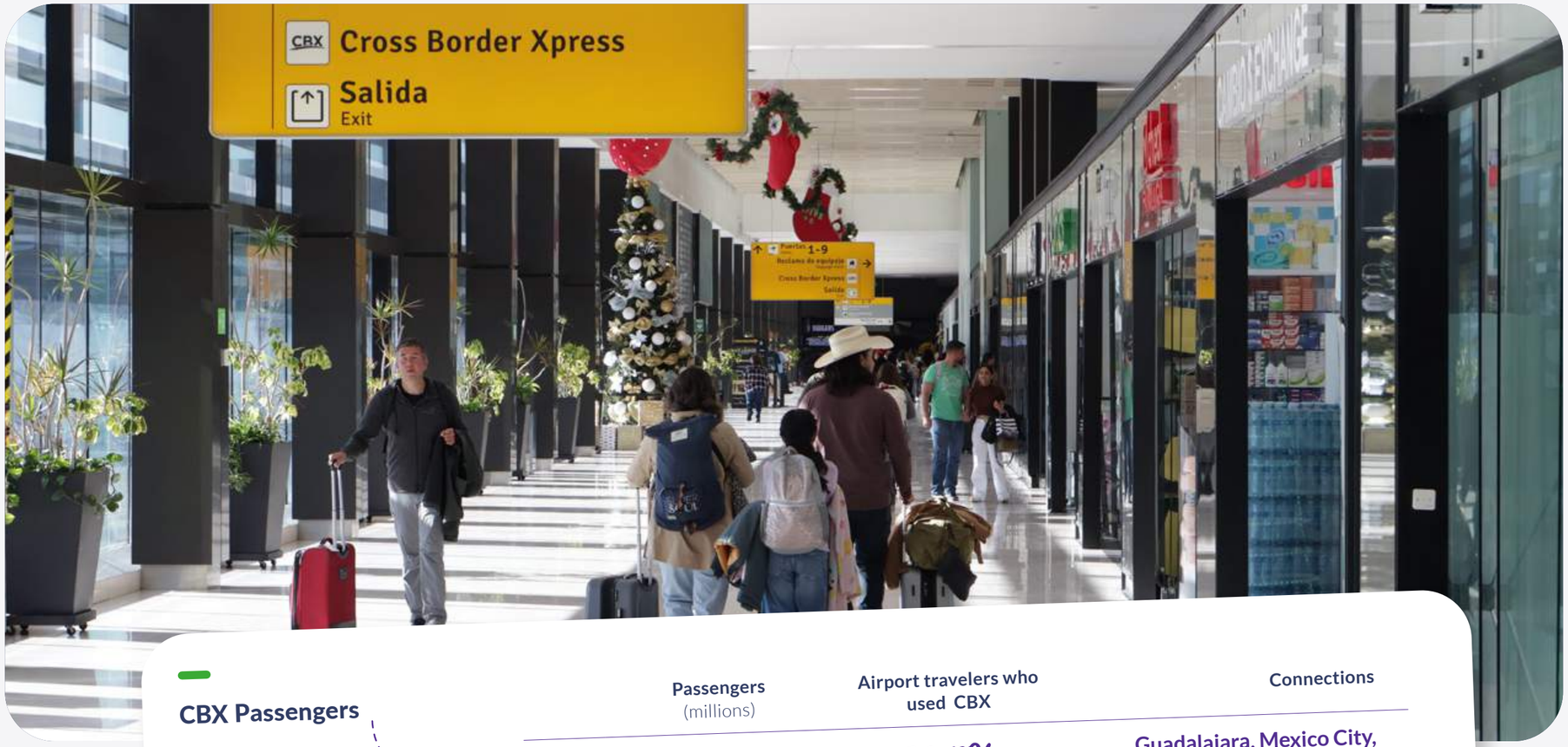
	SIZE	APPROX COST USD	2023 EXECUTED AMOUNT USD	INVESTMENT TERM
Outbound security/ Immigration	4,740 m²	$18,000,000	$3,664,584	30 years
Expansion of Check-in hall	2,162 m²	$2,900,000	$752,062	30 years
Optimization of gates 6 and 7	270 m²	$1,800,000	$372,310	30 years
Air-to-Sea lounge	982 m²	$1,570,000	$250,439	30 years
Landside development (parking and roads)	11,700 m²	$546,000	$205,027	10 years
Solar energy (carports)	2 MW	$2,000,000	$236,505	20 years

Cross Border Xpress (CBX)

We serve millions of passengers crossing the border between Mexico and the United States through the Cross Border Xpress (CBX), a fast, convenient, and secure border crossing that connects our Tijuana International Airport with the passenger building in San Diego.

The CBX allows travelers to avoid unexpected delays at the congested San Ysidro and Otay Mesa crossings. In 2023, the top five destinations were GDL, CDMX, CUL, BJX, and MTY. By the end of the year, we had consolidated 41 national destinations.

This year, we saw a 2.38% increase in passengers using the CBX, vs. 2022. Compared to 2020, the increase was 153%, thereby reflecting a significant rise in traveler traffic in response to the reactivation of tourism.



CBX Passengers

	Passengers (millions)	Airport travelers who used CBX	Connections
2023	4.3	32.5%	**Guadalajara, Mexico City, Bajío, Culiacán, and Monterrey**
2022	4.2	34.1%	Guadalajara, Mexico City, Bajío, and Culiacán
2021	2.8	28.9%	Guadalajara, Mexico City, Bajío, and Culiacán
2020	+1.7	27.0%	Guadalajara, Mexico City, Bajío, and Culiacán

NOTE. From March 21, 2020, to November 2021, there were restrictions on tourist crossings, allowing entry only to U.S. citizens and legal residents.

Service excellence

GRI 3-3

We constantly strive to improve traveler experience at our airports and implement initiatives that enable us to continue providing the best service to users and customers. We have four quality models that allow us to monitor various criteria, including quality, efficiency, safety, emergency response capacity, and process control.

IN 2023

All our airports achieved 99% compliance with the ARFF quality model.

Operations and service quality models

Quality model for ground support services

The monitoring five aspects to fully evaluate the efficiency and quality of each supplier:

1. Safety
2. Contractual status
3. Supplier operational development
4. Baggage handling
5. Passenger perceptions

Quality model and operation control

Real-time monitoring of activities related to the airport services rendered:

- Position and gate assignments
- Information for the public
- Boarding equipment service delays and quality
- Waiting time for the more important check-in processes

IN 2023

We had 99.2% accomplishment for media assignment and 95.8% in updating information for the public at the 12 airports in Mexico.

Quality model for Aircraft Rescue and Fire Fighting (ARFF) Service

Evaluation of:

- Training efficiency for RFFS personnel, and regarding personnel physical fitness for acting in emergencies
- Availability of rescue and firefighting equipment, as per required operational parameters
- Response time for any aviation emergency

IN 2023

We had an average of 98% accomplishment at all GAP airports.

Quality model for janitorial services

Evaluation of janitorial services, identifying areas where machinery may be employed for process automation and improvement

IN 2023

We achieved an average of 88.9% accomplishment at all 12 airports.



This year, AGU (Aguascalientes Airport) became the first aerodrome in Mexico to receive the **Diamond Level National Tourism Quality Award (DNCT)**. This is the highest comprehensive recognition granted by the Federal Secretary of Tourism for service providers and/or tourist destinations achieving certain level of quality within the National Tourism Certification System.

Find more about Diamond Level National Tourism Quality Award

As part of the airport industry, we participate in the Airport Excellence Program (APEX), which strives to promote safer and more efficient airport operations, as well as cooperation between the ICAO, industry stakeholders, and airports. The program is based on ICAO standards, national regulations, and best practices.

During 2023, we followed up on the improvement plan for observations made by ACI experts at our airports in BJX, HMO, LAP, PVR, GDL, and SJD. Actions taken included the acquisition of FOD Razor equipment to further control and mitigate FODs (Foreign Object Debris) in airports operational areas, as these can pose a safety problem. The self-verification process was reengineered to improve the reporting of findings and better supervise the corresponding follow-up. Additionally, we resumed the PSAT audit program to improve control and regulation of the service quality provided by these contractors at our airports. For RFFS, we acquired tools and equipment recommended by ACI and ICAO, thus enhancing activity safety and execution.

Finally, we conducted APEX safety reviews at four additional airports: AGU, MLM, MXL, and TIJ. APEX safety reviews of the two remaining Mexican airports -LMM and ZLO- will be carried out in 2024, which would result in having APEX SAFETY certification for all our 12 airports.

As part of the planning, design, and management of **Master Development Plans (MDPs)**, the following activities were carried out:

- Constant surveillance of adherence to concession quality standards for each airport, ensuring compliance with all service levels in the concession agreements as required by aviation authorities.
- Compliance with international standards defined by the International Air Transport Association (IATA) was evaluated.
- Functional schematic designs for terminal buildings and air infrastructure were designed during airport infrastructure planning.
- Follow-up on compliance with the investment program of the MDP was performed, in addition to requesting the corresponding amendments to the current MDPs from the Federal Civil Aviation Agency (FCAA); this was due to adjustments in investment scopes or changes in investment categories, and to keep information updated throughout the five-year execution period.
- Technical and operational support was provided for those areas responsible for airport expansion, modernization, and equipment projects as established by each of the MDPs.
- MDPs for the 12 airports in Mexico for the period 2025–2029 were reviewed, as well as their respective investment programs in compliance with regulations governing the MDPs and airport concession agreements. The first version of these documents was submitted to the Operations and Schedules Committee at each airport for review and comments pursuant to regulatory periods. Additionally, a review with the FCAA of the proposed developments for each airport is underway.





General Quality Index

The GAP Quality Model consists of measuring subjective and objective quality. Subjective quality is composed of a survey system, quick opinion devices, and complaint and suggestion boxes where travelers submit impressions regarding their experience concerning the airport visited. Objective quality is evaluated based on process time measurements at service points and the availability of critical equipment.

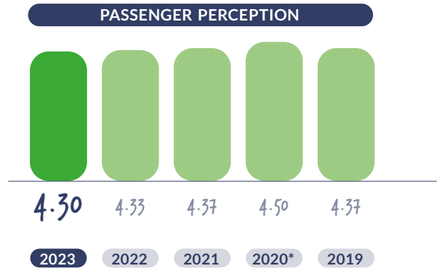
To further drive airport excellence, we are part of the **Airport Service Quality (ASQ)** program, internationally recognized for providing ACI-member airports with tools to measure passenger experience, needs, expectations, and satisfaction. Through traveler surveys answered by those visiting our airports, data is gathered on the perceived quality of the services received. Currently, our airports in GDL, PVR, SJD, TIJ, BJX, HMO, and KIN participate in the ASQ program and for 2024, participation of these seven airports will continue.

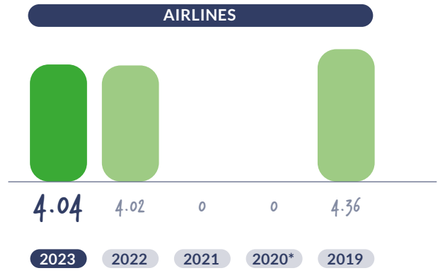
DURING 2023

Despite the challenges posed by high demand, throughout 2023 we maintained our satisfaction rating above four, reaffirming that our services are distinguished by excellence and quality.

The experience and perception of our passengers, airlines, and companies are of great value to us and are part of the planning process for service improvements. With the support of an external company, we conduct complementary surveys in the form of Happy-or-Not forms, which gather feedback on the services provided and our facilities. These surveys provide us with solid data to analyze how we may continue improving their travel experience, collaboration, and business relationships.

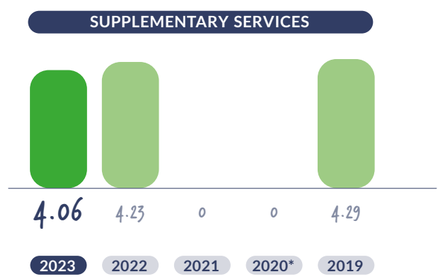
Satisfaction survey results





NOTE. Average scores of the 12 GAP airports in Mexico, where 1 is the lowest and 5 is the highest score.

*Due to the pandemic, from March 2020 to late 2021, satisfaction surveys regarding airlines and complementary services were suspended.



To provide a pleasant, attentive, and excellent travel experience, we offer information, assistance, and support to our passengers through our Passenger Experience and Quality Assurance (PEQA) agents and the operators of the six fixed information modules located in each of our airports (GDL, TIJ, SJD, PVR, HMO, BJX), as well as through PEQA agents at the airports (MXL, MLM, LAP, AGU, LMM, ZLO).



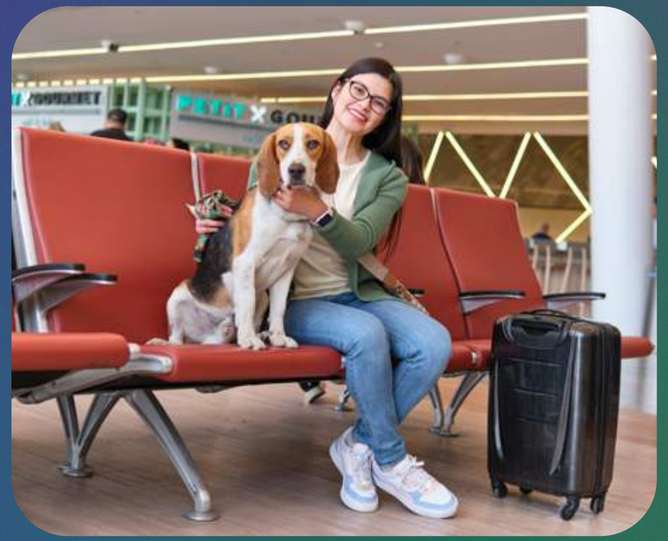
We have different communication channels that convey passenger opinions, suggestions, and comments:

- **Contact GAP** (website and email)
- **Telephone calls**
- **Complaint and suggestion forms**
- **Information booths**
- **ASQ ACI Program**[4]
- **GAP Institutional Social Media**
- **Comment Cards and specific surveys**
- **Rapid Opinion devices**
- **GAP Airports App**

Find more about GAP Airports App.

(**4**) Airports Council International (ACI) Airport Service Quality (ASQ). Internationally used methodology for measuring passenger satisfaction.

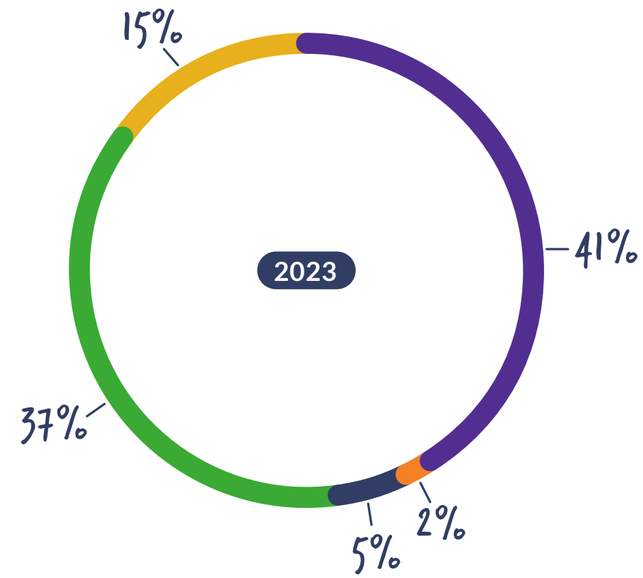


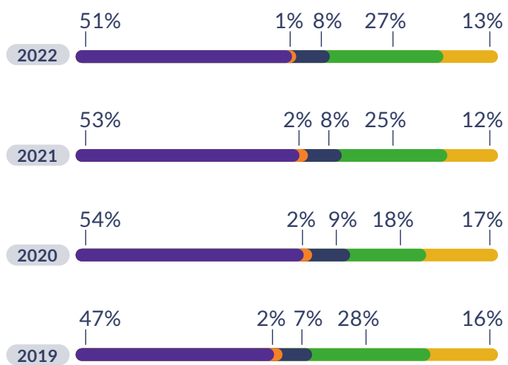




Passenger feedback

- INFORMATION REQUESTS
- SUGGESTIONS
- CONGRATULATIONS
- LOST&FOUND
- COMPLAINTS





In an effort to strengthen our relationship with passengers and stakeholders, we have opened three new social media channels:

GAP Foundation, on Facebook

GAP Foundation, on Instagram

Tijuana airport, on TikTok

These new channels allow us to reach different audiences and generations through a variety of platforms, expanding our digital presence to ensure we stay connected, currently managing a total of 19 channels.

CHANNELS

7 on X (formerly Twitter)

for airports in GDL, TIJ, SJD, PVR, HMO, BJX and the corporate account for GAP Airports

5 on Facebook

for the airports in GDL, TIJ, PVR, GAP Foundation, and the corporate account for GAP Airports

5 on Instagram

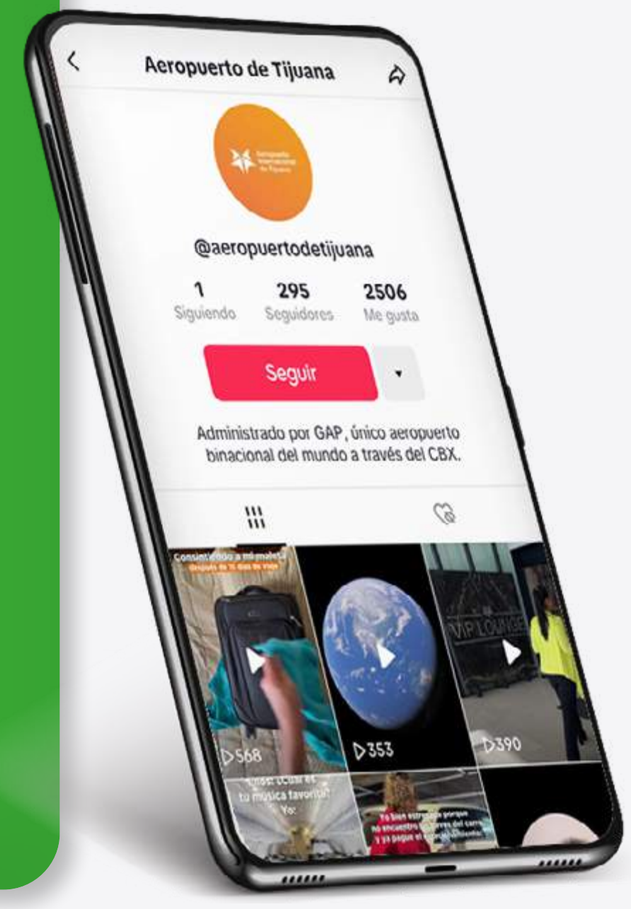
for the airports in GDL, AGU VIP Lounge accounts, GAP Foundation, and the corporate account for GAP Airports

1 on LinkedIn

corporate for GAP Airports

1 on TikTok

for the TIJ airport



We are committed to continuously improving our attention and response to user feedback, which is why we have redesigned the management structure of our Community Manager team. This new, innovative, and flexible scheme allows us to provide coverage seven days a week, improving our response times to information requests and complaints by 87%, compared to the same period in 2022.

To date, **these channels have reached over 33 million people** who have connected with us through GAP's official social media platforms. In these digital spaces, we share travel recommendations, disseminate information on our community initiatives, and provide updates on our innovations, among other topics.

Social media interactions

X (formerly Twitter)

+ 98k
followers

+ 4,800
posts

+ 28 million
views

Instagram

+ 23k
followers

+ 1,500
posts and stories

+ 2 million
impressions

LinkedIn

+ 13k
followers

+ 230
posts

+ 114k
impressions

Facebook

+ 495k
followers

+ 2,200
posts

+ 21 million
views

+ 3 million
impressions

TikTok

+10k
people reached

We carried out various communication campaigns where we disseminated information about our key initiatives and projects, and informed on infrastructure innovations that we aim to communicate to our passengers. Information was also conveyed on tools that benefit travel experience and quality.

Communication campaign

We defined and implemented a specialized communication strategy focused on GAP social responsibility, emphasizing education. We promoted GAP Foundation's commitment through our Instagram and Facebook social media channels, where we highlighted strategic alliances, testimonials from GAP School students, beneficiaries, success stories, educational aspects of social promotion, and celebrated recognitions, contests, or significant dates for GAP Schools and Community Training Centers.

Find more about this publication.



Audiences for our digital channels

We have technology in place to listen to our stakeholders on digital channels. This has enabled us to analyze, identify, and classify our audiences, such as:

1. Passengers and users of the various airports and locations where GAP is present
2. Airport community members of our 12 airports in Mexico
3. Opinion leaders and influencers
4. Business leaders
5. Industry leaders
6. Mass media
7. Shareholders
8. GAP executives and employees

AEPAC app launch campaign

We institutionalized internal communication flows with our communication liaisons in the 12 airports in Mexico. This includes linking the reception of information through the EPAC app, where we communicate real-time information to passengers about situations and events affecting service quality, thereby ensuring precise and timely communication.





PROGAP Recognition Program

An important element for continuous improvement in service quality is recognizing actions, attitudes, and behaviors that exceed passenger and user expectations.

Through the PROGAP Recognition Program, **we acknowledge employees and airport community members at the 12 airports in our Group who have positively and directly impacted passenger experience**. The recognition process involves a voting system, with ratings assigned from 1 to 5 based on GAP core values: respect, communication, honesty, passion, humor, empathy, and teamwork.

In 2023, some 87% more employees from the Mexican airports were rewarded with gifts, diplomas, and pins engraved with the mentioned values, amounting to 98 employees compared to 52 in 2022. Awards were given to various areas, including security and surveillance, janitorial services, ground transportation, parking attendants, airline personnel, and tenants, among others. The gifts were sourced from a company supporting people with intellectual disabilities.

GAP BLUE Program

As part of our efforts to strengthen a culture of inclusion and continue providing the best travel experiences for our passengers, we offer a free assistance service -GAP BLUE. Designed and developed by GAP in partnership with the Telethon Mexico Foundation, it aims to assist passengers with disabilities due to temporary or permanent conditions, whether visible or invisible, who transit through our airport facilities. The program provides information and assistance tools across three phases of the travel process: before, during, and after the journey. This assistance includes identification elements, focused amenities, didactic elements, physical reading or support materials, and even the option of planning a pre-travel familiarization visit. Also included is the accompaniment of an EPAC agent throughout the different airport processes.

Find more about GAP BLUE.

This program complements our infrastructure accessibility measures and is operated with the support of our employees, who receive training from our partner, the Telethon Mexico Foundation. These training sessions sensitize employees on how to provide respectful and empathetic assistance to each passenger, aiming to create Accessible, Dignified, and Agile (ADA) travel experiences.

During 2023, some 6,554 members of the airport staff and community members participated in these training sessions, representing a 70% increase compared to the number of people trained in 2022. Additionally, we participated in various dissemination forums to promote awareness of our assistance program.

Our service does not replace any existing regulations or procedures from authorities, airlines, or service providers, regarding persons with disabilities and their access to services related to air travel.

We assisted 361 GAP BLUE services, which represents a 350% increase compared to the 81 services provided during the first year the service was offered.



Major achievements in Passenger Experience and Quality Assurance (EPAC)

Level 1 accreditation was awarded for the airports in BJX and HMO in the **Airport Customer Experience Accreditation by Airports Council International (ACI)**, in addition to maintaining level 1 accreditation for the airports of GDL, TIJ, SJD, and PVR, having six accredited airports that distinguishes them as having demonstrated excellence in passenger experience management, in line with industry best practices and standards.

We obtained recertification of **ISO 9001:2015 and ISO 14001:2015 standards** mentioned by AENOR at the 12 airports in Mexico; for the first year, the KIN Airport managed to join the Integrated Management System, thus obtaining its Certification and ensuring that all business processes operate under certain standards, quality levels, and environmental care, constituting the fundamental basis of the Company's Integrated Management System.

We have the **Passenger Experience and Quality Assurance (EPAC, by its acronym in Spanish) app** to help identify, report, and manage notes, incidents, and effects on the quality conditions of our airports in real-time, adding to continuous improvement to maintain service and quality standards established in GAP. This application has become a fundamental tool to inform key personnel about those events and conditions that affect the quality and experience of our users, allowing for timely action and implementation of solutions. The incident, tour, and briefing modules have been launched to ensure the quality of EPAC personnel at airports, being fundamental in monitoring, communicating, and following up on quality levels expected by users.

Our SJD, BJX, and HMO airports received the **Airport Service Quality (ASQ) Award: Best Airport in Latin America and the Caribbean**, as a result of being the highest-rated in the satisfaction survey, proving that our users recognize the successful efforts of these airport teams in their efforts to provide them with an extraordinary travel experience.

We carried out actions to reinforce and promote the **GAP BLUE program** in the 12 GAP airports of Mexico, which provides assistance, attention, and accompaniment to passengers with disabilities in three phases: before, during, and after their passage through our airports, thus improving their travel experience.

Nine of our airports (TIJ, PVR, BJX, HMO, LAP, AGU, LMM, MLM, and ZLO) were evaluated and received the **Inclusive Tourism Seal** organized by the Secretary of Tourism (SECTUR), which recognizes them as airports that meet service and attention model standards for specialized tourist markets, as well as compliance with universal accessibility standards and the promotion of an inclusive culture in terms of attention given to persons with disabilities.

EPAC app in the coming years, one of the great challenges is to continue our Master Development Plan, carrying out important construction projects at the airports, which can have significant impact on quality, so it is essential to maintain optimum service levels and continue generating positive travel experiences for our users and stakeholders.

2023 is the first year in the history of GAP that we have three airports recognized as the best airport in the ASQ-ACI Program in the region: SJD, BJX, and HMO.

Culture of innovation

GRI 3- 3

Innovation is one of the essential elements integrated into our business strategy, as it allows us to generate solutions that adapt to the market and the needs of our stakeholders.

One of the innovation initiatives that has been a part of GAP history for several years is Innovation week, during which we invite our passengers to explore science and technology through an activity led by the Passenger Experience and Quality Assurance (EPAC) team. Additionally, through social media, we share achievements, projects, and innovation initiatives from both the industry and the Group.



During Innovation week 2023, our social media posts reached 66,486 people and we achieved 3,163 interactions regarding said posts.

Investment in technology and innovation

2023	$233
2022	$359
2021	$550
2020	$307

*Figures in Millions of MXP

Major innovation and IT projects

Automatic Doors ABC

Automation of INAMI access for passengers entering the country at three airports in Mexico.

Hyperconvergence

Infrastructure update for Data Centers (reduced power consumption).

Internet of Things

Continuation of the IoT sensor implementation project (noise, counting).

Aiport safety

GRI 3-3, 416-1, 416-2



At GAP, we are committed to maintaining the safety of our passengers, users, employees, business partners, and the community. We strive for our services to be characterized by safety and efficiency, which is why we have processes in place to identify and manage the risks and hazards we face in our operation. We have designed processes and systems that allow us to focus our efforts on reducing incidents and accidents resulting from our operation.

As part of the aviation industry, the concept of "safety" has two very broad fields of application. On the one hand, we have **safety**, which is responsible for controlling and maintaining the risks of an accident in air operations at an acceptable level, whereas **security** focuses on protecting aviation from acts of unlawful interference. While both safety and security aim to protect the lives of passengers, users, and employees, as well as investments, each of them has very specific objectives and tools to achieve their goals.

Each of the airports in the network has a Safety Management System (SMS), which pursues safety improvements by significantly reducing the likelihood of accidents through continuous and systematic identification of hazards and by managing safety risks. SMS is developed within a comprehensive framework of the organization's Safety, which includes tools and processes to standardize GAP efforts in this area and effectively maintain the safety system of all airports.

We are the only airport operator in Mexico that has maintained 100% of its airports certified in SMS since 2017.

GAP Safety Framework

Continuous improvement has been possible through feedback between the airports and Corporate regarding the practical implementation of policies, criteria, and processes, thereby achieving performance enhancements in safety across all airports and ensuring it is consistently maintained.

Airport safety

Airports (14)

Apron security	SMS maintenance	Aerodrome Manual maintenance	Runway safety	Emergency response
FOD management	Wildlife management	Safety events investigation	Movement area inspections	Supervision during construction

They are responsible for executing and supervising, at the operational level, all controls and activities that maintain and manage airport safety.

Is in charge of regulatory analysis and designing policies, criteria, and processes that will enable the airports managed by GAP to perform operating duties and safety, in addition to providing ongoing orientation on managing safety.

Corporate

Safety Management System administration	Aerodrome Certification process management	Guidance and consultancy (Mexico and Jamaica airports)	Continuous inhouse specialized training	Statistics and reports
Real-time monitoring, surveillance, and auditing	Airport project design and review	Inhouse development of specialized manuals, policies, and procedures	Analysis and decoding of domestic and international regulations	Supervision of the regulatory framework

To achieve proper safety management, GAP airport SMS relies on four major groups of tools that enable the execution of actions and strategies in a systematic manner, allowing for effective achievement of its objectives.

The SMS Manual is the first group, from which all procedures, policies, criteria, records, and formats necessary for safety management are documented. Therefore, its continuous updating and improvement based on industry best practices ensure a first-rate system.

The second group of tools consists of key procedures for safety management performance, such as internal audits, continuous improvement, internal investigations, specialized training, and change management. These procedures help measure safety performance and systematically detect any deviations from system processes or criteria, enabling the establishment of strategies that improve system outcomes.

Thirdly, we have the tools associated with the electronic administration of GAP's SMS, which is internally-developed software tailored to the Group's system requirements. Among its main features is that it enables the definition and tracking of safety indicators, risk management, and the management of the Incident Reporting System, the main tool for hazard identification by all operation-involved stakeholders.

Finally, the fourth group of tools includes the Emergency Response Plan, whose purpose is to prepare the organization to address any situation associated with an aviation accident at the airport by developing the skills and competencies of all involved through training and by conducting drills.

Safety Management Tools

SMS Manual

- Registration and forms
- Procedures
- Policies

Key procedures

- Internal investigations
- Internal audits
- Continuous improvement
- Specialized training
- Change management

"SMSGAPP" Web App

- Safety Performance Indicators (SPIs)
- Event notification system
- Risk management

Emergency Response Plan

- Training
- Drills

SMS Maintenance

In 2023, the aviation authority conducted the SMS verification process in 10 GAP airports, while LAP and MXL were rescheduled for monitoring in the first quarter of 2024. The satisfactory results of these verifications reaffirm our role as a benchmark in the national airport industry and our compliance and commitment to airport safety.

RESULTS

Three airports

had no findings of any kind.

Seven airports

resolved their single observation during the “proof and defense” presentation period.

Ten airports

received their respective technical compliance report (verification closure) before the end of 2023.



	Continuous Improvement external audits	Civil Aviation Authority (CAA) SMS Surveillance	SMS Internal Audits	KPIs monitoring
OBJECTIVE	Identify areas of opportunity or situations involved in system low performance.	Process performed by the CAA to verify performance of SMS processes in accordance with the Official Mexican Standard NOM-064-SCT3-2012 and the conditions established in the Approval Certificate.	Verify completeness of airport SMS and periodically evaluate the status of safety risk controls.	Monitor safety performance by tracking indicators.
SCOPE	• Proactive evaluation of facilities, equipment, documentation, and procedures for safety and personnel performance • Reactive evaluation to monitor effectiveness of risk control and mitigation systems	4 SMS components	4 SMS components	• Safety objectives • Safety indicators • Performance goals
FOLLOW-UP IN 2023	12 SMS independent audits performed	10 SMS surveillances performed	12 SMS audits performed	118 SMS indicators

Throughout the year, our **Corporate Safety Management Area (ACGSO, by its acronym in Spanish)** conducted 12 specialized courses for all members of GAP airport safety committees, focusing on introducing the principles related to human factors in aviation, as well as updating SMS concepts and processes.



Additionally, to further strengthen our risk identification and assessment capabilities, we held two training sessions for those responsible for safety. One was for internal auditors of safety assurance processes, and the other was specialized training given by the Air Navigation Services and Aeronautical Safety Studies (SENASA, by its acronym in Spanish) regarding accident and incident analysis, with a focus on safety investigation of service providers. This course covered topics such as:

- Notifying incidents and risk assignment
- Incident analysis
- The basics of safety investigations
- Follow-up and monitoring



As part of continuous training and resource optimization, an e-learning mode of the Safety Management System course was designed and developed for operators on the EIVA platform. This course is available to all GAP airport personnel, both operational and administrative staff.



Through **SMSGAPP**, a specialized software developed in-house for the management of the SMS at all our airports, we can enhance compliance, reduce execution errors, expedite decision-making, and improve the efficiency of our processes.

The SMSGAPP web app continues developing, improving, and adapting to new regulatory requirements that will be introduced in national legislation, making it a dynamic system that adjusts to the organizational needs.

This year we continue to provide support to airports for the proper management of their systems within the platform and for the analysis of general functionalities, thereby continuing with automation and new process develop within this computer system.

Safety Policy and Objectives submodules

- My SMS
- Safety Policy
- Implementation Plan
- Safety report mailbox location
- Applicable Regulations
- History of indicators and goals
- My indicators and goals

Safety Risk Management submodules

- Record of Safety Events
- Risk Management
- Hazard identification sources
- Approval Flow – Risk Level
- Mitigation measures
- Predictive analysis

Safety Assurance submodules

- SMS audits
- Follow-up on SMS indicators and objectives

Safety Promotion submodules

- SMS communication
- Initial Training Program
- Advanced Training Program

Airport Emergency Plan (AEP)

GRI 3-3



Due to the nature of our operations, we are aware of the possibility of unforeseen risks beyond our control. Therefore, we have established **Emergency Plans at each of our airports**, which are disseminated to all agencies involved in responding to an aviation emergency. These plans are put into practice through periodic desktop or full-scale drills, which allow us to evaluate coordination between agencies, communication flows, and special emergency response procedures.

OBJECTIVE

Respond as quickly as possible to any emergencies in the aerodrome, with the purpose of reducing repercussions to a minimum.

SCOPE

Accidents, unlawful interference, natural phenomenon, public health incidents, or those affecting or related to aircraft, taking place in the aerodrome or surrounding areas.

Emergencies Preparedness and Response

PROCEDURES

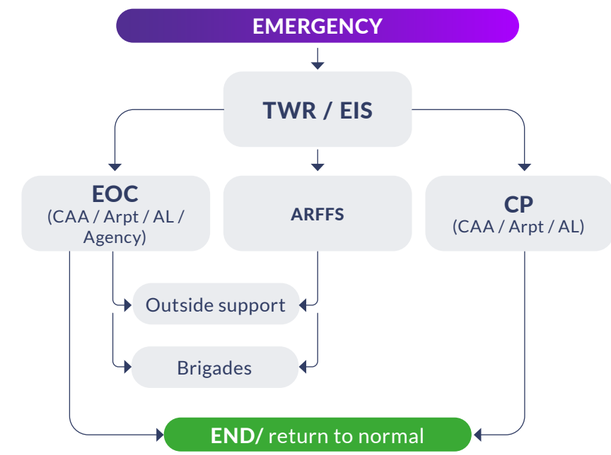
Communication	Attending to emergencies	Victim attention and classification	Placing airport in operation

EDUCATION AND TRAINING

Airport community training	RFFS education and training	Desktop drills	Full-scale drills

General Emergency Response Organization

TWR. Control Tower
EIS. Emergency Intercommunication System
EOC. Emergency Operation Center
Arpt. Airport
AL. Airlines
CP. Command Post
CAA. Civil Aviation Authority
ARFFS. Aircraft Rescue and Firefighting Service





As part of the implementation of drill and execution procedures, we participated as observers in the planning and execution of the Emergency Plan Activation (EPA) simulation at 11 out of the 12 airports in the Group. The aim was to improve this process by initiating formal documentation at an organizational level. This documentation enables developing and updating of emergency drill planning and execution procedures at GAP, thereby facilitating continuous improvement in the relevance of plan content.

Training Program

OBJECTIVES AND SCOPE

- The program is executed annually at all airports within the Group.
- Familiarize participants with the Emergency Plan Activation (EPA), and their duties and responsibilities during an emergency.
- Assess the knowledge of personnel involved in emergency response.

ACTIVITIES

- RFFS Training Program
- Train airport community
- Create and train brigades

Drill Program

OBJECTIVES AND SCOPE

- Develop skills for all involved personnel in emergency response procedures
- Propose improvements to procedures and coordination of emergency responses

ACTIVITIES

- Annual tabletop drills
- Biannual full-scale drills

Managing airport operations during works in Air Operations Area (AOA)

We conducted various maintenance and construction projects in compliance with the requirements for managing safety during works in the Aviation Operations Area (AOA) of GAP airports. This helped maintain safe operations while conducting these construction projects at the airports and ensured compliance with international standards and national regulatory obligations.

The requirements under which these works were developed serve as the basis for meeting the mitigation requirements detailed in contractor documents. To date, GAP continues to be a pioneer in formalizing requirements in this area for all contractors performing activities in airport AOAs, making us the airport group most aligned with international standards in safety management.



Airport safety requirements during work done within the AOA

Airport safety documentation

Airport safety personnel

Airport safety equipment and materials

This year, we ensured that over 120 construction, maintenance, testing, study, and supervision projects complied with all established requirements, thus permitting activities to be conducted with minimal impact on airport safety and operations.

To verify the implementation and effectiveness of safety risk controls, safety assurance processes were conducted through on-site supervision of the project conditions at the AGU, BJX, GDL, LAP, MLM, MXL, PVR, SJD, TIJ, and ZLO airports. The implementation and effectiveness of safety risk controls and the execution of reaction plans by contractors to address identified deviations were thereby verified.

With this same interest in mind, we implemented an annual report to monitor compliance with requirements and to ensure safety management during work done within aviation operation areas. The purpose is to contribute to the systematic and periodic monitoring of compliance and implementation of these requirements by the companies involved. This provides airports with clear and timely information so they may determine strategies that ensure the appropriate controls are in place, preventing any negative consequences on the safety level of GAP airports.

We have various documents that include all stakeholder guidelines, covering elements of design, supervision, and management.

Documents generated by supplier activities

DC-PSOO (Document on Compliance with Safety Plan during Project Execution)	PSOO (Safety Plan during Project Execution)	PSOP (Safety Plan for Tests, Studies and Supervision)	PeSO (Safety Permit During Project Execution within the AOA)	MOSP (Maintenance Safety Plan)
A document generated by the company in charge of performing construction projects, provided the executive project has a POSP created by the company in charge of said project design.	A document generated by the company in charge of performing construction projects.	A document prepared by the supplier who conducts the tests or studies in the AOA, including supervision companies.	This document is prepared by any company that conducts activities within airport AOAs for a period no longer than 14 days.	A Document generated by the company performing subcontracted maintenance work.

Documents Generated as the Scope of Procured Services

PSOO for Design (Design Plan for Safety during Project Execution)	PV-PSO (Surveillance Program for the Safety Plan)
A document generated by the company in charge of preparing the executive project, outlining the OS requirements needed for the execution of the projects.	A document produced by the company in charge of independent supervision of the project, outlining actions to be undertaken in supervising contractor safety requirements.

Safety Management Personnel during projects within the AOA (Aviation Operation Areas)

SUPERVISION — CONTRACTOR

Operational Safety Auditor (OSA)

Develops and implements the Safety Plan stemming from activities of the contractor within the AOA and ensures implementation of the Safety Surveillance Program through compliance audits of contractor OPS (Safety Plans).

Operational Safety Inspector (OSI)

Supervises and oversees PV-PSO implementation, who will assist the OSA during work executed within the AOA.

Safety Officer during Project Execution (SOPE)

In charge of technical aeronautic and non-aeronautic communication among stakeholders, in addition to the supervision and surveillance of all vehicle and equipment movements related to project execution in the movement area.

Operational Safety Coordinator (OSC)

Develop and ensure compliance of PSO during project execution, having authority over all production personnel assigned to the project as pertains to operation safety-related matters.

Operational Safety Supervisor (OSS)

In charge of internal supervision and surveillance of OSP implementation, and who will aid OSC during project execution within the AOA.

The model defines the requirements the contractor must meet regarding specialized personnel in safety to ensure compliance with the requirements described in the OSMP documents, which are a fundamental component in ensuring safety.

In 2023, a total of 67 documents were approved upon their initial review, and 54 updates were made to documents already implemented by the Airports and the Corporate Area of Safety Management. This ensures that the Group complies with the procedures, processes, and criteria outlined by the contractors in various safety documents.

This is how GAP guarantees full compliances with all procedures, processes, and criteria described by contractors in the many documents on safety.





Safety Week 2023

For the fifth consecutive year, we held our Safety Week, "GAP Safety Week," an event where we share best practices in safety implemented by the airport community. With the theme "Safety, a Shared Responsibility," this event was simultaneously conducted across the Group's 14 airports in a hybrid format from November 6th to 10th. Our goal was to raise awareness about the vital role of our airport community and their contribution to safety, encouraging our employees to continue undertaking actions that maintain and improve safety in their activities.

In-person activities were conducted at our 12 airports in Mexico and one in Kingston, Jamaica.

Additionally, there were online conferences attended by our employees and members of the airport community, featuring simultaneous interpretation to facilitate better participation. These sessions included presentations from industry specialists from organizations such as the FCAA (Federal Civil Aviation Authority), ICAO (International Civil Aviation Organization), *SENEAM* (Navigation Services in Mexican Air Space), the National University of La Plata, ACI (Airports Council International), national airlines such as *Aeroméxico* and *Viva Aerobús*, *SENASA* (Air Navigation and Aviation Security Services), service providers, airport authorities, and aviation educational organizations.

Over 3,200 people participated in our GAP Safety Week 2023.

Collaboration with Aviation Authorities

We collaborated with aviation authorities in reviewing Mandatory Circulars CO DA-151/23 Global Reporting Format (GRF) and CO DA-153/23 Aerodrome Design and Operation. These circulars were published in January 2024.

Additionally, we participated in the Committee for the Analysis and Approval of the Technical-Administrative Provisions of the Executive Director of Aviation Security. Our involvement led to the update and publication of the following mandatory circulars: CO SA 01 14 and CO AV 38 14 R2 Circular CO SA-5.01/23, which establishes the criteria for the creation and operation of the Runway Safety Team (RST) and cancels and replaces COSA-01/14 "Runway Safety Group." Additionally, CO SA-38/23, which set minimum safety standards for ground support service providers, was updated.

Moreover, we participated in person in the working group for the final approval of the draft standard PROY-NOM-064-SCT3-2021, which is currently undergoing regulatory impact analysis for its eventual publication in 2024. Furthermore, by invitation of the authorities, we shared our experience with the aviation community regarding SMS certification. GAP was the first group to have all its airports certified in SMS in Mexico since 2017.

Airport Rescue and Firefighting Service

Fire protection and prevention is one of the most critical safety aspects of our operations, as it can endanger the lives of our employees, passengers, and users. Our **Airport Rescue and Firefighting Service (ARFFS)** follows a standardized process in accordance with Annex 14 and Document 9137 Part 1, both published by ICAO. Additionally, it complies with the Federal Airport Act, its regulations, and its Mandatory Bulletin CO DA-04/07.

All our airports are equipped with an ARFFS, which includes qualified personnel, such as a commander, shift chiefs, and sufficient firefighters to operate the extinguishing and protection systems effectively. Additionally, in accordance with the provisions outlined in ICAO Annex 14, we maintain an adequate number of support vehicles for each airport. This number typically fluctuates between two and three, and these vehicles are essential for providing rapid response services in case of incidents.



We equip our vehicle fleet with the necessary tools to ensure the highest levels of airport protection, thereby complying with ICAO standards. Our fleets include firefighting units, water tanks, support and rescue vehicles, and ambulances.

Through our quality model, we ensure that ARFFS are provided, and we evaluate the effectiveness of these services at each GAP airport to ensure they are efficient, safe, and of top quality.

To reinforce personnel training, we have a training center at our La Paz airport where aviation firefighters receive both theoretical training and field practice in line with ICAO standards. This continuous training strengthens firefighter capabilities, enabling them to respond quickly and safely to incidents and protect the well-being of our airport community.

For more information, see the Service excellence section in this report

IN 2023

21 external firefighters received training, in support of the operations at Tulum Airport. Also, 42 firefighters from our 12 airports underwent training.

For more information, see the Biodiversity section in this report

Wildlife management

The interaction between aviation and wildlife is a natural process inherent to our operations. We are committed to implementing necessary measures and actions to prevent and address the risks associated with this interaction, while also protecting the species that visit us. In 2023, we initiated the implementation of the Avian Hazards and Wildlife Management Program, in compliance with Mandatory Bulletin CO SA 10-22, published in October 2022. Through this program, we assess the wildlife risk at each airport based on environmental factors, the quantity, and types of species present. As part of the program we conduct, through risk assessments and implement appropriate mitigation measures, employing wildlife control techniques and, if necessary, habitat modification.

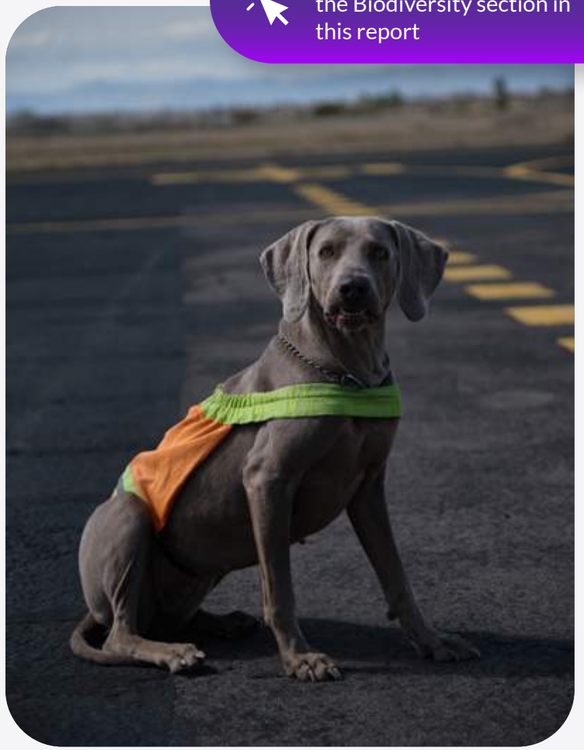
To identify the species that poses the greatest risk to operations and determine appropriate mitigation measures, we collect wildlife sighting data and conduct species counts. Additionally, this program, enable us to assess the effectiveness of the mitigation measures employed.

As part of these efforts, all our airports have undergone wildlife risk assessments. Based on the results, we have developed a comprehensive wildlife management plan that includes specific actions aligned with ICAO Annex 14 standards and recommendations, as well as Document 9137 of the Airport Services Manual.

We maintain constant vigilance by monitoring our operations and wildlife activity. Consequently, we collect information on bird strikes and other fauna-related incidents, which are reported to ICAO for inclusion in their International Bird Strike Information System (IBIS) database.

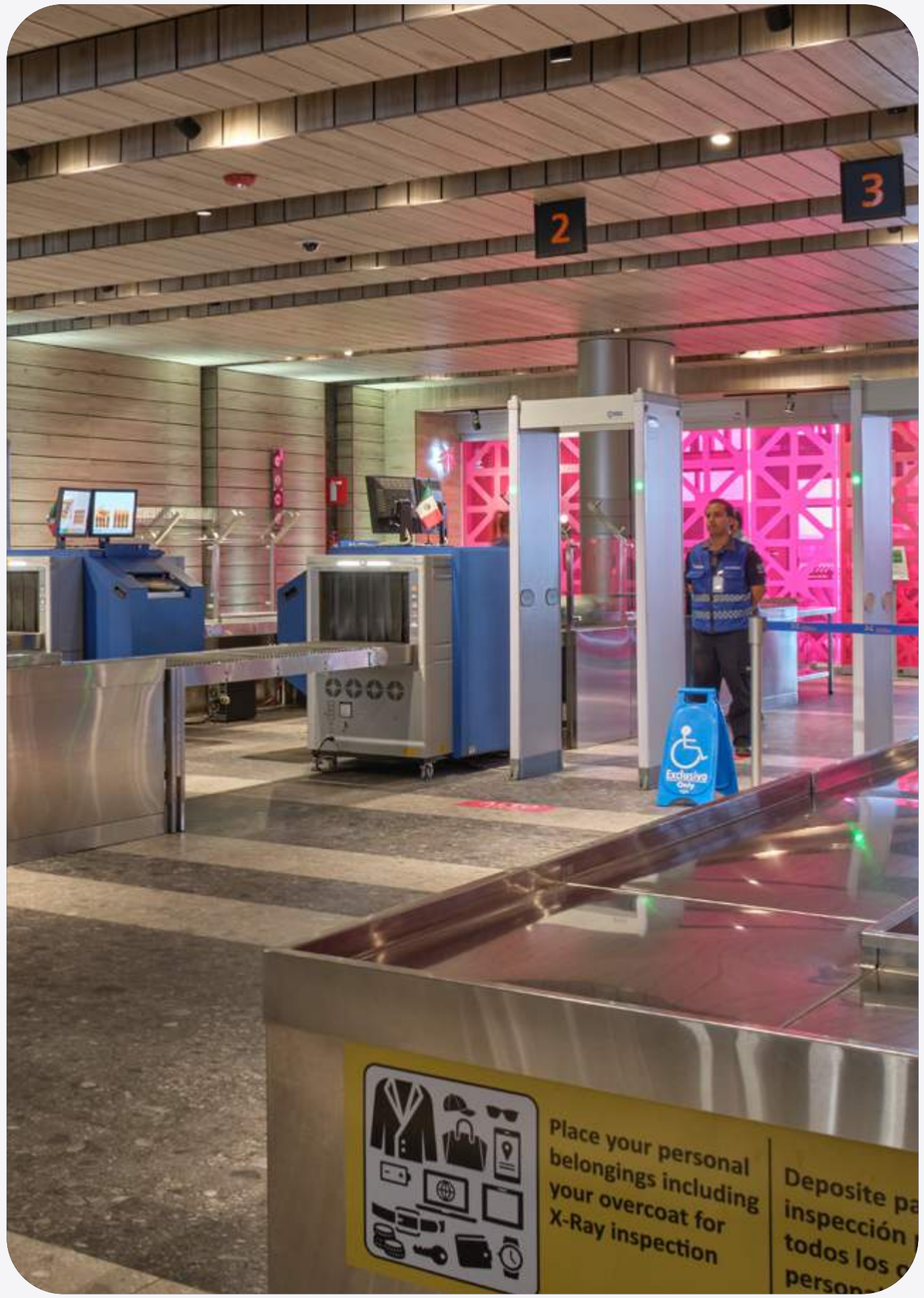
With the assistance of companies authorized by the environmental authority, we manage, control, and remediate issues or eventualities that arise in our operation due to the presence of wildlife, through different techniques such as:





- Dispersion by acoustic means
- Falconry
- Dispersion by dogs
- Species relocation
- Use of traps

Wildlife assessments are conducted to determine the probability and origin of risks related to local species. Based on these assessments, we specify whether local characteristics increase the presence of birds or other species at airports. For instance, the presence of waste dumps near the airport may attract various species. The corresponding authorities are responsible for implementing the necessary measures to prevent or prohibit the establishment of any type of landfill or building in the vicinity of the airports.



Aviation security

GRI 3-3, 416-1

Aviation security (AVSEC) seeks to prevent, deter, and control any actions or acts of unlawful interference against civil aviation that may harm or disrupt the normal operation of all activities related to air transportation. This includes protecting passengers, baggage, aircraft, and crew at all airport facilities, as well as the passengers, users, and community directly or indirectly involved in air transportation activities. AVSEC regulations have been implemented to comply with the Chicago Convention, which is the civil aviation convention that sets the basis for safe and orderly aviation. We also comply with ICAO guidelines on civil aviation security.

As an airport concessionaire in Mexico, we are committed to various obligations and regulatory compliance required of a civil aerodrome concessionaire or licensee, including:

- Collaborating to fulfill the primary goals of the State concerning civil aviation security, aligning with as AVSEC objectives by allocating human, financial, and technical resources accordingly.
- Developing and implementing a **Local Airport Security Program (LASP)** based on thorough risk analysis and threat assessment, outlining all security requirements, measures, and procedures applicable in each airport.
- Enforcing security controls to prevent illicit activities and the entry of weapons, explosives, prohibited items, or other hazards from entering the civil aerodrome.

Unlawful Acts of Interference Pursuant to Mexican Security Regulations

- Unlawful seizure of aircraft
- Destruction of an aircraft in service
- Hijacking an aircraft or taking hostages onboard or at airports
- Forceful boarding of any aircraft, entering an airport, or on the premises of any aviation facility
- Carrying weapons, devices, or hazardous substances for criminal purposes onboard an aircraft or within an airport
- Using an aircraft in service with the purpose of causing death, serious bodily harm, or serious damage to property or the environment
- Communicating false information that compromises the aircraft or passenger safety, either in flight or while on the ground

Our airport security measures are designed in accordance with national civil aviation transportation regulations. Some of these actions include:

- **Surveillance of security and perimeter areas, as well as of accessways, roads, and parking lots:** facilitated by closed-circuit television for different areas of the airport infrastructure
- **Protecting of free access areas**
- **Inspecting passengers and their carry-on luggage, flight and cabin crew, and final boarding area workers:** we use various types of equipment such as X-ray machines, metal detector arches, handheld metal detectors, and EDS (explosive-detection systems)
- **Inspection of checked or stored luggage:** through EDS and explosive-trace detectors
- **Availability of a vehicle for containing and directing explosions:** to limit the impact of detected explosive items
- **Control of access to restricted areas:** through the use of readers for identify individuals, and physical barriers to contain unauthorized vehicle entry
- **Issuance of airport ID badges**
- **Establishment of an Operational Security Center (OCS)**

We conduct both full-scale and tabletop drills, allowing for the evaluation of procedural effectiveness in responding to acts of unlawful interference.



We also implement reinforced security measures to handle extraordinary situations, specially in response to an increased threat level. In the event a threat materializes, it would be promptly followed up by the competent authorities. AVSEC training conducted by certified instructors is provided to ensure that our airport community remains well-prepared to handle such matters.

Additionally, we comply with the guidelines of the **National Civil Aviation Security Program (NCASP)**, which define the security processes at GAP. Civil aerodrome and air transport licensees and concessionaires must have an aviation security management system. Through the support of local security committees, we manage identified and evaluated AVSEC risks.

Compliance and operability of the civil aviation security system are evaluated through audits and visits by national and international authorities. We ensure the application of ICAO-related Standards and Recommended Practices (SARPs) and procedures and maintain constant communication with IATA and ACI to share AVSEC-related best practices in the airport industry.

Audits and visits to assess the compliance and operability of our civil aviation security systems encompass

- TSA (Transportation Security Administration) inspections of passenger aircraft operators transporting cargo on direct flights to the USA
- ICAO Universal Security Audit Program - Continuous Monitoring Approach (USAP-CMA).
- FCAA audits and technical-administrative verifications
- GAP internal audits
- Security evaluation procedures at GAP airports
- Self-assessment system by security companies bound by service agreements

GAP firmly believes that civil aviation security relies on the collective efforts of all parties and individuals involved in the industry. Each measure and action taken contributes to creating layers of security to safeguard our passengers, employees, clients, suppliers, and community. Therefore, we are dedicated to continually working towards becoming leaders in these sector.

As a result of these concerted efforts, in 2023 we successfully maintained the **civil aerodrome certificate for all 12 airports within the Group**. This accomplishment signifies our unwavering commitment to compliance with standards governing various aspects of airport operations, including infrastructure, operating procedures, maintenance, security, safety, and rescue and firefighting services. The standards are established by reputable authorities such as ICAO and the FCAA. To ensure these certifications are maintained, we consistently reinforce initiatives led by the corporate operations area across all airports within the Group. These initiatives include the implementation of an internal audit program aimed at monitoring ICAO/FCAA regulatory compliance levels. Through this program, we proactively identify potential deviations from aerodrome certification compliance and promptly initiate corrective or improvement measures. By maintaining uniform conditions throughout the validity of the aerodrome certification, we uphold our commitment to excellence in aviation safety and security.

We are the only airport group in Mexico

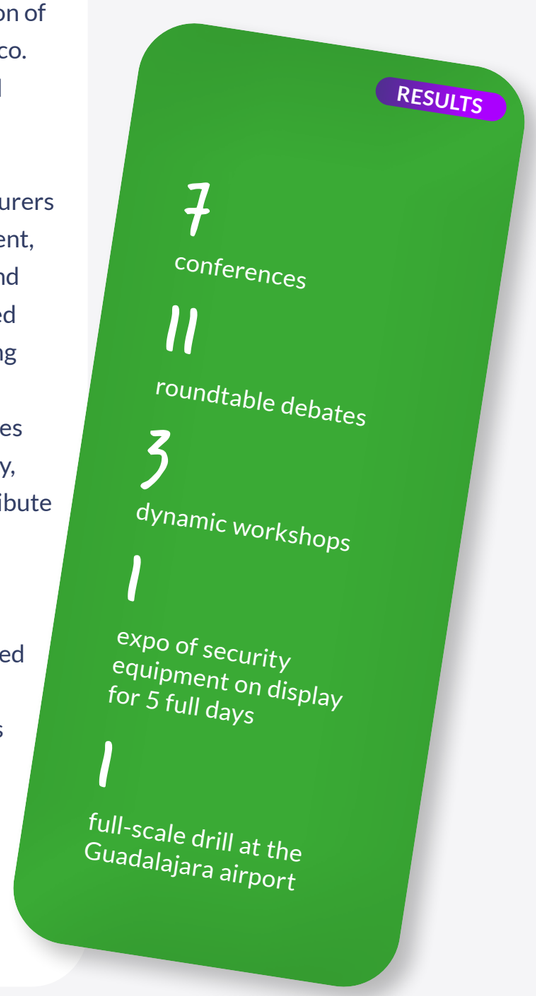
to have all our airports certified.

GAP Aviation Security Symposium

On May 22nd and 26th, we hosted the XII edition of our aviation security event in Guadalajara, Jalisco. This event has grown into a globally recognized forum, bringing representatives from various sectors, including authorities, airport groups, airports, airlines, security companies, manufacturers and distributors of specialized security equipment, as well as national and international agencies and organizations. Over the years, we have expanded the scope of the event by gradually incorporating representatives from security sectors of other transportation branches, companies and agencies from critical infrastructure sectors. Additionallly, professionals from various security areas contribute to the rich dialogue and exchange of insights at the event.

Each day, over **300 people** attendees participated in the symposium held at the Expo Guadalajara Convention Center, with additional participants joining online.

Find more about GAP Aviation Security Symposium



Sustainable strategy

curiosity

start something new

expectations

research

Traveling is plan

analyse the best route



Our sustainability strategy comprises various goals and material topics distributed across four strategic pillars. These pillars guide our efforts to provide quality services with a positive impact on our community, environment, and society.

SDGs

1 3 5 6 8 9 10 11 12 13 15 17

Stakeholders

GRI 2-12, 2-29, 3-3

To design strategies that effectively address the needs of our stakeholders, we strive to maintain open and bilateral communication through channels with varying levels of attention. Our focus is on the topics of greatest interest to each group. This approach helps us maintain reliable and lasting relationships with organizations, entities, and individuals who may be affected by the decisions and operations of each of our airports.



Passengers

COMMUNICATION CHANNEL

- Suggestion boxes
- Social media
- Contact GAP
- Information booths
- Website
- Satisfaction surveys
- Happy or Not devices

PRIORITY SUBJECTS*

- Easy transit through the airport
- Service efficiency, safety, and experience
- Information
- Quality/price ratio for commercial services
- Information on investments, expansions
- Parking area and invoicing

Airlines

COMMUNICATION CHANNEL

- Local committees
- Surveys
- Website
- Social media

PRIORITY SUBJECTS*

- Rates
- New routes
- Services rendered by the airport
- Environmental and operation safety performance indicators and policies
- Information on investments, expansions, and ESG commitments

* Priority subjects addressed during 2023.

● COMMUNICATION CHANNEL ● PRIORITY SUBJECTS ADDRESSED DURING 2023

Authorities

COMMUNICATION CHANNEL

- Local committees
- Advisory commissions
- Website announcements
- Task forces

PRIORITY SUBJECTS*

- New regulations
- Airport locales
- New regulations
- Designated airport spaces
- Aviation safety directives
- Data on growth, investments, and airport development
- Environmental and operation safety performance indicators and policies

Supplementary service providers

COMMUNICATION CHANNEL

- Local committees
- Surveys
- Website

PRIORITY SUBJECTS*

- Airport relations
- Ways to make work easier
- Services provided by GSSP (Ground Support Service Provider) companies
- Environmental performance indicators and policies

Shop owners

COMMUNICATION CHANNEL

- Contact GAP
- Website
- Telephone
- Tours
- Bids

PRIORITY SUBJECTS*

- Fee negotiation
- Commercial spaces
- Strengthened brand recognition
- Environmental performance indicators

Suppliers

COMMUNICATION CHANNEL

- Contact GAP
- Telephone
- Email

PRIORITY SUBJECTS*

- Storage areas and schedules
- Procurement policy
- Supplier Code of Ethics
- Environmental performance indicators

* Priority subjects addressed during 2023.

● COMMUNICATION CHANNEL ● PRIORITY SUBJECTS ADDRESSED DURING 2023

Employees

COMMUNICATION CHANNEL
- Intranet
- Hotline
- Website
- Internal communication
- Health / Safety committee

PRIORITY SUBJECTS*
- Succession plan
- Performance evaluation
- Vacancies and new hires
- Remote work for certain employees
- Information on new certifications
- Mitigation and resolution of potential risks recorded in minutes for the Safety and Health Commission
- Cybersecurity guidelines

Visit the employees' post

Neighboring community

COMMUNICATION CHANNEL
- Advisory commissions
- Contact GAP
- Website
- Social media

PRIORITY SUBJECTS*
- Employment opportunities
- Solutions for local issues
- Participation in community centers and GAP schools

Shareholders

COMMUNICATION CHANNEL
- Annual Report
- Committees
- Website

PRIORITY SUBJECTS*
- Profitability
- ESG performance

Civil society

COMMUNICATION CHANNEL
- Advisory commissions
- Contact GAP
- Mass media
- Social media

PRIORITY SUBJECTS*
- Facility and quality enhancements
- Capacity increase

* Priority subjects addressed during 2023.

Primary participation programs and their development

GRI 413-1

Community Training Centers (CTC)

We provide training opportunities for our community and equip them with tools needed for professional and economic growth. We have established the Community Training Centers (CTC) which operate in the 12 Mexican airports. Our CTC offers semi-formal education courses, vocational workshops, training sessions, and classes that enhance occupational skills and personal development, primarily in operational fields.

GAP Schools

We build and operate high-quality schools with academic excellence in the communities near our airports in Guadalajara and San José del Cabo to contribute to their progress. The schools are equipped with cutting-edge technology and suitable infrastructure. Additionally, we are committed to providing psycho-pedagogical support and offering quality meals for elementary and middle school students.

- GAP School (5 in GDL and 2 in SJD).

Operation and Schedule Committee (COH)

Monthly meetings are held, presided over by the Airport Director, Airport Authority, civil and military authorities, representatives of the air transport service concessionaires and permit holders, and service providers. The COH issues recommendations related to:

- Scheduling assignments
- Rates and prices
- Operating rules
- User complaints

Local Security Committee

Analysis of airport operations from the perspective of civil aviation security, as well as compliance with procedures and measures by the airport community.

Meetings are held monthly, presided over by the Airport Authority and composed of civil and military authorities. Guidelines related to aviation security are issued.

Safety and Hygiene Committee

Working councils, health and safety committees, and other worker representation bodies address possible risks recorded in safety and hygiene commission minutes, thereby mitigating potential health hazards for workers.

Master Development Programs with Stakeholders

Meetings are held every five years, prior to the review of the Master Development Programs. The goal is to understand stakeholders' perspectives regarding measures the airport should implement to meet development needs and expected growth.

NO. OF OPERATIONS CARRIED OUT					
12	2	12	12	12	12

Primary participation programs and their development

GRI 413-1

Requests for Environmental Impact Assessments

37 notices of non-requirement for environmental impact assessments were submitted for rehabilitation or expansion projects for current facilities, as well as three requests for exemptions from environmental impact assessments.

NO. OF OPERATIONS CARRIED OUT

12

Airport Forum

For the airports in Jamaica, biannual meetings are held, convening municipal and state authorities, business leaders, chambers of commerce, the Secretary of Tourism, and hotel organizations, among others. During these meetings, data on growth, investments, and airport development are presented, and stakeholder short-term needs are addressed.

2

Airport Operation Comittee

For the airports in Jamaica, monthly meetings are held with the Airport Authority, airport operator, ground support services and airline operators.

2

Airport Security Comittee

For the airports in Jamaica, monthly meetings are held with the Airport Authority, airport operator, and civil authorities.

2

Advisory Commission

Annual meetings are held, convening municipal and state authorities, business leaders, chambers of commerce, the Secretary of Tourism, and hotel organizations, among others.

During these meetings, data on growth, investments, and airport development are presented, and stakeholder short-term needs are addressed.

12





Alliances

GRI 2-28

In 2020, we signed the Ten Principles of the United Nations Global Compact, aiming to contribute to human rights, labor, environmental, and anti-corruption issues. Each year, we report our progress through the CoP (Communication on Progress) questionnaire.

Moreover, we are aligned with various domestic and international programs and alliances for regulatory compliance and standards, as well as for the implementation of industry best practices.

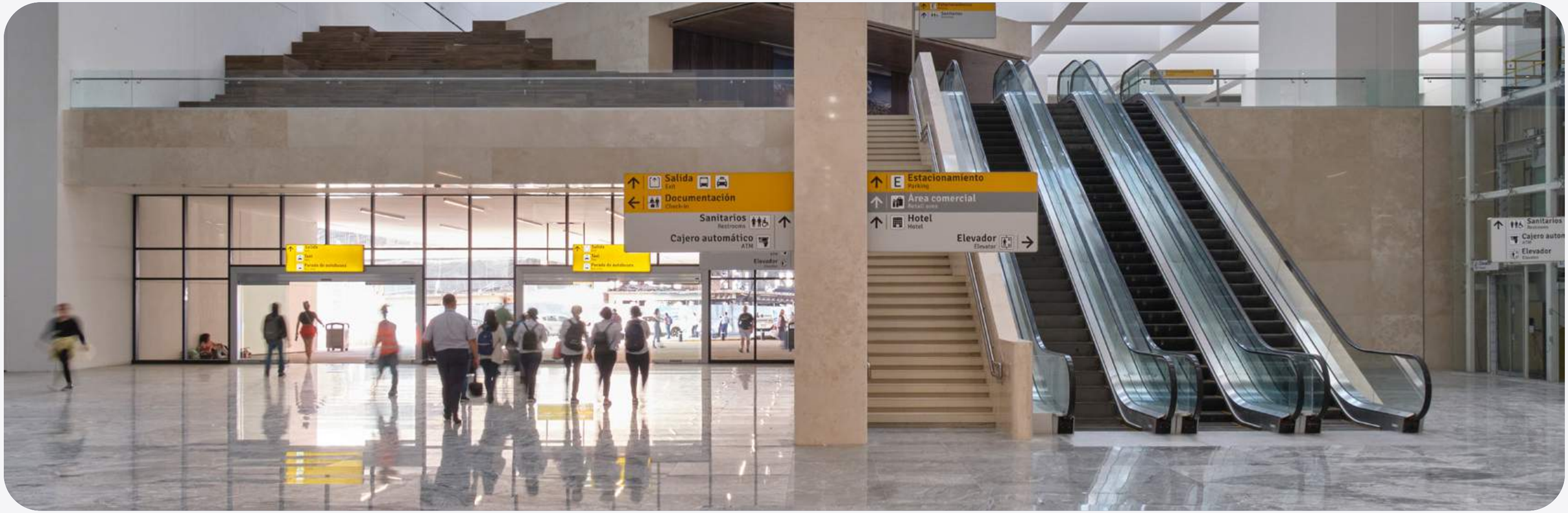


- International Civil Aviation Organization (ICAO)*
- Airports Council International (ACI)*
- Airports Council International Latin America-Caribbean (ACI-LAC)*
- United Nations Global Compact
- Mexican Stock Exchange (BMV) Issuers Committee
- Business and tourism organizations
- Federal government*
- State governments
- Local governments
- COPARMEX (Employer Confederation of Mexico)
- CANACINTRA (National Chamber of the Transformation Industry)
- Secretary of Tourism
- National Board for Tourism Companies
- Civil Associations*

* GAP is involved in projects or on committees for this association.

We are signatories of the Ten Principles of the United Nations Global Compact.

APOYAMOS EL PACTO GLOBAL
UN GLOBAL COMPACT



Materiality

GRI 3-1, 3-2

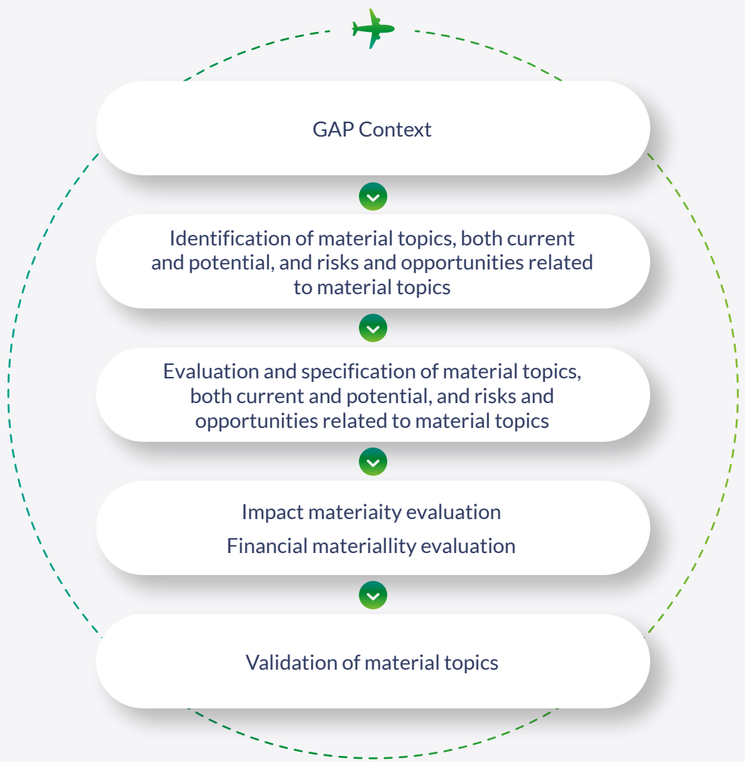
Materiality assessment is essential for identifying and prioritizing material issues that generate positive or negative impacts, current or potential, on the economy, environment, people, and/or human rights, as well as those issues that significantly affect our operations, whether they are physical, transitional, regulatory, economic, or related to climate change.

In 2023, we conducted an update of our materiality, building upon previously identified material topics and incorporating new analyses to provide an initial approach to **double materiality.**

The objective of this update was to identify relevant ESG issues for the sector and specifically for GAP. We aim to align the expectations of our stakeholders regarding the company's sustainable performance, aligned with the update of the Master Development Plan (PMD) 2025-2029; the Sustainability Strategy for 2030; and to evaluate potential financial impacts associated with our material topics.

Materiality analysis process

We defined a process to determine our material topics based on the GRI Standards and the EFRAG capitals methodology[1].





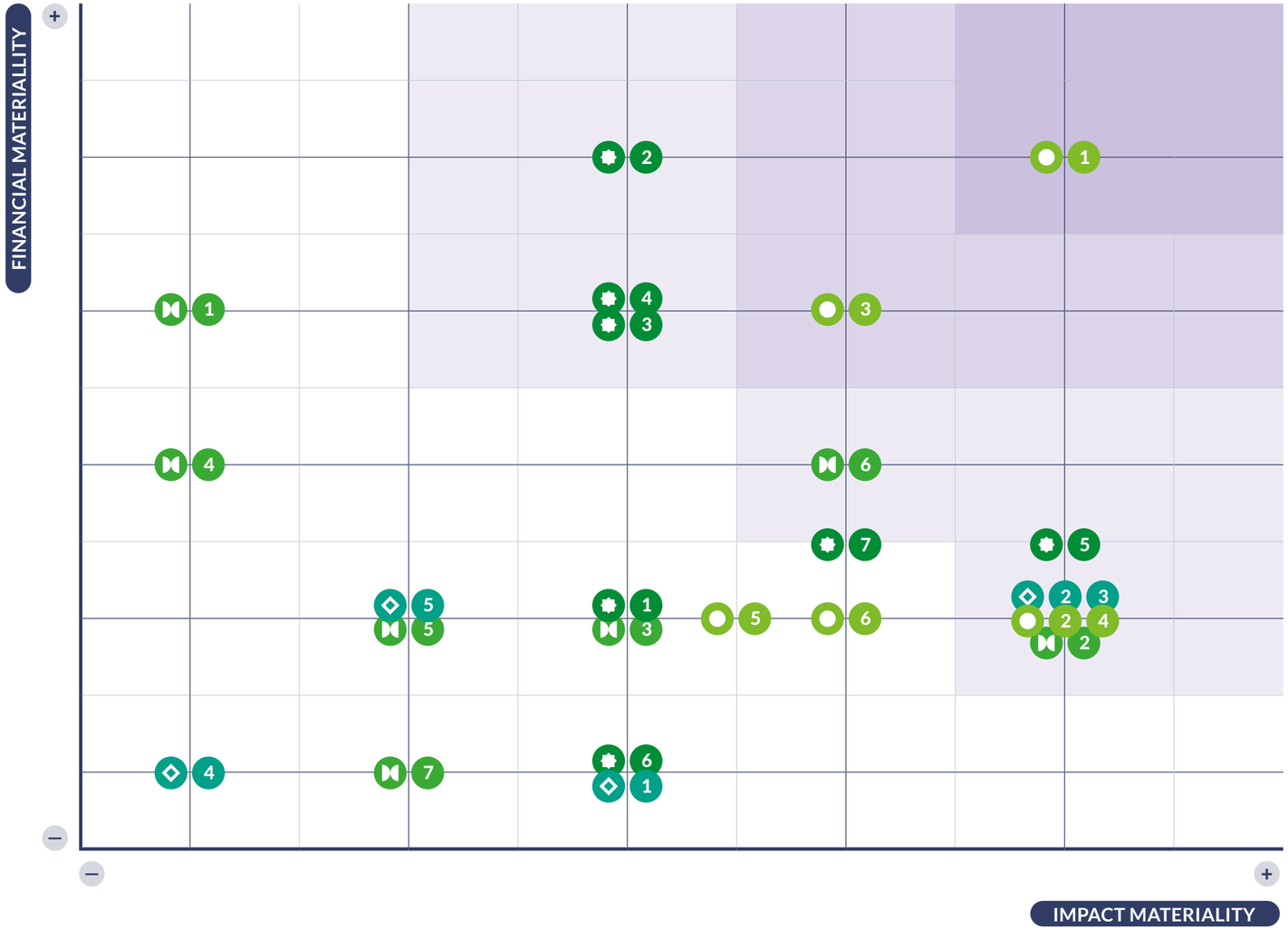
Aligned with the MDP, GAP updates its materiality analysis process every five years, or sooner, if emerging material topics are detected.

Following this process, we conducted an initial double materiality exercise, where we analyzed our material topics based on pre-existing information, the impact each has in relation to our stakeholders, and the financial impact.

This allowed us to prioritize our material topics, strengthening the relationship and dialogue with our stakeholders, and aligning with the review of the next PMD (Master Development Plan) which will be concluded in 2024.

(1) European Sustainability Reporting Guidelines, Double materiality conceptual guidelines for standard-setting.

TEMAS PRIORITARIOS



Environmental commitment

1. **Emissions and energy efficiency**
2. **Climate strategy (climate change)**
3. **Water resources and effluents**
4. **Waste management**
5. Biodiversity
6. Noise pollution

Social empowerment

1. Community development and training
2. **Diversity and equal opportunities**
3. Talent attraction and retention
4. Well-being in the workplace
5. Training and development
6. **Health and hygiene**
7. Access and mobility

Competitive performance

1. Airport safety and efficiency
2. **Aviation security**
3. **Crisis management and business continuity**
4. **Customer service and passenger experience**
5. **Competitiveness and economic development**
6. Sustainable supply chain
7. **Digital transformation and innovation**

Ethical governance

1. Human rights
2. **Corporate governance and ESG risk management**
3. **Compliance and transparency**
4. Stakeholder commitment
5. Information security and privacy

Priority material topics*

- ENVIRONMENTAL COMMITMENT
- SOCIAL EMPOWERMENT
- COMPETITIVE PERFORMANCE
- ETHICAL GOVERNANCE

Emissions and energy efficiency
- Current and potential, negative and positive (solar energy) for the environment and for people

Aviation security
- Current and potential, positive for people and the economy

Water resources and effluents
- Current and potential, negative for the environment and people

Economic competitiveness and development
- Current and potential, positive for people and the economy

Customer service and passenger experience
- Current and potential, positive for people and the economy

Crisis management and business continuity
- Current and potential, positive for people and the economy

Health & hygiene
- Current and potential, positive for people

Climate strategy (climate change)
- Current and potential, negative and positive (solar energy) for the environment and for people

Digital transformation and innovation
- Potential, positive for the economy

Diversity and equal opportunities
- Current, positive for people and human rights

Corporate governance and ESG risk management
- Current and potential, positive for people and the economy

Waste management
- Current and potential, positive and negative for the environment and people

Compliance and transparency
- Current and potential, positive for people and the economy

● TYPE OF IMPACT

* List in order of priority.

2030 GAP Sustainability strategy

GRI 2-23, 2-24, 2-25

Given our environmental, social and governance challenges, we created our 2030 strategy to guide our actions and initiatives toward a sustainable business that responds to our different stakeholders' needs, generates positive impacts, and reduces our negative impact on the planet.

Our sustainability strategy, approved in 2021, is aligned with the United Nations 2030 Agenda and Sustainable Development Goals. It is built on four strategic pillars, 25 material topics, and 30 goals for 2030. GAP establishes annual monitoring projects that contribute to meeting these goals and seek to reduce the negative impact caused by our operations. We implemented 80 ESG projects in 2023.

Summary of 2023 ESG projects

1 ESG strategy

4 Pillars

25 Material topics

30 2030 Goals

IN 2023

80 2023 ESG projects

100% Closing progress

PILLARS	Environmental Commitment	Social Empowerment	Competitive Performance	Ethical Governance
MATERIAL TOPICS	6	7	7	5
2030 GOALS	6	8	9	7
2023 ESG PROJECTS	22	21	20	17
CLOSING PROGRESS	98%	100%	100%	100%

Environmental commitment

We consistently monitor the impact of our environmental footprint while implementing initiatives to raise awareness among our stakeholders and developing internal strategies to reduce its effects.

Please refer to the Environmental Commitment chapter for more information about the main initiatives achieved under this strategic pillar:

Environmental commitment.

Social empowerment

We promote the development of our people and the communities we serve, seeking to protect the universal rights of equity, inclusion and empowerment.

Please refer to the Value offering, Our People and Social Commitment chapters for more information about the main initiatives achieved under this strategic pillar:

Value Offering.

Our People.

Social Commitment.

Competitive performance

We offer quality services and competitive solutions with high safety and efficiency levels, improving the communities' quality of life.

Please refer to the Value offering chapter for more information about the main initiatives achieved under this strategic pillar:

Value Offering.

Ethical governance

Our operations are aligned with our policies and the sector's regulatory framework, aiming to generate better governance practices and an ethical, honest and transparent culture.

Please refer to the Corporate Governance chapter for more information about the main initiatives achieved under this strategic pillar:

Corporate Governance.

Environmental commitment

01 Emissions and energy efficiency

13 CLIMATE ACTION

2030 GOALS

Align with the UN´s zero emissions scenario.

Map Scope 3 emissions.

Establish partnerships with major generators to set integrated reduction targets.

Seek a 90% reduction in emissions controlled by GAP by 2030.

2023 KEY ACHIEVEMENTS

- 12% of our consumption came from clean energy generation.
- We completed the clean energy supply feasibility study for SJD.
- All vehicles in the fleet acquired during 2023 comply with the maximum emissions established in our internal policy.
- GAP obtained the LEED Gold certification for the New Processing Building (NPB) at TIJ Airport.
- We made progress on the LEED GOLD projects. Our status reports are as follows:
  NTB at PVR - 85%
  NTB at GDL - 100% above the prior NTB project
  TIJ - Expansion (NPB + Waiting Hall C) - 10%.
- We updated and inventoried our electrical equipment in all airports.
- We established an electrical equipment replacement program based on their carbon footprint.

02 Climate strategy

13 CLIMATE ACTION

Assess climate risks for 100% of GAP's airport infrastructure and operations.

- GAP completed the Scope 3 emissions inventory at airports in Mexico for the base year 2019.
- We completed the stakeholder mapping project and established communication channels.
- GAP completed the analysis of its decarbonization scenarios for 2023 and 2050.
- Progress in ACA level 3 certification for three additional airports. Three others remain at level 3, seven at level 2, and one at level 1.
- GAP validated its physical (per airport) and transitional (consolidated) risk matrices.
- We received 100% of the information from all ground handling service providers at GAP airports in Mexico.
- GAP established its fuel consumption indicators for mechanical boarding equipment services using the consumption indicators reported in 2022 and 2023 as a baseline.
- In August 2023, we launched the Travel Allowance Portal with the emissions calculation function activated for each trip contracted.
- GAP implemented the Airport Excellence (APEX) Assessment in Environment program in PVR and GDL, generating 76 and 68 recommendations, respectively. We will create action plans for both reports.

PRIORITY TOPIC

Environmental commitment

03 Water resources and effluents

6 CLEAN WATER AND SANITATION

2030 GOALS

Undertake measures that lead to 100% reuse of treated wastewater in Mexican airports, as a substitute of local supply or well water.

2023 KEY ACHIEVEMENTS

- We built a Wastewater Treatment Plant (WWTP) for the new General Aviation (GA) GDL area with a 3 l/s discharge capacity.
- We expanded WWTP 2 GDL to serve a mixed-use building, increasing the discharge capacity from a 6 l/s to a 20 l/s. Additionally, WWTP 2 PVR will begin operations in April 2024 with an increased discharge capacity of 2.5 l/s.
- We improved the WWTPs in AGU, BJX, MLM, MXL, SJD, TIJ, and ZLO.
- GAP designed a new WWTP in PVR linked to the NTB with a 15 l/s discharge capacity.
- GAP maintained its installation of distribution flow sensors with IoT technology in all airports.
- We developed an internal platform with test sensors for adjustment and reporting purposes.
- We updated the scope and reach of WWTP operation contracts to add monitoring, creation of operations manuals, activity logs, and contingency plans, amend minimum equipment sampling requirements, increase the frequency of equipment inspections, and specify operation and maintenance procedures for filtration systems.

04 Waste management

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Implement actions needed to prevent 50% of airport- generated waste in Mexico from ending up in sanitary landfills.

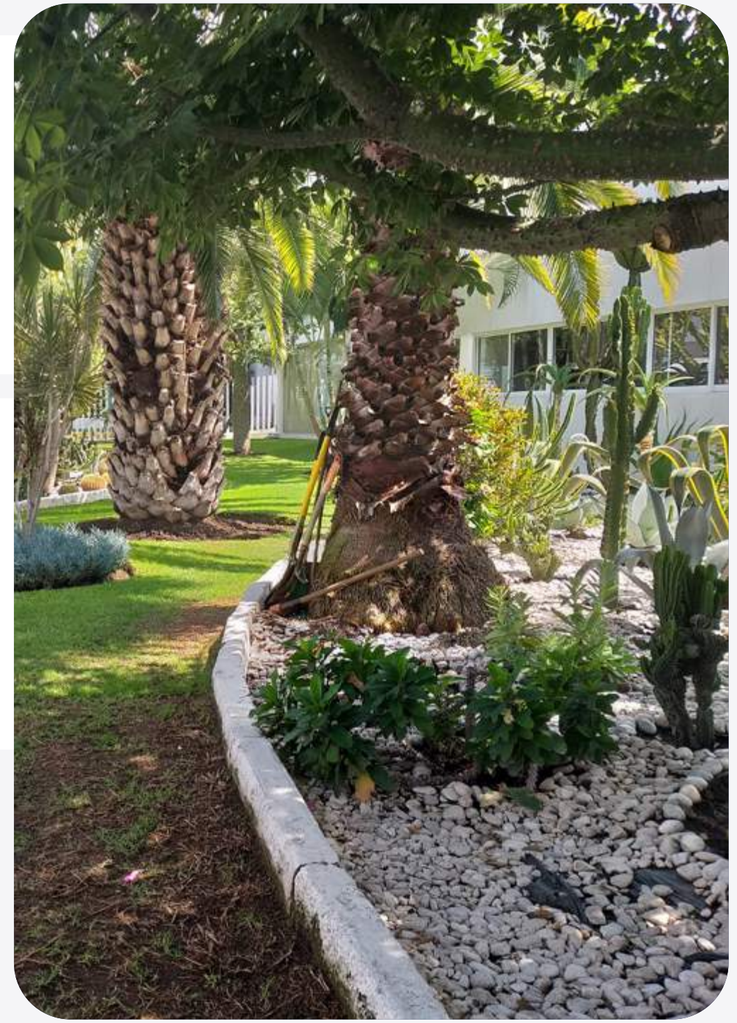
- We published the Waste Management Procedures for retail shops.
- The Group renewed its Technical Specifications Documents to separate cleaning and waste management contracts and ensure improved controls with specific indicators for each contract.
- We delivered waste separation training materials to retail shops.
- GAP renovated all waste signage at the MLM and TIJ airports.



PRIORITY TOPIC

Environmental commitment

	2030 GOALS	2023 KEY ACHIEVEMENTS
5 Biodiversidad	Establish improvement plans for100% of the flora and fauna species identified under any risk category.	✓ We completed the executive summary of the landscape design project for the NTB in PVR according to our Flora Management Policy. ✓ GAP built a plant nursery at SJD. ✓ We completed the executive summary to build a plant nursery at AGU. ✓ We integrated the protection of 221 individual flora species belonging to 14 categories into the green spaces design for the New Terminal Building (NTB).
6 Noise pollution	Implement noise mitigation measures for 100% of neighboring communities, where possible.	✓ We conducted Internal and external noise monitoring tests with sensors at GDL. ✓ We completed an analysis of the noise effectively reduced by the barrier installed at GDL, reporting an average reduction of 7.54 dBA. ✓ We completed an analysis of the population potentially affected by noise pollution at GDL.



Competitive performance

1 Airport safety and efficiency

2030 GOALS

Reduce operational safety incident rate by 20% per 10,000 operations (as compared to 2021 rate).

2023 KEY ACHIEVEMENTS

- We provided Aeronautical Communications training to 350 individuals who have access to the movement area and do not have Aeronautical Technician Licenses.
- In 2023, GAP implemented APEX in Safety in AGU, MLM, MXL and TIJ for a total of ten airports that have implemented the program.
- GAP acquired FOD collection equipment with the corresponding training and instructions.



2 Aviation security

PRIORITY TOPIC

Implement actions to ensure that 99% of passengers comply with IATA process times at inspection points.

- Currently, 90% of passengers meet the IATA's standard time set at ten minutes.
- In 2023, GAP implemented APEX Security at AGU, MLM, PVR, and TIJ (ten airports in total).
- Refinement of 62 files to update 21 security management files.

Reduce security hours per m^2 of terminal building infrastructure by 30%.

- GAP met its goal of reducing security hours per m2 of terminal buildings by 30% compared to 2019, with an average ratio of 11.44 hr./m^2.

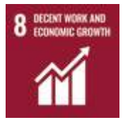
Competitive performance

	2030 GOALS	2023 KEY ACHIEVEMENTS
3 Crisis management and business continuity	Implement and strengthen the strategies included in the Business Continuity Plan (BCP) at 100% to address situations jeopardizing business continuity.	✓ We develop a BCP for each GAP airport in Mexico. ✓ We created a manual to institutionalize the actions to be taken in a digital crisis. ✓ GAP completed an analysis of its existing Institutional Crisis Communications Manual and updated its communications structure.
4 Customer service and passenger experience	Implement actions to improve the average quality score to over 4.2 points (comment cards, Airport Service Quality – ASQ, and passenger surveys, airline and ancillary services feedback).	✓ We trained, identified, reported and managed incidents and effects using the AEPAC app. ✓ We established an IoT network sensorization at airports through LoRaWAN. ✓ We completed IoT equipment tests and delivered them to airports.

PRIORITY TOPIC



Competitive performance

	2030 GOALS	2023 KEY ACHIEVEMENTS	
5 Competitiveness and economic development 	Analyze the socio-environmental impact of 100% of our operations in the communities and develop mitigation plans.	✓ GAP incorporated ESG criteria to raise the scores for parties featuring sustainability policies in their technical tenders. ✓ We completed socio-environmental risk assessments for three new business projects.	✓ We ensured that 10% of all products were offered with returnable or recyclable packaging. ✓ We ensured the use of 100% recycled paper bags or biodegradable plastic bags, as appropriate.
6 Sustainable supply chain 	Evaluate100% of our critical suppliers using GAP's ESG criteria for contract vendors.	✓ GAP incorporated ESG criteria into the supplier registry, granting each supplier 30% of the total internal assessment score. ✓ We implemented a supplier evaluation policy and procedure on the ESG impact of the service provided.	✓ We created an ethics course for suppliers and asked for proof that they took the course as part of GAP's ESG criteria for suppliers. ✓ We established weighting criteria to determine critical suppliers based on the technical, economic and ESG assessment.
7 Digital transformation and innovation 	Develop a digitization and innovation study or proposal for all strategic projects with ESG impact.	✓ We completed an analysis of ESG software and proposed a dashboard for the internal SKIPA platform to monitor the ESG strategy. ✓ We presented an analysis of digital transformation projects with ESG criteria.	

PRIORITY TOPIC

Social empowerment

	2030 GOALS	2023 KEY ACHIEVEMENTS
1 Community development and training 	Implement actions to double the number of students and participants involved in GAP Foundation and Community Training Centers (CTC).	✓ We standardized the admissions process, analyzed the causes of dropout rates, and school occupancy rate (97%) and dropout (4.8%) indicators in GAP schools. ✓ We conducted a GAP staff journey analysis to ensure the professional growth and development of our employees and the airport community. ✓ Additionally, we presented a dashboard featuring GAP employees' academic levels and percentages to provide visibility on the impact produced by the CTC. ✓ We drafted a Credit Card Charges Manual for the annual collection plan.
2 Diversity and equal opportunities 	Analyze and develop plans that allow us to achieve a 50% representation of women in leadership positions.	✓ We taught a specific leadership course for women, along with general training in management. ✓ We defined the committee's scope and held an inclusion conference. ✓ GAP obtained the EDGE (Equity, Diversity and Gender Equality) Assess level certification and created an action plan to follow up on the opportunities identified.
	Undertake necessary actions to designate at least 5% of newly-created positions to be filled by persons with disabilities.	✓ We selected a supplier to analyze job positions, considering accessibility, profile mapping, and types of disability. The work is scheduled for completion in 2024. ✓ We created a calendar to ensure staff awareness of general disability topics. The development of this calendar is scheduled for completion in 2024.

PRIORITY TOPIC

Social empowerment

	2030 GOALS	2023 KEY ACHIEVEMENTS
3 Talent attraction and retention	Implement actions to increase GAP employee retention rates by 10%.	We monitored turnover rates, seniority by company name, and filled vacant positions. We implemented effectiveness indicators for contracting sources, satisfaction surveys, the time required to fill a position, and overall acceptance rates.
	Design and develop a high-potential employee evaluation program and establish specific growth plans.	GAP completed an analysis of front-line positions at the head office and created talent and interview maps, a successor mapping program and work agendas.
4 Well-being in the workplace	Implement an action plan that impacts 100% of employees to improve working conditions based on the results of organizational climate surveys.	GAP obtained recognition from **Great Place To Work®** for holding the #10 position in the regional ranking. We created a mental, emotional, physical and financial healthcare assistance program and launched the corporate home office policy.
5 Training and development	Generate development plans to cover 100% of positions and implement training programs that include at least 80 hours of average annual training per employee.	We designed a new employee performance evaluation plan, which we will implement in 2024. GAP met its 2023 goal with a 107% score obtained by providing 183,789 training hours.



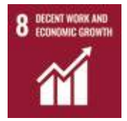
Social empowerment

	2030 GOALS	2023 KEY ACHIEVEMENTS
Health and hygiene	Implement an occupational health and safety Management System (ISO 45000) within the group.	✓ We completed phase one of the ISO 45001 gap analysis, diagnosing SeH compliance at BJX airport and creating guidelines and regulatory compliance for replication in other airports. ✓ We created employee assistance tracking programs. ✓ GAP created a personnel medical file system for all employees. ✓ We identified psychosocial risks according to Official Mexican Standard NOM-035-STPS-2018
Accessibility and mobility	Conduct studies and implement actions to ensure that 80% of GAP facilities, including all airports and corporate offices, comply with universal accessibility standards.	✓ GAP obtained the Inclusive Tourism seal awarded by the Secretariat of Tourism to 10 airports in Mexico. ✓ GAP conducted 33 virtual training sessions on its BLUE program in collaboration with *Fundación Teletón*, exceeding the 2023 goal by 13%.



PRIORITY TOPIC

Ethical governance

	2030 GOALS	2023 KEY ACHIEVEMENTS	
1 Human rights 	Implement systems and processes to identify, address and communicate cases of human rights violations.	✓ We completed an analysis to identify priority human rights that could be affected by GAP´s services. ✓ We created a virtual course for internal staff, scheduled for implementation in 2024.	✓ GAP created a roadmap of recommendations based on information provided by the United Nations Global Compact, the Human Rights Council, and the Global Reporting Initiative to integrate the GAP whistleblowing mechanism.
	Implement a GAP program to combat human trafficking in our airports.	✓ A delegated monitoring center was implemented at BJX airport along with the corresponding operations manual.	✓ We ran a campaign in coordination with The National Human Rights Commission *(CNDH)* in Mexico to raise awareness related to prevent human trafficking.
2 **Corporate governance and ESG risk management** 	Implement measures to position GAP in the Top 10 of the S&P Sustainability Yearbook.	✓ The GAP Sustainability Committee comprising three board members, the CEO and the GAP sustainability team, met eight times in 2023.	✓ GAP also completed its Harmonized Risk Management Manual and conducted an opportunity analysis using the results from its prior year S&P Corporate Sustainability Assessment (CSA) score that provided input data to set its ESG projects for 2024.

PRIORITY TOPIC

Ethical governance

	2030 GOALS	2023 KEY ACHIEVEMENTS
3 Compliance and transparency	Implement and strengthen the compliance matrix with the concession requirements, and establish monitoring actions to ensure 100% compliance with identified requirements.	✓ GAP conducted an internal review before the AFAC, Mexico's Civil Aviation Authority, completed its administrative technical audit, reducing the number of observations reported by AFAC compared to 2022. ✓ We monitored and closed six procedures involved in the audit conducted by the National Water Commission.
	Implement an anti-bribery management system, reporting and compliance based on ISO 37000.	✓ The Group completed a gap analysis to determine its position in the journey to implementing the ISO 37000 type management system, obtaining an average score of 38% indicating a 62% compliance gap.
4 Stakeholder commitment	Implement a communications and monitoring plan addressing stakeholder concerns and those expressed by communities surrounding our airports.	✓ We conducted an action analysis and mapped out the stakeholder communications plan. ✓ We standardized our digital communication processes and monitored passenger communication.



PRIORITY TOPIC

Ethical governance

Information security and privacy

2030 GOALS

Implement the ISO 27001 information security management system.

2023 KEY ACHIEVEMENTS

- We updated the Cybersecurity Model.
- We optimized critical cybersecurity controls.
- We published the internal cybersecurity policy.
- We established the maturity level to achieve ISO 27001:2022 certification based on ISO 27002:2022 controls.
- We defined the strategies, guidelines and roadmap to obtain the ISO27001:2022 certification.
- We identified the cyber threats that could produce the greatest global impact and completed a threat modeling process to identify security issues across all corporate divisions.





Climate risks

GRI 3-3, 201-2

TCFD Strategy **a-b-c**, Risk management **a-b**, Metrics and objectives **a**

In accordance with our strategy and with the aim of ensuring full compliance with our goal to conduct a climate risk assessment of 100% of our operations by 2030, we conducted the initial financial and climate change risk assessment of our airports in Mexico and Jamaica in 2023.

Following the TCFD[2] and IFRS S2[3] guidelines, ERM, an independent sustainability consultancy, advised us to utilize scenario analysis to assess climate transition risks, conduct interviews with key personnel, and validate the results.

(**2**) Task Force on Climate-related Financial Disclosures.
(**3**) International Financial Reporting Standards, S2.
(**4**) Variable or factor that provides information about the climate system's characteristics.
(**5**) We conducted the baseline assessment with independent historical data on each source evaluated.

1 Climate data and trend analysis

PHYSICAL RISKS

Utilizing global climate models contained in the CMIP6, the Coupled Model Intercomparison Project Phase 6 designed by the World Climate Research Program (WCRP), we conducted an analysis of various global climate indicators[4] to gain a deeper understanding of climate conditions variations in the medium and long term (2030 and 2050 respectively), in the regions where our airports are located[5].

We determined projections for changes in future climate patterns by analyzing and weighting 30 years of historical data to establish the "normal climate" data. This data was then used to define the following time horizons:

- **C** **Short-term** (representing the current situation/baseline[5])
- **M** **Medium-term for 2030** (considering average data for the years 2015-2045)
- **L** **Long-term for 2050** (considering average data for the years 2035-2065)

Analytical indicators on physical risks

Extreme Heat

Duration of heatwave (days)

Annual mean maximum temp (°C)

Water Stress and Droughts

Water demand/ availability ratio (%)

Flooding

Depth of flooding caused by overflowing river (m)

Depth of flooding caused by extreme rainfall (m)

Depth of coastal flooding (m)

Tropical Cyclones

Cyclone maximum wind speed (km/h)

Maxim frequency per year (number of cyclones)

Source. GAP 2024 Climate Risk Assessment. Consultancy services provided by ERM.

In addition to the climate pattern projections, we incorporated three Shared Socioeconomic Pathways (SSP) scenarios from the United Nations Framework Convention on Climate Change (UNFCCC). These scenarios, representing worst-case, best-case, and Business As Usual (BAU) situations, are denoted by SSP1-2.6, SSP5-8.5 and SSP3-7.0, respectively. By utilizing these scenarios, we aimed to capture a spectrum of global socioeconomic development levels, which are crucial factors in determine the capacity to respond to adverse climate effects.



TRANSITIONAL RISKS

We conducted an analysis of the four transitional risks recommended by the TCFD (Task Force on Climate-Related Financial Disclosures) concerning the current performance of each of our assets. This analysis utilized environmental, social, and governance information disclosed by GAP. Unlike physical risks, the evaluation of transitional risks was qualitative in nature. However, we also assessed transitional risks based on various scenarios describing the progression of climate commitments and the global energy system by 2030 and 2050. These scenarios were outlined in the World Energy Outlook (WEO) 2023, developed by the International Energy Agency (IEA).

Scenarios considered in the transitional risk assessment

Stated Policies Scenario (STEPS)

DEFINITIONS

This scenario reflects current policy settings, which are based on a sector-by-sector assessment of the energy-related policies in place and those announced by governments worldwide.

OBJECTIVES

To provide a benchmark for assessing the potential achievements (and limitations) of recent energy and climate policy developments.

Announced Pledges Scenario (APS)

DEFINITIONS

This scenario assumes that all climate commitments made by governments and industries worldwide, including Nationally Determined Contributions (NDCs) and longer-term net zero targets, will be met in full and on time.

OBJECTIVES

To demonstrate a plausible pathway towards achieving universal access to energy, while simultaneously aligning with the goals of the Paris Agreement on climate change and significantly reducing air pollution.

Source. Understanding GEC Model scenarios – Global Energy and Climate Model – Analysis - *IEA*

2

Interviews with Key Personnel

After collecting the climate data, we conducted interviews with key staff members from various departments including in the Risk Management, Infrastructure, Environment, Finance, and Operations. During these interviews, we sought information about their experience with prior events related to climate change, observed impacts, and efforts made to mitigate and adapt to these effects. Additionally, discussions were held regarding GAP´s sustainability strategy and its alignment with the 2030 Agenda and the Sustainable Development Goals (SDGs).

The documentation and information shared during these interviews, combined with official public documentation and the professional judgment of the consultancy team, allowed us to identify the level of exposure of the assets and the mitigation strategies implemented for both physical and transition risks assessed.

3

Climate Risk Assessment

Based on the projected dangers and trends, as well as the information obtained from the interviews with key staff members, we assigned a severity level to each risk in a matrix. The matrix considers both the likelihood the risk event will occur and its potential consequences on various aspects including health, safety, environment, community, property damage, continuity of operations, and financial implications for each airport.

LOW-RISK LEVEL Risks in this category do not require immediate attention and can be addressed based on the airport's priorities.

MEDIUM-RISK LEVEL Risks categorized as medium require control measures, though they may be addressed in the near future.

HIGH-RISK LEVEL Risks classified as high demand immediate attention. Mitigation measures must be promptly implemented through engineering controls and/or human factors to reduce the severity to an acceptable level.

4

Result Validation

After prioritizing GAP's main physical and transition risks, we scheduled results validation workshops involving the Risk, Finance, Sustainability and Operations Departments. The purpose was to disseminate the results, validate the methodology, identify additional potential impacts, and discuss the priority actions approved for implementation.

It´s important to note that each airport faces unique risk exposures depending on its geographic condition, implemented strategies, context, and infrastructure. Additionally, the diverse nature of these risks determine when they are expected to significantly affect our operations.

From the evaluation, four of the five physical risks were deemed significant. Moreover, our analysis identified the introduction of carbon taxes (political and legal risk) as a priority risk for GAP in the medium and long term.

Major Physical Risks for GAP

PHYSICAL RISKS	IDENTIFIED IMPACTS	RISK CATEGORY	TIMELINE*	FINANCIAL IMPLICATIONS
Extreme heat	✓ Affects the health and safety of employees working outdoors. ✓ In extreme cases, increased staffing may be necessary to allow construction personnel additional breaks due to extreme temperatures. ✓ Equipment overheating. ✓ Higher specific humidity values can affect aircraft takeoff performance. ✓ Buckling of airport roads and runways. ✓ Alterations to navigation equipment. ✓ Increase use and demand of air conditioning systems.	LOW MEDIUM These risks are present at a severity level across all airports. However, the airports most exposed to these risks include HMO, KIN, LMM, MBJ, MXL, PVR, and ZLO.	S M L	Operating and capital expenses may increase due to higher air conditioning consumption.
Tropical cyclones	✓ Poor visibility and challenges in handling passengers and personnel on the ground. ✓ Potential increase in aircraft turbulence en route. ✓ Physical damage to airport infrastructure, equipment and vehicles. ✓ Damage to equipment and signage in the airport's aeronautical area. ✓ Disruptions to aircraft takeoffs and landings due to adverse wind conditions. ✓ Costs associated with damage caused to communications, radar and navigation systems. ✓ Disruption in the provision of local public services.	HIGH Is anticipated at the KIN, LAP, LMM, MBJ, PVR, SJD, and ZLO airports by 2030 and 2050.	M L	Expenses related with repairing damages caused by tropical cyclones and floods, as well as increased property insurance costs.

* S **Short-term** (current / baseline) M **Medium-term** (2030) L **Long-term** (2050)

Source. GAP 2024 Climate Risk Assessment. Consulting services provided by ERM.

PHYSICAL RISKS	IDENTIFIED IMPACTS	RISK CATEGORY	TIMELINE*	FINANCIAL IMPLICATIONS
Floods	✓ Affects the health and safety of employees and passengers. ✓ Loss of airport infrastructure. ✓ Soil saturation leading to effects on runways, such as land subsidence. ✓ Impacts on transportation and access routes.	HIGH The TIJ and ZLO airports are anticipated to face in 2030 and 2050. MEDIUM For BJX, GDL, HMO, LAP, MBJ and PVR.	M L	Expenses related to repairing damages caused by tropical cyclones and floods, as well as increased property insurance costs.
Water stress	✓ Impact on the hygiene and sanitation of airport facilities. ✓ Increased costs due to water shortages, necessitating greater reliance on contracted water truck supplies. ✓ Disruption to daily operations at each airport due to increased maintenance requirements. ✓ Decreased services quality and overall passenger satisfaction. ✓ Additional expenses for water transportation, implementation of conservation measures, and potential fines for environmental regulations breaches.	MEDIUM HIGH Forecasted for all airports in Mexico by 2030 and 2050. LOW MEDIUM For airports in Jamaica for the years 2030-2050.	S M L	Increase in expenses related with water availability issues, such as the need for additional water tank supplies and the rising price of each liter of water.
Forest fires	✓ Blockages on key access routes. ✓ Interruptions in maintenance, repair and construction works. ✓ Necessity to evacuate personnel in the areas affected by forest fires. ✓ Cancellation of flights and loss of income. ✓ Impacts on operations caused by dust and smoke.	LOW For all evaluated airports based on their prevailing conditions.	L	No material financial implications were identified.

* S **Short-term** (current / baseline) M **Medium-term** (2030) L **Long-term** (2050)

Source. GAP 2024 Climate Risk Assessment. Consulting services provided by ERM.

Most Relevant Transition Risks for GAP

PHYSICAL RISKS	IDENTIFIED IMPACTS	RISK CATEGORY	TIMELINE*	FINANCIAL IMPLICATIONS
Legal and Compliance	✓ The introduction of carbon taxes at the state level and/or a carbon tax at the federal level for airports in Mexico. ✓ The potential introduction of a carbon tax that could impact airports in Jamaica. ✓ The implementation of the Emissions Trading System's operational phase includes facilities and companies that emit more than 25,000 tCO_2e per year.	HIGH For GAP in 2050 under the Announced Pledges Scenario.	M L	In the APS, Announced Pledges Scenario established by the International Energy Agency (IEA), the carbon tax cost is projected to significantly impact GAP if current emissions are maintained through 2050.
Technological	✓ Late transition to low-carbon technologies.	LOW MEDIUM	M L	No material impact was identified.
Brand reputation	✓ Risk of failure to comply with the Group's corporate sustainability goals and reputational impact.	HIGH For GAP in 2050 in the Announced Pledges Scenario.	M L	Reputational impact and limited access to capital in case of failure to comply with the established emissions reduction goals.
Market	✓ Impact of the carbon tax on airlines operating out of GAP airports.	LOW MEDIUM	S M L	No material impact was identified.

* S **Short-term** (current / baseline) M **Medium-term** (2030) L **Long-term** (2050)

Source. GAP 2024 Climate Risk Assessment. Consulting services provided by ERM.

Financial assessment of the most important risks

After identifying and prioritizing the risks, we conducted of each airport's Financial Statements and trial balances. This analysis aimed to identify capital (CAPEX) and operating (OPEX) expenses, as well as profits before interest, taxes, depreciation and amortization (EBITDA) over the last five years. GAP selected this period to develop strategies to address the most relevant risks.

This information served as a baseline for a cost project analysis to forecast potential expense increases scenarios described above. We compared the percentage impact on EBITDA that each risk would generate in 2030 and 2050 with GAP's 2023 materiality. This comparison allowed us to determine the financial implications caused by climate change risks representing a high materiality threshold for the organization[6].

It is important to note that this assessment does not include the Manzanillo and Montego Bay airports. Manzanillo's EBITDA is not deemed representative for this evaluation, and we lack sufficient information about Montego Bay. Additionally, this assessment does not include a water stress assessment of the Kingston Airport.

Financial Impact Levels Related to Climate Change

FINANCIAL IMPACT LEVELS	INDICATOR
Critical	The financial impact of the risk exceeds 100% of the airport's materiality threshold for ESG factors.
Major	The financial impact of the risk is greater than or equal to 75% and less than 100% of the airport's materiality of ESG factors.
Moderate	The financial impact of the risk is greater than or equal to 45% and less than 75% of the airport's materiality of ESG factors.
Minor	The financial impact of the risk is greater than or equal to 15% and less than 45% of the airport's materiality of ESG factors.
Insignificant	The financial impact of the risk is less than 15% of the airport's materiality of ESG factors.

Source. GAP 2024 Climate Risk Assessment. Consultancy services provided by ERM.

(**6**) GAP has defined financial materiality values for each airport and the group.

Results

PHYSICAL RISKS

The findings from identifying the current and expected short, medium and long-term financial impacts of climate-related risks under various scenarios are as follows:

- Extreme heat poses the greatest risk of financial impact due to increased energy consumption and air conditioning use.
- Risks related to tropical cyclones, floods, and water stress are associated with 'Insignificant' to 'Minor' financial impacts across different airports, primarily due to GAP's property insurance coverage.
- By 2050, ten out of the 14 airports will reach critical physical risk exposure and financial impact scores.

Heat waves represent the greatest potential risk to our organization's finances.

TRANSITIONAL RISKS

The analysis of the risk associated with pricing carbon, considered one of the most significant transition risks for the organization, relied on various sources of information. These included GAP´s emissions inventories in Mexico and Jamaica, international databases, official publications issued by federal and state governments, and information provided by international organizations. These sources were used to estimate the cost per ton of CO_2e in 2030 and 2050:

- **Assumption 1. Current trend**: Total impact of the carbon tax considering Scope 1 and 2 emissions reported in 2022.
- **Assumption 2. Alignment with the reported goal**: Total impact of the carbon tax by aligning GAP with the reported goal of reducing 90% of its Scope 1 and 2 emissions by 2030. This reduction goal is based on the 2019 emissions baseline.

Considering these estimates for 2030 and 2050, GAP identified that in an Announced Pledges Scenario (APS) established by the IEA, the cost of the carbon tax is projected to produce an impact above MXN 150 million, assuming current emissions levels through 2050 (Assumption 1). However, this impact would be mitigated by ensuring compliance with GAP reduction goals for Scope 1 and 2 emissions (Assumption 2).

Risk management opportunities for GAP

As a complement to the climate risk analysis and to identify potential areas for management and mitigation, the opportunities identified.



Extreme Heat

- Ensure that health and safety plans include sufficient risk mitigation measures.
- Ensure that equipment design specifications allow for proper operation under expected extreme heat conditions.
- Ensure completion of all routine machinery and refrigeration system maintenance procedures before the warmest season, as they may wear out more quickly in higher temperatures.
- Increase renewable energy generation at airports for use in cooling systems.

Tropical Cyclones

- Implement robust and efficient drainage systems to channel rainwater away from the airport's critical airport areas.
- Assess the feasibility of installing rainwater harvesting systems to control its collection and diversion.
- Conduct continuous analysis of flood risk in key locations.

Risk management opportunities for GAP

Flooding

- Strengthen critical airport infrastructure, such as runways, terminals and drainage systems, to enhance resistance to high winds, flooding and other effects of tropical cyclones.
- Conduct regular inspections to identify and address potential vulnerabilities.
- Assess the structural integrity of airports once hurricanes and/or strong winds have subsided and proceed in accordance with internal procedures developed and implemented by GAP.

Water Stress

- Monitor the efficiency water management program.
- Install rainwater harvesting systems, particularly at the Hermosillo, La Paz, Los Mochis, and Tijuana airports.
- Implement air conditioning condensate recovery systems.
- Evaluate piping systems at airports and consider installing remote measurement systems.

Transition risks

- Continue implementing GAP decarbonization strategy to achieve established emissions reduction goals and mitigate transitional risks.
- Monitor requirements of the Emissions Trading System and emerging regulations related to climate change.
- Implement a low-emissions technology transition program as part of the decarbonization strategy, incorporating improved energy efficiency technologies, renewable technologies and emissions capture technologies.
- Periodically contract accredited third parties to conduct energy audits, evaluating GAP´s energy performance and identifying areas of improvement in energy efficiency.
- Monitor government programs related to incentives associated with the energy transition and low emissions technologies.
- Disclose climate-related risks in accordance with TCFD and IFRS disclosure recommendations.

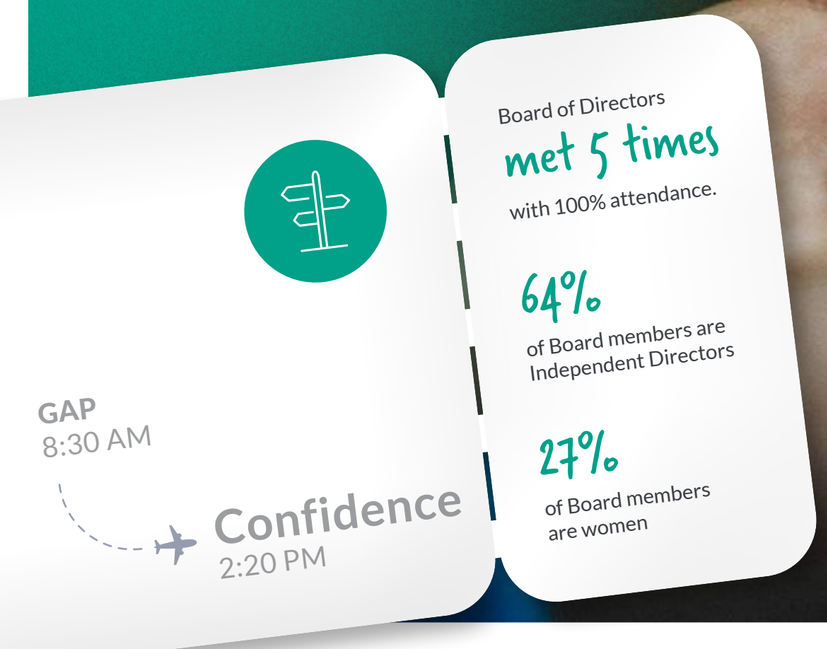
Source. GAP 2024 Climate Risk Assessment. Consultancy services provided by ERM.

Corporate governance

observe
prepare
connect
seek advice

Traveling is guide

make the right decisions



We lead our business with the highest standards in ethics, integrity, and transparency, always with long-term governance strategy that instills trust in our stakeholders and enhances the lives of our employees and the communities where we operate.

SDGs
5 8 10 16

Corporate governance

GRI 2-9, 2-10, 2-11, 2-13, 2-14, 2-15, 2-16, 2-17, 2-18, 2-19, 2-20, 2-21, 3-3

Our business is guided by the best practices in ethics, integrity, transparency, anticorruption, anti-money laundering, cybersecurity, and protection for personal data to ensure sustainable growth for GAP.

There are different codes, guidelines, and policies[1] that enables us to supervise and ensure regulatory compliance across all areas of our operation.



- **Code of Ethics**
- **Corporate Bylaws[2]**
- **Business Partners and Officers Integrity Policy**
- **Prevention and Identification of Transactions with Illicit Proceeds Policy**
- **Social, Political and Partisan Donation and Contributions Policy**
- **General Travel, and Representation Expense Policy**
- **Anti Corrupt Practices, Anti Fraud, and Anti Money Laundering Guidelines**

Furthermore, we adhere to the following rules and practices:

- The Code of Principles and Best Practices of Corporate Governance, from the Business Coordinating Council (CCE)
- Regulations defined by the Mexican Stock Exchange (BMV)
- The Securities and Exchange Commission (SEC) in the United States.

(**1**) See some of our policies at: https://www.aeropuertosgap.com.mx/en/gap-contra-corrupcion-2.html
(**2**) See our bylaws at: https://www.aeropuertosgap.com.mx/en/corporate-governance.html

The **Board of Directors** is the highest governance body for our Company and is responsible for managing, governing, and representing GAP interests. It also establishes our sustainability strategy and oversees physical, financial, and social risk management, and compliance with the duties of the CEO.

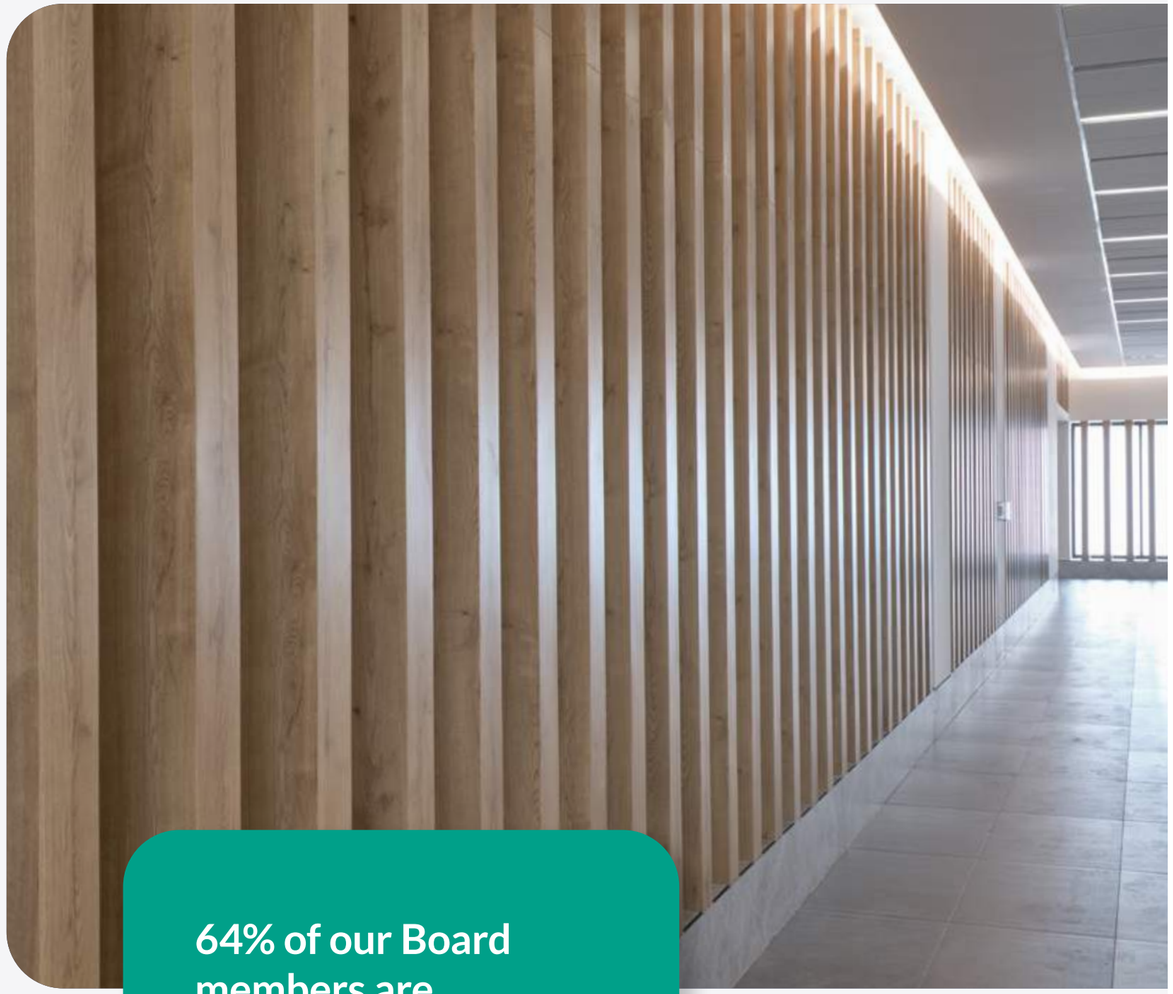
Moreover, the Board is charged with suggesting, reviewing, and approving the five-year **Master Development Plan**, the GAP business plan, annual investment budgets, debt issuance, dividend plans, and appointing members to the different committees.

Laura Diez-Barroso chairs the GAP Board of Directors, which consists of 11 Directors, 27% of whom are women.

Our **Nominations and Compensation Committee** is in charge of presenting and approving remuneration plans for each Board member, committee members, and first and second-tier officers. Said committee meets once a year to review the skills and profiles needed for future candidates, considering the current Board context and Company ambitions.

To identify potential Board members, the Committee uses various sources, such as specialized executive search firms, and it also relies on recommendations provided by the shareholders. In all our processes, we comply with the LMV (Mexican Securities Market Law) and the SEA (Securities Exchange Act of the USA).

The **General Shareholders' Meeting** makes decisions on the most pressing matters for the Company. The evaluation and approval of nominations for the continuity of directors or their removal from the Board of Directors are included in its responsibilities.



64% of our Board members are Independent Directors[3].

(**3**) Pursuant to the Securities Market Law, and the National Banking and Securities Commission, a minimum of 25% of our Board Directors must be independent, as determined by our shareholders during each Annual General Ordinary Shareholders' Assembly, applying the provisions of our bylaws and those set forth under Mexican legislation and all corresponding laws.

Board of Directors

FEMALE MALE

The average seniority of our Board Directors is seven years.

Regular Patrimonial Members[4]

Laura Díez Barroso Azcárraga
Chairwomen
MEXICAN · 72 YEARS OLD · MEMBER SINCE 2015

Emilio Rotondo Inclán
Director
SPANIARD · 45 YEARS OLD · MEMBER SINCE 2012

Juan Gallardo Thurlow
Director
MEXICAN · 76 YEARS OLD · MEMBER SINCE 2016

Ignacio Castejón Hernández
Director
SPANIARD · 46 YEARS OLD · MEMBER SINCE 2023

ALTERNATE PATRIMONIAL MEMBERS

Claudia Laviada Diez Barroso
MEXICAN · MEMBER SINCE 2022

Carlos Manuel Porrón Suárez
SPANIARD · MEMBER SINCE 2022

Eduardo Sánchez Navarro Redo
MEXICAN · MEMBER SINCE 2022

Carlos Alberto Rohm Campos
MEXICAN · MEMBER SINCE 2018

Independent Members

Carlos Cárdenas Guzmán
Director
MEXICAN · 73 YEARS OLD · MEMBER SINCE 2011

Joaquín Vargas Guajardo
Director
MEXICAN · 69 YEARS OLD · MEMBER SINCE 2012

Juan Díez-Canedo Ruíz
Director
MEXICAN · 73 YEARS OLD · MEMBER SINCE 2014

Ángel Losada Moreno
Director
MEXICAN · 68 YEARS OLD · MEMBER SINCE 2014

Alejandra Palacios Prieto
Director
MEXICAN · 48 YEARS OLD · MEMBER SINCE 2022

Alejandra Soto Ayech
Director
MEXICAN · 39 YEARS OLD · MEMBER SINCE 2023

Luis Téllez Kuenzler
Director
MEXICAN · 65 YEARS OLD · MEMBER SINCE 2018

Secretary

Sergio Enrique Flores Ochoa
Secretary
MEXICAN · 70 YEARS OLD · MEMBER SINCE 2002

* The age indicated is as of the end of 2023.

(4) Designated by AMP as holder of the series "BB" shares, representing 15% of GAP's capital stock.

Board Members' Resumes

MEXICAN | 72 YEARS OF AGE | MEMBER SINCE 2015

Laura Díez Barroso Azcárraga
Chairwoman

Mrs. Diez-Barroso has served as Chairperson for our Board of Directors since 2015, and as President of the GAP Foundation since its incorporation in 2013. She also currently serves as Chairperson of the Board for *Grupo Financiero Santander México* Board. Ms. Diez-Barroso began her publishing career in 1979 as editor of *TU*, a magazine for youth. In 1988, she founded *Editorial Eres*, and in 1995, *Editorial Eres* merged with *Editorial Televisa*, where Ms. Diez-Barroso was appointed Chairperson of the Board of Directors and CEO until 2000. She served as Royal Caribbean Cruises Board Member for 14 years and as a member of the Board of *Grupo Financiero Inbursa* for 15 years. Ms. Diez-Barroso is currently a member of the Mexican Business Council, as well as a board member for *Telmex*, *Médica Sur* and the *Roberto Garza Sada* Center, which is part of the *UDEM* University, *SER* Schools and the Industrials' Club. She is also a trustee of several philanthropic initiatives, such as the *San Ildefonso* Museum and Chapultepec Forest Trust. She currently invests in public and private entities through LCA Capital, a family business she co-founded.

SPANIARD | 45 YEARS OF AGE | MEMBER SINCE 2012

Emilio Rotondo Inclán
Director

Mr. Rontodo is currently the Deputy Director of Aena International and a member of the Steering Committee. He is responsible for Aena International (a wholly-owned subsidiary of Aena), a holding company for international investments in Brazil, the United Kingdom, Mexico, and Colombia, as well as the Group's Corporate Development and M&A strategy. He is a board member of GAP (Mexico), SACSA and Aerocali (Colombia), and a permanent guest on the Board of Directors of ANB and BOAB (Brazil). Previously, he was the Chief Financial Officer of Aena Group, also a member of the Steering Committee, overseeing corporate finance, international development operations, treasury, accounts receivable and payable, tax management, risk management, insurance, and investor relations for Aena Group. Before joining Aena, he was the CFO and COO for Spain and Portugal at *Grupo Adveo*, where he held positions as Head of Corporate Development & Investor Relations; Strategic Planning; and Investor Relations Manager. Emilio also served as Head of Investor Relations and Corporate Responsibility at the telecommunications operator ONO; a stock analyst at various financial institutions such as Kepler Capital Markets; and Fortis Bank; and was part of the Investor Relations team at Grupo Ferrovial. Mr. Rotondo has 20 years of experience in the infrastructure sector, both in companies (Ferrovial, ONO, and Aena) and financial institutions (Credit Agricole, Fortis Bank). He holds a degree in Business Administration and Management from CUNEF, and has completed the Advanced Corporate Finance Program at IE Business School.

Five of GAP board members serve on the boards of five or more other companies.

MEXICAN | 76 YEARS OF AGE | MEMBER SINCE 2016

Juan Gallardo Thurlow
Director

Mr. Gallardo was elected a member of our Board of Directors on April 26, 2016. He currently serves as Chairman of the *CULTIBA* Organization Board (the holding company controlling GEPP and *Grupo Azucarero* México); the Chairman of the Board for *Grupo Azucarero México*, the largest sugar mill group in Mexico; and of Grupo GEPP, a bottling company exclusively for PepsiCo in Mexico. Gallardo is also a member of the Board of Directors of Caterpillar Inc.; *Banco Santander* (Mexico) S.A.; and the International Board of Advisors of Bombardier and Rabobank. Mr. Gallardo is a board member of *Consejo Mexicano de Negocios*, A.C., and the Business Council of Latin America. He served as coordinator of COECE, a special ad-hoc alliance of all Mexican private sector organizations, created to promote stronger trade flows between Mexico, the United States, Canada and the rest of the world, particularly in light of NAFTA and the Mexico-EU Free Trade Agreement. Mr. Gallardo has a law degree from the *Escuela Libre de Derecho* in Mexico City and completed the AD-2 Top Management Course offered by IPADE in Mexico City.

SPANIARD | 46 YEARS OF AGE | MEMBER SINCE 2023

Ignacio Castejón Hernández
Director

Ignacio Castejón has played a significant role throughout his career in defining, acquiring, financing, and managing infrastructure internationally. From 2012 to 2022, he worked at Ferrovial, where he held various executive positions. From 2020 until he joined Aena, he was the Director of Asset Management and CFO of Ferrovial Airports (also serving as a board member for Heathrow, Aberdeen, Glasgow, Southampton, and FMM Qatar). Prior to that, he was the CEO of Great Hall Partners, an infrastructure project led by Ferrovial in the United States (2017-2020); and Director of Corporate Development Projects at Ferrovial Airports from 2012 to 2017. Earlier in his career, Ignacio held several positions in investment banking and capital markets for more than ten years at banks such as Royal Bank of Scotland/Natwest, HSBC, and *Banco Popular*. He obtained his law degree while working with Linklaters in the early 2000s. Ignacio Castejón is also a professor at ICADE and IE Business School, where he teaches courses related to finance, such as mergers and acquisitions, structured debt, and variable income.

MEXICAN | 73 YEARS OF AGE | MEMBER SINCE 2011

Carlos Cárdenas Guzmán
Director

Mr. Cárdenas has been a member of our Board of Directors since 2011. He also heads our Audit and Corporate Practices Committee. He is a Certified Public Accountant from UAG (the Autonomous University of Guadalajara) and has a Master's Degree in Tax Law from *Universidad Panamericana* (IPADE). He retired from Ernst & Young Mexico after 39 years of active service, where he served as Tax Partner-in-Charge for many years and as a member of its Executive Committee. Mr. Cárdenas currently serves as a member of the Board of Directors or President of the Audit Committees of several large Mexican companies, including Aleatica, S.A. (a subsidiary of the Australian Fund IFM Investors); an independent member of the Board and Audit Committee of *Grupo Farmacias del Ahorro*; Independent Director and member of the Audit Committee of *Reaseguradora Patria*, S.A.; Independent Director and member of the Audit Committee of the Anteris Capital Venture Lending Fund; Statutory Auditor of Berkley International *Seguros México, S.A. de C.V.* and Berkley International Finance Mexico, S.A. de C.V.; and former Chairman of the Board of the American British Cowdray Medical Center, I.A.P. He is also a member of various professional and business associations, noting his outstanding performance as President of the Mexican Institute of Certified Public Accountants (IMCP) and the Academy of Public Accounting Tax Studies (AET).

SPANIARD | 69 YEARS OF AGE | MEMBER SINCE 2012

Joaquín Vargas Guajardo
Director

On April 16, 2012, Mr. Vargas was appointed independent director of the Board of Directors. He is also Chairman of the Board of Directors for *Grupo MVS*, which includes *MVS Radio*, MVS Education, MVS Entertainment, and satellite television services DISH 120 and MVS TV. Additionally, he serves as President of *CMR*, a publicly-held company with more than 280 restaurants and over a dozen brands, including The Capital Grille, Sushi Itto, Chili's and the Olive Garden. He is a member of the Board of Directors for the following companies that quote on the Stock Market: Vitro, *Grupo Financiero Santander*, and *Médica Sur*. Mr. Vargas is also a member of the Board of Directors of the newspaper *El Universal* and *Costamex*, among others.

MEXICAN | 73 YEARS OF AGE | MEMBER SINCE 2014

Juan Díez-Canedo Ruíz
Director

Mr. Diez-Canedo Ruiz obtained a Bachelor's degree in Economics from the Autonomous Technological Institute of Mexico (*ITAM*) in 1973 and a Ph.D. in Economics from the Massachusetts Institute of Technology (MIT) in 1980. In 1978, he began his career at *Banco de México*, holding various positions until he was appointed Director of Macro-financial Programming and Economic Research, where he served as such through 1988. In 1980, he won first place in the Banamex National Economy Awards. Between 1989 and 1992, he served as Deputy Managing Director of *Banco Internacional*, now HSBC. Between 1992 and 1994, he served as Managing Director of the banking division of *Grupo Financiero Probursa*; from 1995 to 1996, he served as EVP of *Grupo Maseca* (GRUMA); and as Executive Vice President of *Grupo Financiero Banorte* from 1995 to 1999.

Between November 1999 and February 2001, he served as CEO of CINTRA, the holding company for *Aeroméxico* and for *Mexicana de Aviación*; from 2001 to 2009 he served as president of *Fomento y Desarrollo Comercial, S.A. de C.V.*; and from 2009 to date, as Chairman and CEO of *Financiera Local, S.A. de C.V.*, SOFOM ENR. He has been a professor at several institutions, such as the ITAM and *El Colegio de México*, in addition to having published articles in specialized academic journals in Mexico and the United States. Mr. Diez-Canedo has served as a member of the Board of Directors for such varied companies as *Telmex, Alcatel, Banorte, Grupo Maseca, Grupo Gimsa, Deportes Martí, Fondo de Cultura Económica*, among others. Díez-Canedo is also a member of the Board for TDA (Securitization of Assets, in Madrid, Spain).

MEXICAN | 68 YEARS OF AGE | MEMBER SINCE 2014

Ángel Losada Moreno
Director

Mr. Losada was elected to serve as an independent director of the Company's Board of Directors on April 23, 2014. He currently serves as Executive President, Chairman of the Board of Directors and CEO of *Grupo Gigante, S.A.B. de C.V.* He is a member of the Board of Directors of *Banco Nacional de México, S.A.* (Citi Banamex Group); the *Federico Gómez* Children's Hospital; and *Novag* Laboratories; and he was a Board member until 2023 for *Banco Nacional de México, S.A.* (Citi Banamex Grupo). He has also served as President of the Council of the Mexican National Association of Retailers (ANTAD); as Director and member of the Board of the Food Marketing Institute of the United States; and as a member of the Board of the National Chamber of Commerce of Mexico City. Mr. Losada has a BA in Business from *Anáhuac* University.

MEXICAN | 65 YEARS OF AGE | MEMBER SINCE 2018

Luis Téllez Kuenzler
Director

Mr. Téllez is a Mexican economist and politician. He served as Secretary of Energy during President Ernesto Zedillo's administration, and Secretary of Communications and Transportation under President Felipe Calderón. In 2009, he assumed the position of Chairman of the Board and Director General of the Mexican Stock Exchange Group. He is president of the Mexican subsidiary of Kohlberg Kravis Roberts & Co (KKR), an American multinational corporation that manages investment funds and venture capital. He also serves as a special advisor to NTT-Data. He is Co-Chairman of the Woodrow Wilson Mexican Institute in Washington D.C.

MEXICAN | 48 YEARS OF AGE | MEMBER SINCE 2022

Alejandra Palacios Prieto
Director

Ms. Palacios obtained a BS in Economics from *ITAM* (Autonomous Technological Institute of Mexico); an MBA from *ITAM*; and a Master's in Business and Public Policies from *CIDE* (Economic Research and Teaching Center). She headed *COFECE* (Federal Antimonopoly Commission of Mexico) from Sep. 2013 to Sep. 2021. This made her the first woman to oversee this agency. Stemming from her work as VP for the International Competency Network (ICN), which is the primary global organization for competency agencies, Ms. Palacios is renowned as a worldwide leader in this field. She was also a member of the Board of Directors of the OECD Competency Committee (Organization for Economic Cooperation and Development). Prior to her work at *COFECE*, Alejandra was Director for Regulations and Governance at *IMCO* (Mexican Institute for Competitiveness). In addition, she was a tenured professor in the Economics Department of *ITAM*. Currently, Ms. Palacios is a member of both the Trilateral Commission and IWF Mexico (International Women's Forum).

MEXICAN | 39 YEARS OF AGE | MEMBER SINCE 2023

Alejandra Soto Ayech
Director

Alejandra Soto was appointed Director of Investor Relations and Social Responsibility at *Grupo Aeroportuario del Pacífico, S.A.B. de C.V.*, in March 2023. She has a 15-year career with the company and previously held the position of Deputy Financial Director and Investor Relations Officer. Her responsibilities include leading the teams and commitments of the GAP Foundation, as well as all matters related to investors in both debt and equity markets, and public relations. Alejandra holds a Bachelor's degree in Accounting from *Universidad Panamericana*. She also has a Master's degree in Controllership with a specialization in Taxes, Corporate Finance, and Business Administration from *Universidad Panamericana*. Additionally, she has the Airport Management Professional Accreditation (AMPAP) from ACI and ICAO, and a Special Diploma in Sustainability from *BIVA* (the Institutional Securities Market).

To measure the performance of the Board of Directors, they are evaluated annually in terms of attendance, considering that during the year they must have attended at least 70% of the sessions convened, which is the required minimum.

Directors are obligated to inform the Board of Directors of any **conflict of interest** that may arise during decision-making, abstaining from either participating or being present during deliberations and voting on the matter in question. This absence should not affect the quorum required for the Board to convene.

A conflict of interest is considered when a member of the Board of Directors:

a. Personally, or through anyone to whom they are related by marriage or by consanguinity up to the fourth ascending or descending degree, holds more than 5% of owners' equity of the party with whom GAP plans to enter into a transaction.
b. Has a direct civil or blood relationship, up to the fourth ascending or descending degree, with the person with whom GAP plans to enter into a transaction.
c. Sits on the Board of Directors of the party with whom GAP plans to enter into a transaction.

DURING 2023

There were no reported cases of conflicts of interest.

The Board of Directors held five meetings, with 100% attendance by all members.

The members of the Board of Directors and senior GAP executives receive both fixed and variable income for their duties, a hiring bonus or incentive payment, severance payment, reimbursements, and retirement benefits.

The four directors and the four alternates selected by *Aeropuertos Mexicanos del Pacífico* (AMP) received no compensation whatsoever from GAP for sitting on the Board, as per the Technical Assistance contract executed with AMP.

In 2023, GAP paid the Directors appointed by Series “B” shareholders approximately $9.1 million MxP. The Company has no established pension, retirement, benefits or similar arrangement whatsoever for said Directors. The Independent Directors received an annual compensation in 2023 of approximately USD $69,590 for their service on the Board of Directors.

Some Directors receive additional compensation for their participation on committees; the President of the Audit Committee received an annual compensation of USD $12,179; each member of the Audit Committee received a total of USD $6,959; each member of the Procurement Committee received a total of USD $19,382; every member of the Nominations and Compensation Committee received USD $6,873 in additional compensation; and each member of the Sustainability Committee received USD $11,272.

The variable compensation for GAP executives is based on their annual performance, which we evaluate through established goals using ESG indicators related to their duties. These indicators encompass several criteria, including:

- Operational and financial compliance
- Compliance with the Master Development Program
- Digital transformation
- Perceived quality ratings in terms of facilities and services
- Employee training hours
- Implementation of biosafety systems
- Renewable energy strategies
- Waste management
- Water consumption and facility maintenance

Our Board of Directors reports to the Company shareholders and **receives assistance from four Board committees to fulfill their duties**. Committed to sustainable management from the highest governing body in GAP, the Sustainability Committee convened for the first time in 2023.

1 **Operations Committee**

2 **Acquisitions Committee**

3 **Compensation and Nomination Committee**

4 **Audit and Corporate Practices Committee**

5 **Sustainability Committee**



Operations Committee

It supervises financial and operating performance of the Company.

RESPONSIBILITIES

- Develop and present various plans and policies to the Board of Directors: This includes the business plan, annual investment programs, dividend policy, and the Master Development Program.
- Manage airports and labor policies: It involves overseeing airport operations, implementing labor policies, managing the workforce, and appointing airport administrators.

PROPRIETARY MEMBERS

- Raúl Revuelta Musalem
  President
- Carlos Alberto Rohm Campos
- Juan Gallardo Thurlow

ALTERNATE MEMBERS

- Carlos Manuel Porrón Suárez
- Santiago Riveroll Mendoza
- Alejandro Cortina Gallardo

ASSISTANTS

- Saúl Villarreal García
- Sergio Enrique Ochoa
- José Ángel Martínez Sánchez
- Alejandro Vallarino Marusich
- Juan Francisco Martínez Mira
- Mar Simón Carrasco
- Alejandra Yazmín Soto Ayech
- Martín Pablo Zazueta Chávez
- Yolanda Susana Romero Mojica

The Operating Committee met on 15 occasions, having 100% attendance by all its members.

Acquisitions Committee

Must ensure compliance with the procurement and acquisitions policies established in our bylaws.

RESPONSIBILITIES

- Approve all transactions between GAP and third parties not exceeding a predetermined amount.
- Approve any contract by and between the Company and AMP, ensuring that at least three participants tender an offer.

According to the technical assistance and participation agreements, AMP and its shareholders committed to providing management and consultancy services, as well as transferring technical and industrial expertise related to airport operations. These agreements were established at the time our concessions were granted, aiming to help us develop and improve our airports and the services we offer.

PROPRIETARY MEMBERS

Carlos Alberto Rohm Campos
President

Juan Gallardo Thurlow

ALTERNATE MEMBERS

Alejandro Cortina Gallardo

Luis Téllez Kuenzler

The Acquisitions Committee met on 12 occasions, having 100% attendance by all its members.

Nominations and Compensations Committee

Establishes compensation for board members, committees, and first and second tier officers.

RESPONSIBILITIES

- Propose the removal of board members.
- Recommend the composition of the Board of Directors to the Shareholders' Assembly.
- Nominate administrators and area directors.

PROPRIETARY MEMBERS

Alejandro Cortina Gallardo
President

Luis Téllez Kuenzler

ALTERNATE MEMBERS

Emilio Rotondo Inclán

The Nominations and Compensations Committee met on three occasions, having 100% attendance by all its members.

Audit and Corporate Practices Committee

Supervises that our business is properly led and managed.

RESPONSIBILITIES

- Report on the status of our internal control.
- Evaluate the performance of the Independent Auditor and discuss the financial statements.
- Review and approve reports presented to the BIVA (Institutional Securities Market); BMV (Mexican Stock Exchange); NYSE (New York Stock Exchange); SEC (US Securities and Exchange Commission); and CNBV (Banking and Securities Commission of Mexico).
- Evaluate accounting policies and criteria.
- Review the results of ESG management.
- Evaluate cybersecurity management.
- Ensure that the CEO complies with the resolutions of the Shareholders' General Assembly and the Board of Directors.

INDEPENDENT DIRECTORS

Carlos Cárdenas Guzmán
President

Ángel Losada Moreno

Joaquín Vargas Guajardo

The Audit and Corporate Practices Committee met on four occasions, having 100% attendance by all its members.

Sustainability Committee

Monitors sustainability goals and strategic objectives, identifies ESG risks that may affect the organization, and defines mitigation strategies for said risks.

RESPONSIBILITIES

- Provide suggestions, generate initiatives, make proposals that improve GAP's sustainable performance, promote innovation, contribute to Company goals, and enhance its sustainable leadership.
- Ensure the Board of Directors receives information, data, and evidence regarding the outcome of actions established for the preparation of the Annual Strategy Results Report.

PROPRIETARY MEMBERS

Alejandro Cortina Gallardo
President

Alejandra Palacios Prieto

Emilio Rotondo Incián

Raul Revuelta Musalem

The Sustainability Committee met on eight occasions, having 100% attendance by all its members.

Composition of the Management Team

The Management Team of GAP consists of ten individuals who serve as directors of the various areas within our Company. They are responsible for implementing the business sustainability strategy approved by the Board of Directors and overseen by the Operations Committee. Additionally, they are tasked with monitoring economic, social, and environmental issues from their respective areas of leadership.



(1) Raúl Revuelta Musalem
E / S / G
Chief Executive Officer

(2) Juan Francisco Martínez Mira
E / S / G
Director of Sustainability, Quality, Innovation, and IT

(3) Sergio Enrique Flores Ochoa
S / G
General Counsel

(4) Saúl Villarreal García
S / G
Chief Financial Officer

(5) Alejandro Vallarino Marusich
E / G
Director of Infrastructure

(6) José Ángel Martínez Sánchez
E / S / G
Director of Networks and Regulated Revenues

(7) Susana Yolanda Romero Mojica
E / S
Director of Commercial

(8) Alejandra Yazmin Soto Ayech
S / G
Director of Institutional Relations and Social Responsibility

(9) Martín Pablo Zazueta Chávez
E / S / G
Director of Guadalajara Airport

(10) Mar Simón Carrasco
E / S / G
Director of New Business

* Responsibilities for ESG topics (Environmental, Social, and Governance)

Note. Learn more about our management team: https://www.aeropuertosgap.com.mx/en/senior-management-team.html

Review and consulting activities regarding ESG-related topics

To further strengthen transparency and accountability towards our stakeholders, throughout the year, we engage in various activities to interact, review, and respond to inquiries regarding our handling of ESG issues.



Shareholders

Shareholders appoint representatives to the Board of Directors during the Regular General Shareholders Meeting, who review reports on the results of ESG initiatives and risks.

Investors and analysts

To address inquiries from investors and analysts regarding ESG issues, the Investor Relations department gathers information and directs it to the different management areas for timely response.

Financial institutions

The Finance and Administration Department, together with the Sustainability, Quality, Innovation, and IT Department, coordinate the handling of inquiries and reviews regarding ESG issues related to obtaining sustainable credits or others.

Compliance

Annually, we publish our Sustainability Report following methodologies recommended by GRI, SASB, TCFD, SDGs, and the Ten Principles of the United Nations Global Compact. We also respond to various questionnaires on ESG issues for rating agencies, analysts, and investors.

Risk management

GRI 2-12, 3-3, 201-2

TCFD Governance **a**-**b**, Strategy **a**-**b**, Risk Management **a**-**b**-**c**

The Company is exposed to various risks which, if not prevented or addressed in a timely manner, could affect the operations of our airports and hinder the achievement of our sustainable growth strategy.

Some of the risks we face include: safety and health, financial, market, regulatory, legal, tax, technological, social, natural disasters, and those related to the effects of climate change.

The Management team ensures the identification of the main risks[6] to which we are exposed. Furthermore, our **Risk Committee** is responsible for measuring, managing, evaluating, and mitigating the most impactful physical risks to our operations, as well as quantifying them in financial terms to understand their economic impact.

The Risk Committee for GAP includes:

- **Chief Executive Officer (President)**
- **Director of Sustainability, Quality, Innovation, and IT (Secretary)**
- **Chief Financial Officer**
- **General Counsel**
- **Internal Auditor**
- **Governance, Risk, and Compliance Office**

They work together as a team to monitor risk prevention and mitigation actions.



(**6**) Please refer to the details of our risk factors in GAP's 2023 Annual Report: https://www.aeropuertosgap.com.mx/images/files/20-F_2023_As%20filed.pdf

In 2023, we completed the HRM (**Harmonized Risk Model**) documentation, which provides a comprehensive and standardized approach to risk identification, assessment, and management across the organization. Standard criteria were established for risk evaluation regarding probability and impact, assessing the maturity of mitigating controls, and a standardized methodology for risk treatment and reporting was created for risk owners. This enables us to have a holistic and standardized view of organizational risks and their treatment.

The model includes the identification and evaluation of six types of risks.

RISK TYPE	RISK MANAGEMENT	MITIGATION INITIATIVES
Strategic	The risk of non-compliance with organizational medium and long-term objectives is assessed.	✓ Monitoring progress on strategic projects. ✓ Compliance with objectives linked to performance bonus for Company officers.
Operational	Threats that may affect efficiency, continuity, and security are evaluated, which can be caused by human errors, process failures, technical issues, and other factors.	✓ Monthly monitoring of key KPIs (performance indicators) for operational processes.
Financial	Threats or situations that may adversely affect the financial position of the organization are evaluated, and that may potentially influence the company's ability to generate income, control costs, manage debts, and maintain profitability.	✓ Budgetary control of authorized expenditure amounts. ✓ Monthly monitoring of financial KPIs. ✓ Incorporation of financial KPIs into the performance bonus for officers.
Compliance	Threats associated with non-compliance with laws, regulations, internal policies, or industry standards are evaluated. Failing to meet these obligations may lead to legal sanctions, fines, damage to reputation, and other issues.	✓ Controls monitored and reviewed by Internal Audit. ✓ Incorporation of the model for the three lines of defense of internal control to prevent and detect deviations in controls.
Technological	Risks related to the use and dependency on technology are assessed, and which may arise due to its rapid evolution, security vulnerabilities, technical failures, and other factors.	✓ Business Impact Analysis (BIA) update. ✓ Update and implementation of PETIC (IT Strategic Plan).
External	Risks originating from the environment external to GAP and beyond its control are assessed, which may have a significant impact on Company operations, finances, and reputation.	✓ Analysis of channels heard regarding traditional and digital media for GAP and industry-related. ✓ Implementation of a communication strategy for crisis situations.



The HRM incorporates a principle of precaution, which entails indications that an activity, product, or technology may cause serious or irreversible harm to human health or the environment, even if there is no absolute scientific certainty, preventive measures should be taken to avoid or minimize those risks. This principle is based on the idea that it is preferable to prevent potential harm, even if not fully proven, rather than wait for definitive scientific evidence confirming said potential risks.

Additionally, we have an internal methodology based on risk management systems such as Integrated Management Systems (IMS), Operational Safety Systems (SMS), and the Committee of Sponsoring Organizations of the Treadway Commission (COSO), which helps us manage any risks faced. Along these lines, we make decisions based on the type of impact they may have on strategy, operations, and financial-accounting processes.

This year, we reported **one risk and four key opportunities** for our business, for which specific actions to address them effectively are currently underway.

RISKS AND OPPORTUNITIES	ACTIONS 2023	PRINCIPAL RESULTS
OPPORTUNITY Expand the non-aeronautical business in the coming years through the construction and operation of new ventures, allowing us to continue creating value for our passengers and ensuring GAP continuity.	✓ We analyzed and evaluated opportunities to engage in new ventures, studying the financial profitability and feasibility of potential projects.	Continued analysis of expansion opportunities.
OPPORTUNITY Execute the 2020-2024 Master Development Plan, the most ambitious in the history of the concession in Mexico, which will allow us to have flagship projects such as the new terminals of GDL and PVR, under LEED certification criteria, as well as the construction of the second runway in GDL.	✓ Hiring specialized companies for project management and administration to ensure the success of construction works. ✓ Effective and efficient on-site supervision by specialized companies to ensure facilities are built with the necessary quality.	The Master Development Plan 2020-2024 achieved 100% accomplishment for the year 2023.
OPPORTUNITY Negotiation of the 2025-2029 Master Development Plan to allow us to continue adapting our facilities to meet the capacity and quality needs of our users.	✓ Preparation of a Master Development Plan proposal that meets appropriate standards of quality and capacity and is financially viable.	Continued reviews with the authorities, and approval for the 2025-2029 MDP is estimated to take place in 2024.
RISK Changes to rate regulations.	✓ Research on new regulations and the ensuing impact on the organization's financial results.	Costs and expenses of the Company's operation are being optimized to mitigate the financial impact of the new tariff rules.
OPPORTUNITY Implement projects and initiatives that enable us to meet Sustainability Strategy 2030 goals and objectives, in line with the Business Strategic Plan and the company's strategic pillars.	✓ GAP runway project management for SKIPA projects. ✓ Periodic monitoring of ESG project status. ✓ Report to sustainability Committee on progress and results.	ESG projects scheduled for 2023 are fully completed.

Additionally, we carried out other initiatives to promote an effective risk culture, such as the dissemination of internal communication campaigns to raise awareness about risk management in each business process. In 2024, we will begin with MAR training and awareness in risk management.

Every six months, we prepare reports on risk management results, presented to the Risk Committee (at the management level) and the Audit and Corporate Practices Committee (Corporate Governance).

Emerging risks

The HRM aims to translate and standardize risk assessments carried out by the owners of each risk and to conduct an assessment using probability and impact criteria appropriate to the organization as a whole. Emerging risks receive the same treatment as operational risks, meaning they are identified, assessed, and addressed by the risk owners and reported to the Governance, Risks, and Compliance area for translation and reevaluation, in accordance with the procedures outlined in this manual.

IMPACT TYPE	RISK MANAGEMENT	MITIGATION INITIATIVES
Climate change	Analysis by an expert who identifies any climate change risks and its corresponding management.	✓ Construction of facilities with resilient technology. ✓ Implementation of water and energy-saving measures. ✓ Actions aimed at reducing waste sent to landfills.
Cybersecurity	Identification, evaluation, mitigation y monitoring of threats and vulnerabilities for organizational information systems and technology, with a continued holistic approach, such as: ✓ Asset identification and risk assessment. ✓ Vulnerability and threat analysis. ✓ Development and enhancement of controls and mitigation measures. ✓ Incident response plan. ✓ Cybersecurity training and awareness. ✓ Evaluation and continuous improvement.	✓ Firewalls and network security devices. ✓ Intrusion detection and prevention systems (IDS/IPS). ✓ Security updates and software patches. ✓ Data encryption. ✓ Multifactor authentication (MFA). ✓ Cybersecurity training and awareness. ✓ Access control and privilege management.
Pandemics and emerging diseases	Deployment of multidisciplinary actions encompassing various areas, including public health, emergency planning, business continuity, and risk management.	✓ Plans and preparation. ✓ Education and awareness. ✓ Hygiene and preventive measures. ✓ Flexibility and remote work. ✓ Support for employee well-being. ✓ Continuous monitoring and evaluation.

Risks and opportunities related to climate change

In 2023, we completed the financial assessment of climate change risks for our 14 airports. Under different climate scenarios and short, medium, and long-term horizons, we assessed and prioritized the most significant risks for our organization. For more information, see chapter:

Sustainable Strategy

Ethics and transparency

GRI 2-23, 2-26, 205-1, 205-2, 205-3, 410-1

SASB SV-PS-510a.1, SV-PS-510a.2

Ethics, integrity, and transparency are essential values to ensure the trust of our stakeholders. At GAP, we continuously strive to foster a culture where our daily actions are conducted according to the highest ethical standards and in compliance with the regulations and norms governing our operational areas. We also ensure respect for the freedoms and Human Rights[7] of employees, members of the airport community, and society, in line with our commitment to contribute to the well-being and development of our country.

Within our **Code of Ethics**[8] clear standards and moral principles expected from all our employees are established to promote actions characterized by honesty, fair treatment, respect, and full compliance with all laws. Some of the topics covered by the Code include: work environment, data protection and confidential information, anti-corruption, bribery and corruption, health, safety and environment, dealings with customers and suppliers, among others.

In all states and countries where we operate, we are committed to promoting and respecting Human Rights. We reject any act of child exploitation, forced labor, violation of the rights of indigenous peoples, abuse, coercion, prevention of association or collective bargaining, and/or threats.

At GAP, we reject any act of discrimination, harassment, or bullying, thus creating an inclusive work environment where we provide equal employment opportunities for all individuals. All our employees receive a hard copy of the Code of Ethics

We are committed to the United Nations Global Compact, reinforcing that our operations continue to be guided by the 10 universal principles related to human rights, labor standards, the environment, and anti-corruption.



(7) Consult our Human Rights Corporate Policy: https://www.aeropuertosgap.com.mx/files/HR%20GAP%20policy.pdf
(8) Consult our Code of Ethics at: https://www.aeropuertosgap.com.mx/files/Code_of_Ethics.pdf



At GAP, we reject any act of discrimination, harassment, or bullying, thus creating an inclusive work environment where we provide equal employment opportunities for all individuals. All our employees receive a hard copy of the Code of Ethics upon hiring. Additionally, we have implemented an online course, available on the EIVA portal, to reinforce the understanding of ethics, integrity, and the use of the whistleblowing line.

Our suppliers are also key to ensuring the ethical and integral behavior of our business, so we include a clause in their contracts that commits them to adhering to the same principles in all their transactions with GAP.

We also have a **Supplier Code of Ethics** that outlines the moral principles and standards to guide the relationships between GAP staff and suppliers, aiming to ensure that we act legally and honestly, and avoid any conduct that could harm GAP or our reputation.

Our employees completed the mandatory online course on the updated Code of Ethics, which is available to everyone.

Additionally, within Procurement area processes, a copy of the **Integrity Commitment** is provided to all suppliers. This document outlines the principles of integrity that the supplier must follow, and it must be signed by the legal representative to contractually ensure transparency in the bidding processes and to affirm their understanding of GAP's zero-tolerance stance on bribery and corruption[10]. It further confirms their commitment to report any improper action or event, through the GAP Whistleblower line.

IN 2023

We created and launched the Supplier Code of Ethics Course[10] to ensure a dynamic and measurable understanding and to review the Code guidelines.

Committed to the fight against corruption, we investigated three cases that occurred during 2023.

Throughout the year we evaluated 315 operations[11] (28%) regarding corruption-related risks.

Based on a report received through the Whistleblower Hotline, unusual accounting records were investigated at one of our airports. These records were being used to divert funds through the issuance of nominative checks, amounting to approximately $2 million MXP. The former employees involved were dismissed, the case is being handled legally, and the investigation is ongoing.

After a review, the theft of 9,000 – 12,000 liters of fossil fuel was detected at an airport FBO. Negligence was confirmed on the part of the technician operating the GPU equipment with jet fuel, resulting in the termination of said technician.

Following a direct complaint from a supplier, an investigation revealed the leakage of tender information. After conducting the appropriate investigation process, the employee responsible was identified and subsequently terminated.

(**9**) Consult our Supplier Code of Ethics at: https://appnf.serviciosgap.com.mx:1180/CodigoEticaProveedores/#/
(**10**) For further information on GAP management vs corruption: https://www.aeropuertosgap.com.mx/en/gap-contra-corrupcion-2.html
(**11**) We refer to each contract (Purchase Order) for the Director of Infrastructure created in GAP database, where a sample of the most representative projects are taken as per the audit evaluation, either by investment, MDP, or expense; also, the risk is assessed per contract amount and the execution term for the corresponding to the audit period.

Diverse initiatives were implemented during 2023 to promote and evaluate ethical and transparent behavior on behalf of GAP.

Conduct Committee

A multidisciplinary body was established to supervise compliance with the Code of Ethics.

Internal anticorruption survey

The perception of our personnel is gauged regarding activities related acts of corruption.

Participation in transparency and ethical behavior indexes

Annual independent assessments take place to measure internal and external perception of our employees on these topics.

Whistleblower hotline

Our anonymous and confidential hotline remains active, and it is operated by an independent third party.

Annual mandatory training program

Available on the EIVA portal, which includes courses on the Code of Ethics and Guidelines to Prevent Corrupt Practices.

Onboarding recent hires

A hard copy of the code of Ethics is provided to each new employee upon joining the Company.

Updates to the Code of Ethics Course

Information was adapted and data on the Whistleblower Line was updated.

Awareness campaign

Gradual and organic dissemination of internal communiques on the Code of Ethics and Policies on Anticorruption and Anti-bribery.

Anticorruption webinars

Three webinars were given by *Hagámoslo Bien* (Let's Do It Correctly) to promote on-the-job ethics, decision making with integrity, and ethical leadership.

Communication via our website

We publicly displayed our commitment to integrity and compliance with all legislation and applicable regulations.

Three webinars were given throughout the year to promote concepts related to ethics, transparency and integrity.

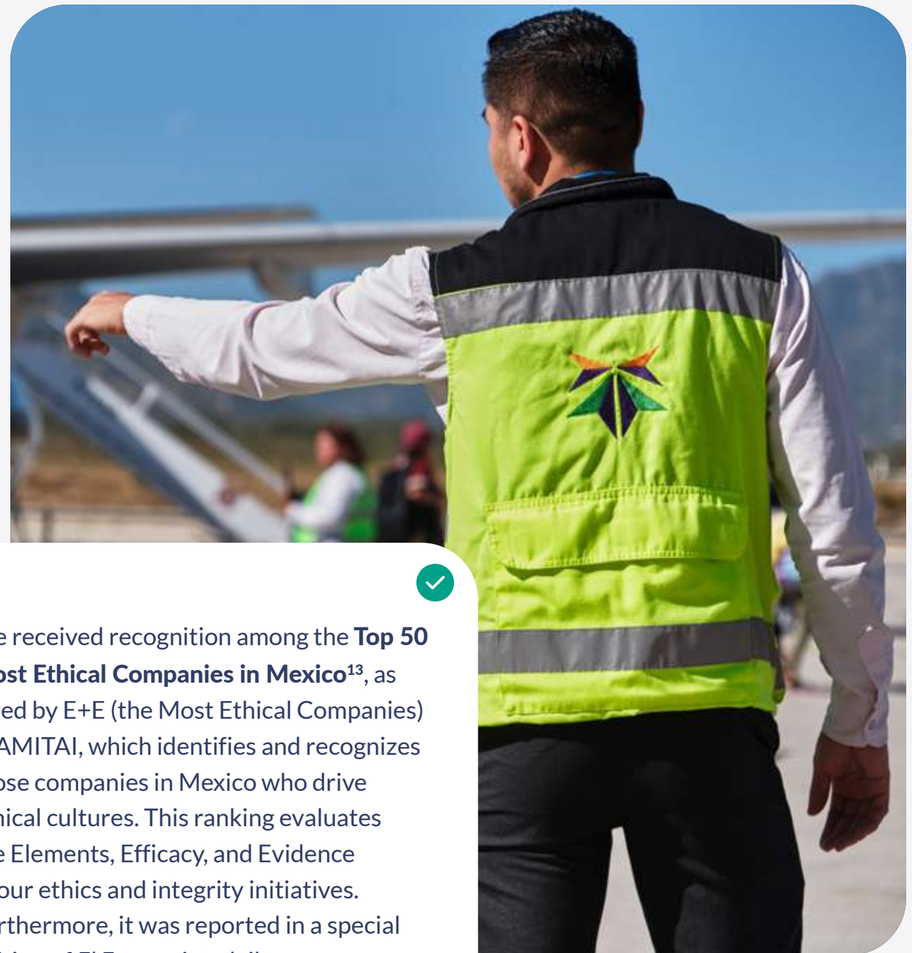
A differential analysis was conducted through an outside consultant in 2023, to identify current performance levels regarding Governance, Anticorruption, and Anti-Bribery issues in GAP, using ISO 37001 as the baseline criteria, as well as international trends. The results of this analysis allowed us to assess our level of maturity based on the following elements:

- **Resources:** aspects of managing the resources needed for operation and their preventive safeguards against corruption and bribery.
- **Competency:** areas of expertise focused on anticorruption issues that personnel must master for their effectiveness.
- **Leadership:** the organization's commitment to compliance culture and an anti-bribery system.
- **Controls:** due diligence to ensure processes and controls, in addition to the whistleblowing hotline and the management of information resulting from it.
- **Communication:** the process within the communication plan that supports and seeks to permeate a comprehensive anti-bribery and anti-corruption system from a governance perspective.
- **Documented Information:** all policies, manuals, procedures, and formats that are the basis of operations and are focused on preventing corruption and bribery.



For purposes of this analysis, a series of interviews took place to obtain information from corporate and GDL airport personnel as the selected sampling. Their responses allowed us to map out the actions to be implemented with the aim of achieving the desired results for the tools GAP has to avoid and prevent corruption, bribery, and unfair trade practices.

Stemming from actions meant to promote ethics, integrity, and transparency; in 2023 the following **recognitions** were bestowed:



For the third consecutive year we earned first place, in a tie with other organizations, in the **Mexican Corporate Integrity Index Against Corruption and Impunity (IC-500)**[12] which, evaluates the 500 largest companies in Mexico, as rated by *Expansión* magazine, and which reviews presence, quality, and the advertising of its integrity and anticorruption policies.

We received recognition among the **Top 50 Most Ethical Companies in Mexico**[13], as rated by E+E (the Most Ethical Companies) in AMITAI, which identifies and recognizes those companies in Mexico who drive ethical cultures. This ranking evaluates the Elements, Efficacy, and Evidence of our ethics and integrity initiatives. Furthermore, it was reported in a special edition of *El Economista* daily newspaper.

Whistleblower hotline

We are committed to establishing mechanisms that allow for the confidential, secure, and orderly handling of complaints about unethical behaviors and/or actions that violate our Code of Ethics or policies, harm the environment, affect the well-being of surrounding communities, or infringe on human rights. For this purpose, we have established a **whistleblowing hotline**, a mechanism available to all our stakeholders to report such cases or concerns.

During the year, we changed the administrator of the Whistleblowing Hotline, now operated by EthicsGlobal, an independent third party specializing in tools for receiving complaints. The newly implemented system ensures the highest level of confidentiality and appropriate follow-up for each complaint, even if the whistleblower wishes to remain anonymous; it also provides more options for submitting complaints.

(**12**) Consult the Corporate Integrity Index 500 at: https://contralacorrupcion.mx/integridad-corporativa/ic500/
(**13**) Consult the Most Ethical Companies ranking for 2023 at: https://empresasmaseticas.com/home/ediciones-del-ranking-ee/ranking-ee-2022/

Complaints may be sent via three means: internet, email, or telephone.

Internet:

https://www.lineadedenunciagap.com/?l=en

Email:

denuncia@lineadedenunciagap.com

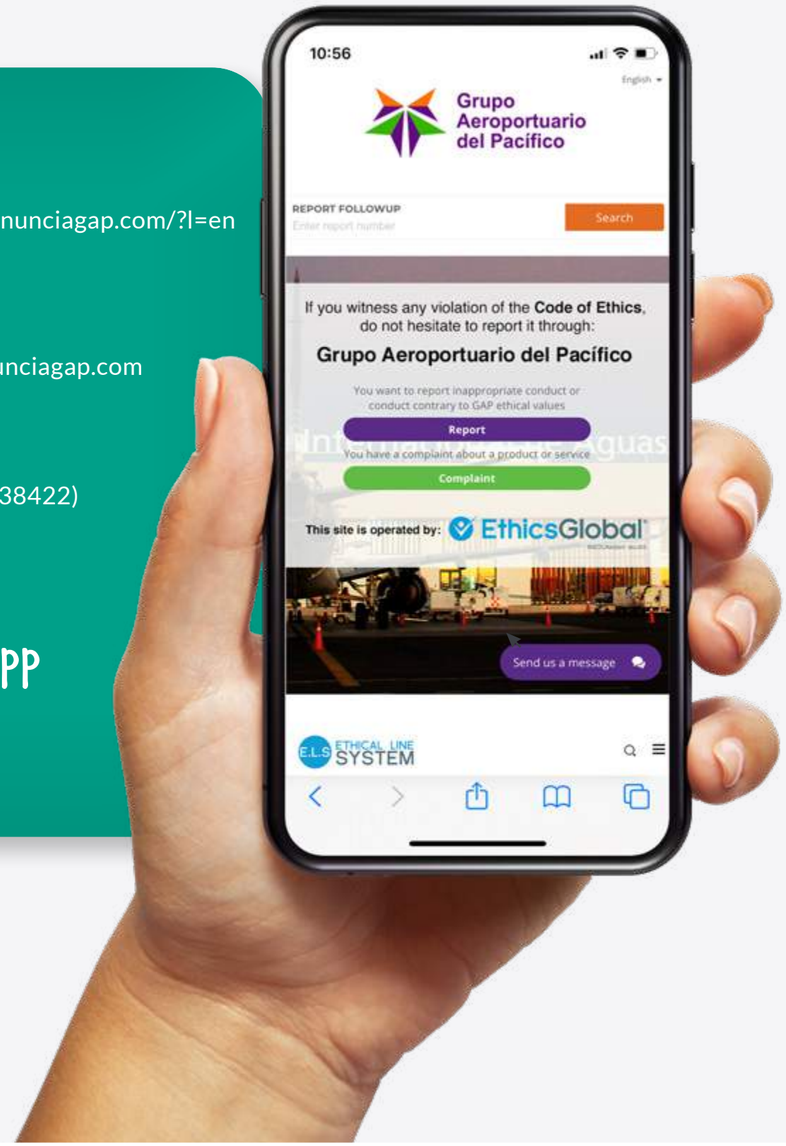
Telephone:

800-04-Ética (800-04-38422)

Chat

EthicsGlobal App

WhatsApp



The new whistleblower hotline was announced, highlighting the new channels for its use.

We continue with awareness campaigns for employees, customers, and suppliers to strengthen the perception of our Code of Ethics and its compliance. In mid-2023, we conducted a survey among our staff to identify their level of knowledge about the Code of Ethics and the Whistleblowing Line. Based on the results, we aim to strengthen training and enhance areas of opportunity.

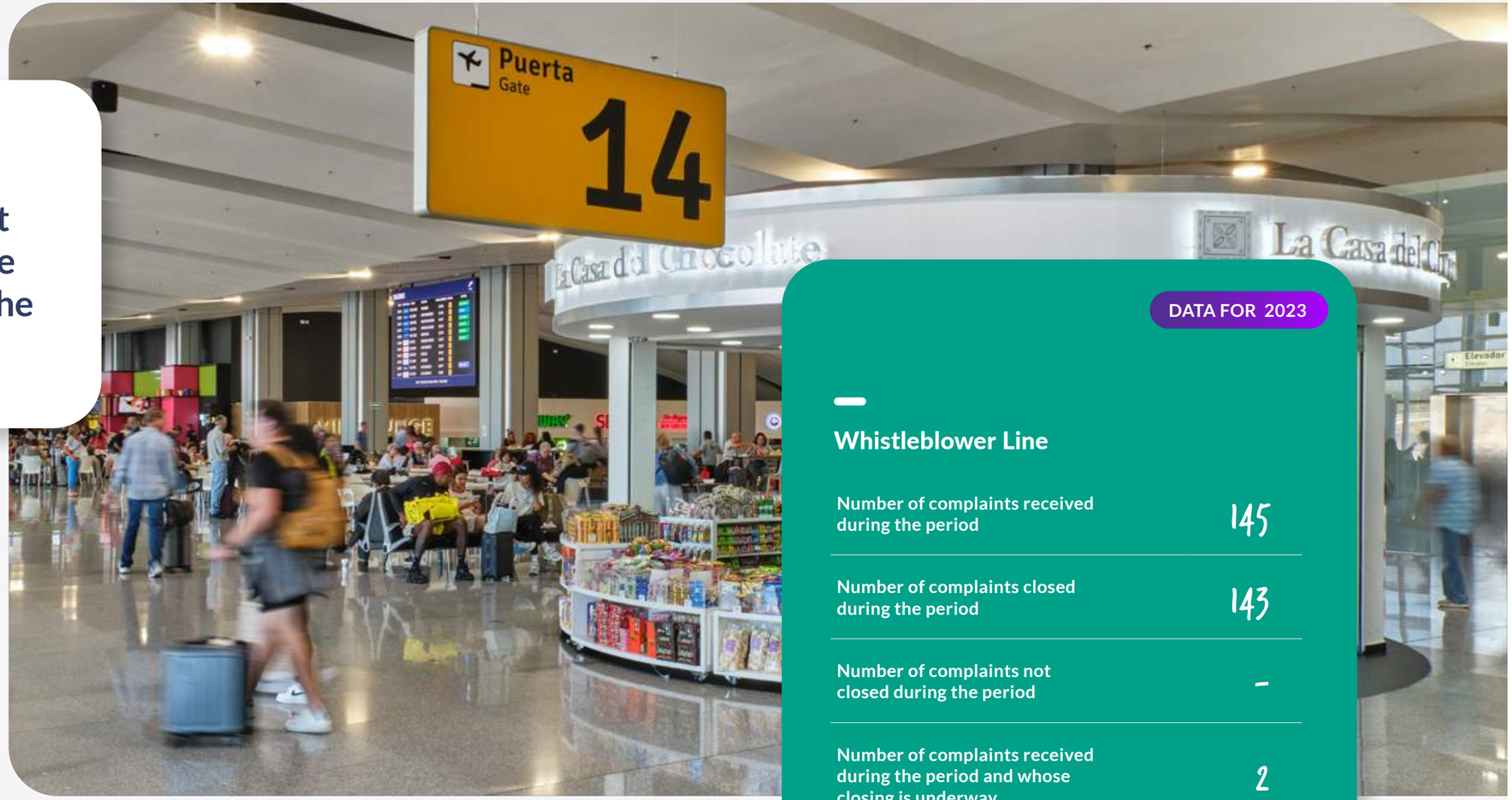
Protocol for handling complaints

1. EthicsGlobal, an independent firm, receives the complaint coming from any official channel. I.
2. The firm classifies by priority type, in the case the Conduct Committee need be notified.
3. The Conduct Committee analyzes the complaint and designates those who will investigate the same.
4. Resolution and/or sanction is determined, if the case

Reports are classified according to specific criteria to ensure that each one is directed to the appropriate area and handled depending on its criticality, guaranteeing that none go unattended. Reports are addressed solely by the individuals assigned to the investigation. When decision-making and defined corrective measures are required, the reports are forwarded to the GAP Conduct Committee, which is responsible for applying and enforcing the Code of Ethics.

We maintain a stance of zero tolerance for repercussions against any whistleblower or any employee who provides information during the investigation.

Our **Conduct Committee,** which includes the CEO and the Directors of Commercial, Administration and Finance, Legal, and Internal Audit, promote full compliance with our ethical guidelines and ensure timely, transparent, and fair handling of cases resulting from ethical breaches and violations. This committee is responsible for updating our Code of Ethics.



DATA FOR 2023

Whistleblower Line

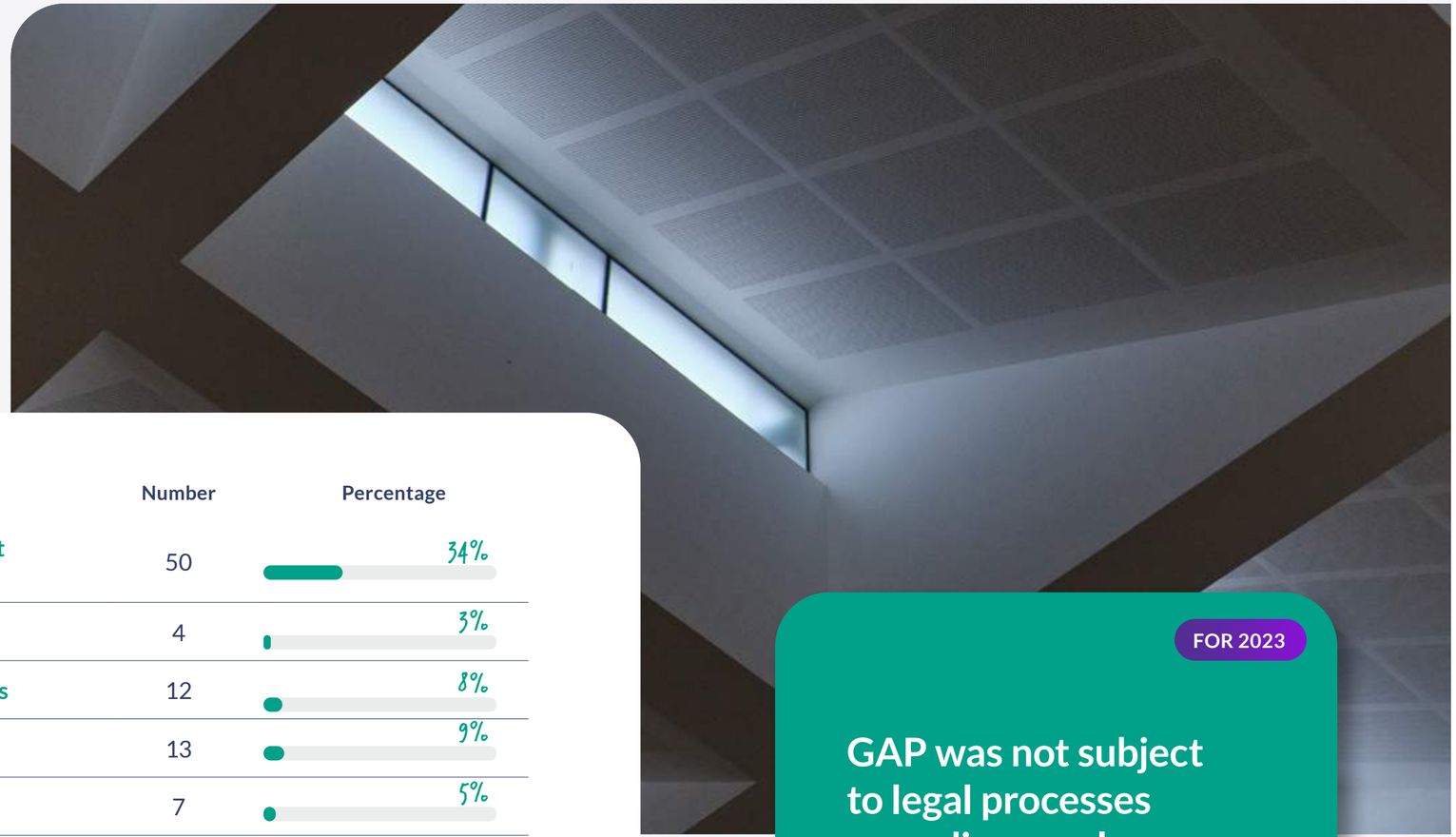
Number of complaints received during the period	145
Number of complaints closed during the period	143
Number of complaints not closed during the period	-
Number of complaints received during the period and whose closing is underway	2
Number of complaints potentially lacking grounds	34
Total	145

DURING 2023

We received 145 claims having grounds, and a full 100% were handled during the period.

Type of complaint	Number	Percentage
Inappropriate treatment of employee(s)	50	34%
Asset preservation	4	3%
Compliance with policies	12	8%
Personal relationships	13	9%
Conflict of interest	7	5%
Passenger services	35	24%
Others[14]	24	17%
Total	145	100%

Note. Among the complaints received, 26 included potential discrimination, of which 20 were handled and closed, whereas sixed were not investigated due to a lack of complete information or because there were no grounds for investigation.



FOR 2023

GAP was not subject to legal processes regarding employee, supplier, or customer professional integrity.

(**14**) Others: Complaints from suppliers about not purchasing from them, failure to pay for uncontracted services, complaints from employees of service providers, and service providers who complain because our employees are not at their workplace.

Internal control

It is our firm belief that a culture of integrity with zero tolerance for corruption, bribery, or fraud is achievable by promoting ethical practices organization wide.

In this regard, we have implemented the internal control model suggested by COSO, which is a benchmark for the implementation, management, and control of an adequate and effective internal control system. This system consistently develops and strengthens our Company leadership to improve internal control, risk management, governance, and deter fraud.

The COSO model defines internal control as a process carried out by the Board of Directors, Management, and company personnel.

In addition to our internal control system, during the year we carried out various actions to further strengthen our risk prevention culture. Some of these initiatives include:

GAP is wholly committed to acting with integrity, honesty, and transparency, always maintaining zero tolerance for any act related to corruption[15].

1

The evaluation of 315 infrastructural and maintenance operations to identify and prevent possible risks related to corrupt practices. These represented 28% of total GAP operations.

2

An audit focusing on compliance with the law on anticorruption -the FCPA (Foreign Corrupt Practices Act)- for companies that trade on the New York Stock Exchange, and we found that the controls implemented in the Company provide full compliance with this fundamental requirement for the prevention and mitigation of corrupt practices.

(**15**) For further information on this commitment: https://www.aeropuertosgap.com.mx/en/gap-contra-corrupcion-2.html

Information security

GRI 418-1

SASB SV-PS-230a.1, SV-PS-230a.2, SV-PS-230a.3, SV-PS-510a.2

We reiterate our commitment to the information security of our users, passengers, employees, customers, partners, and suppliers. To ensure the protection, integrity, availability, and confidentiality in data management, we have established an information security strategy that includes various actions and measures, such as:

Protection and treatment of personal data

We comply with the principles of the Federal Law on Protection of Personal Data Held by Private Parties (LFPDPPP) and its regulations, such as legality, consent, information, quality, purpose, loyalty, proportionality, and responsibility.

Security and confidentiality of personal data

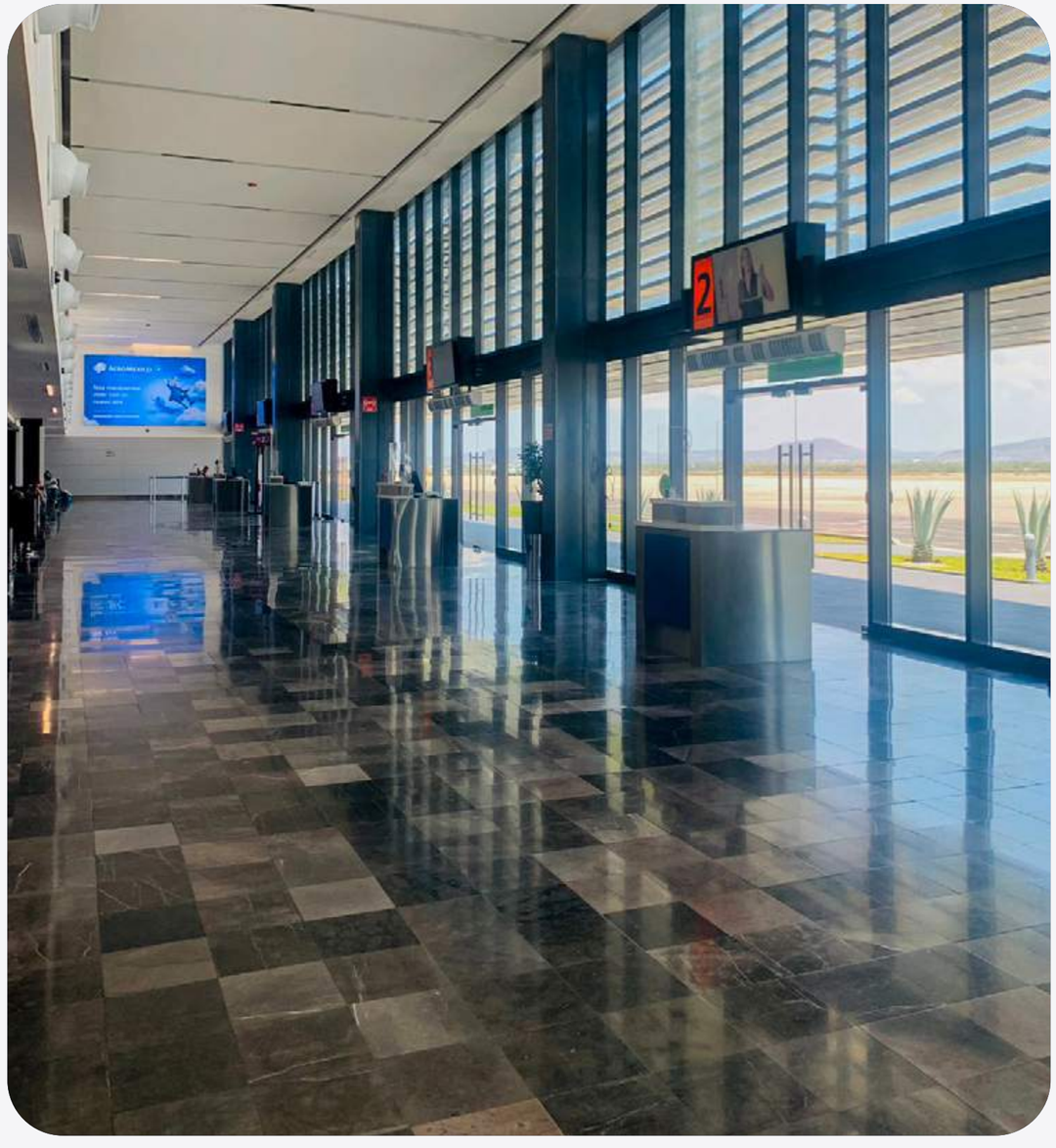
We implement administrative, physical, and technical security measures to ensure the quality and confidentiality of data processing. Also, existing risks, potential consequences for the data subjects, and the nature of the data are assessed.

Privacy notice

Our privacy notice is made publicly available, describing the personal data to be processed, the purpose for which they are collected, the options and means that will be used to the exercise of their rights to use, disclose, access, rectify, cancel, oppose, and transfer said data. This document can be consulted on our website:

https://www.aeropuertosgap.com.mx/en/privacy-notice.html





We have a cybersecurity model based on four domains: **governance, surveillance, resilience, and protection,** through which we identify, manage, and respond to cyber threats to act effectively, promptly, and resiliently against any such threat.

In an increasingly digitized world, we continuously undertake measures to remain vigilant and identify cybersecurity risks to which GAP may be exposed. Some of the periodic actions taken to protect our cybersecurity include vulnerability analysis and security testing. These processes help us identify threats and weaknesses in our system that could potentially be exploited as entry points for attacks on our operational systems. Outside services are periodically used from reliable cybersecurity companies, whose highly skilled professionals meticulously conduct these processes in our systems. They apply advanced methodologies and ethical hacking techniques to identify potential vulnerabilities and assess the robustness of our security measures.

The findings identified in these tests and analyses are addressed according to the guidelines, procedures, and controls established at GAP.

Our cybersecurity model is based on international standards such as ISO 27001, NIST, CIS Controls, and the ICAO cybersecurity strategy.

Cybersecurity Model

Governance

Business strategy and alignment

During the last risk assessment, we identified vulnerabilities affecting information security at an organizational level. These threats were prioritized based on impact and likelihood of occurring, and projects were defined to mitigate these risks in 2024.

Oversight

Preparation in advance of any cyber-attacks

Advanced tools were employed for monitoring and evaluating vulnerabilities, to then proactively potentiate weak points in our technological infrastructure, thereby ensuring the robustness of our cybersecurity environment.

Resilience

Business resilience

Through the execution of controlled simulations, we identified areas of opportunity to further strengthen our incident response plan against known cyber threats such as Phishing, Spear Phishing, and CEO attacks.

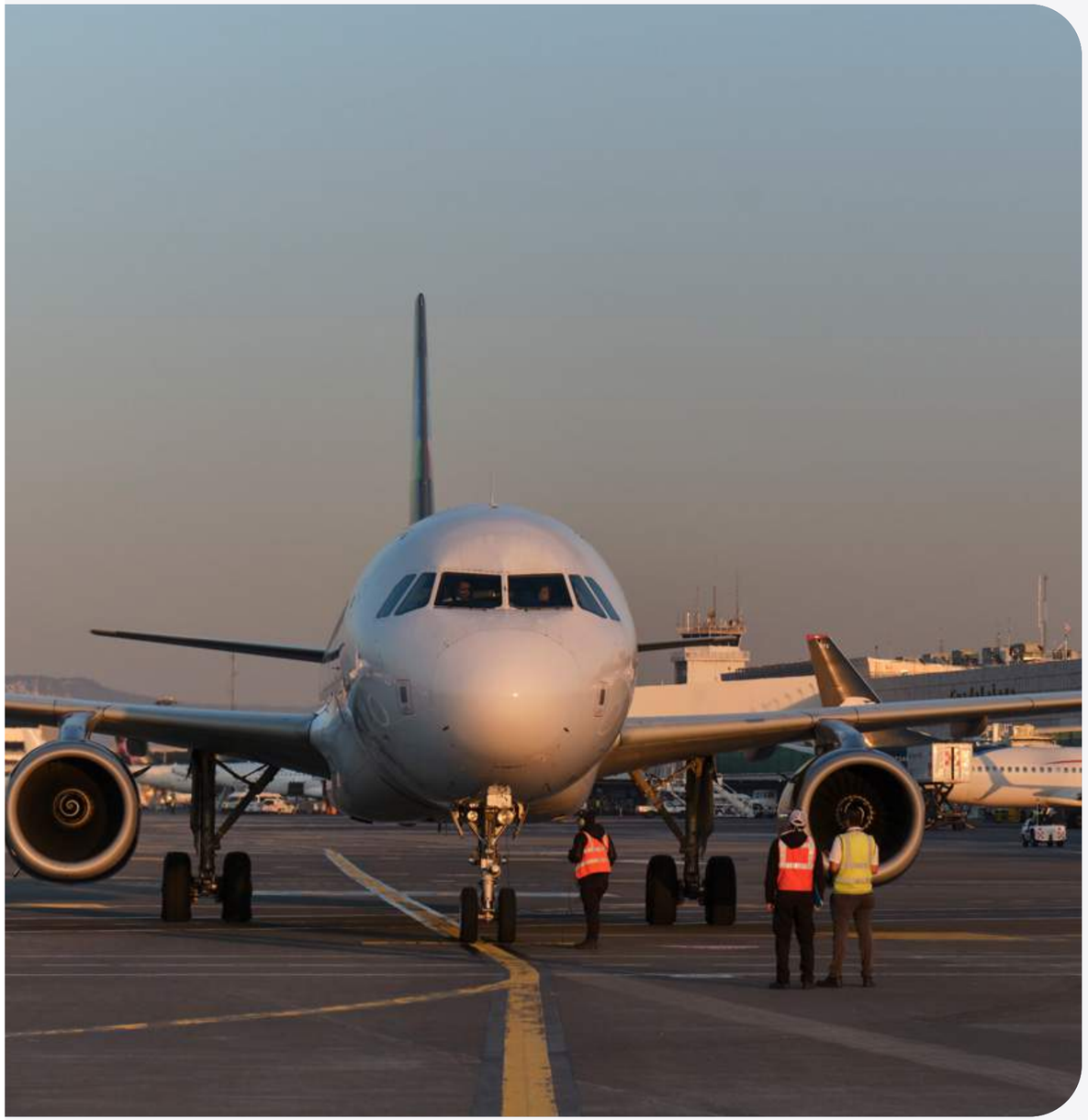
Protection

Infrastructure protection

Through the use of a comprehensive strategy, we have raised our defenses. Early detection and automatic blocking of cyber threats has been reinforced by updating our antimalware suite, unified threat management, and email protection. Access and identity management have been optimized, and we have implemented deception devices and event orchestration for cohesive and effective protection.

DURING 2023

We conducted 4,384 automated vulnerability scans to reinforce our cybersecurity.



IN 2023

We received over 29 million attempted cyber-attacks through various means. Thanks to our cybersecurity model, none of these incidents negatively impacted our operations.

We carried out various actions throughout the year to identify, manage, correct, and handle internal and external vulnerabilities to which we are exposed, as part of the surveillance domain.

- Automated scans or explorations for vulnerabilities in the organization's internal assets.
- Automated scans or explorations for vulnerabilities in the organization's externally exposed assets.
- Vulnerability analysis using known hacking methods to test the security of our information systems.
- Operating system updates on assets included in vulnerability management by managing automated virtual patching .
- Application updates on assets included in vulnerability management by managing automated virtual-patching administration.
- Mitigation plans defined to detect critical vulnerabilities.

There is a member on our Board of Directors in charge of managing GAP cybersecurity. At the operations level there is a team who presents quarterly results to the Audit Committee.

The person in charge of cybersecurity is certified as Lead Auditor by ISO/IEC 27001:2022, CEH, CCISO, and CISSP[16]. Among the primary duties are:

- Define, plan, and implement the cybersecurity strategy aligned with business objectives through the Director of Sustainability, Quality, Innovation, and IT (*DSCIT*).
- Lead implementation and strengthen cybersecurity measures needed to protect GAP critical system information against potential cyber threats and attacks.
- Manage governance, strategies, and operation of cybersecurity and information security for GAP.

To prevent cybersecurity attacks it is important to foster an internal culture where we provide information to our employees and members of the airport community so they can identify and report these risks. In 2023, we conducted a two-level mandatory cybersecurity risk prevention course for all employees.

There are tools like CyberArk, used to manage and monitor user account access to critical systems, providing an additional layer of security to protect our information and reduce risks related to the misuse of privileged credentials. Similarly, we have implemented robust security measures in administrative, physical, and technical aspects to ensure the proper protection of privileged information from all angles. In designing and implementing these measures, we consider the existing risks we face, the consequences of information leakage for data owners, and the nature of the data itself.



Thanks to the deployment of these cybersecurity measures, we maintained a resilient model that enables protection of our information.

IN 2023

There were neither reports of any leaks regarding business activities or personal identification data, nor were there any claims regarding violation of customer privacy.

(**16**) Certificaciones internacionales de ciberseguridad: Certified Ethical Hacker (CEH), Certified Chief Information Security Officer (CCISO) and Certified Information Systems Security Professional (CISSP).

Environmental Commitment

carry lightly

enjoy landscapes

record memories

value

Traveling is optimization

understand we are part of something bigger than ourselves

We are committed to offering comprehensive service that merges innovative technology and efficient infrastructure, with the best sustainability practices, thus providing our users and passengers with quality and alternate services that minimize environmental impacts.

SDGs

6 7 12 13



$187 million MXP
invested in environmental projects

12%
of energy use came from clean energy sources

10
airports in Mexico have a local environmental lead



2030 Goal.

Assess climate risks for 100% of GAP's airport infrastructure and operations.

Climate strategy

GRI 2-27

Convinced of the cross-cutting nature of sustainability for business, people, and the planet, we implement a climate strategy and maintain ongoing initiatives aimed at improving our efficiency while reducing negative environmental impact.

Our **IMS (Integrated Management System)** based on **ISO 9001:2015 e ISO 14001:2015**, and in line with our Integrated Management Policy[1], enables us to standardize, monitor, and continuously improve all our processes.

In 2023, we maintained IMS certification of the 12 airports in Mexico and incorporated Kingston Airport in Jamaica. Meanwhile, Montego Bay Airport implemented its own environmental management system.

(**1**) Consult GAP's Integrated Management Policy: https://www.aeropuertosgap.com.mx/files/KINSIG-F-007_IMS_Policy.jpg
Consult our certificate: https://www.aeropuertosgap.com.mx/files/CertificadoGA-2011-0243_IN_2023-02-08.pdf
Consult our certificate: ISO 9001

All our airports hold the Airport Carbon Accreditation (ACA) certification from ACI. Among the six possible accreditation levels, our 14 airports are distributed across the first three.

airport carbon accreditation

LEVEL 1

Mapping

For having a scope 1 and 2, emissions inventory mapping.

- Kingston (KIN)

LEVEL 2

Reduction

For having a carbon management plan and for demonstrating scope 1 and 2 emissions reduction.

- Bajío (BJX)
- Hermosillo (HMO)
- La Paz (LAP)
- Los Mochis (LMM)
- Los Cabos (SJD)
- Tijuana (TIJ)
- Montego Bay (MBJ)

LEVEL 3

Optimisation

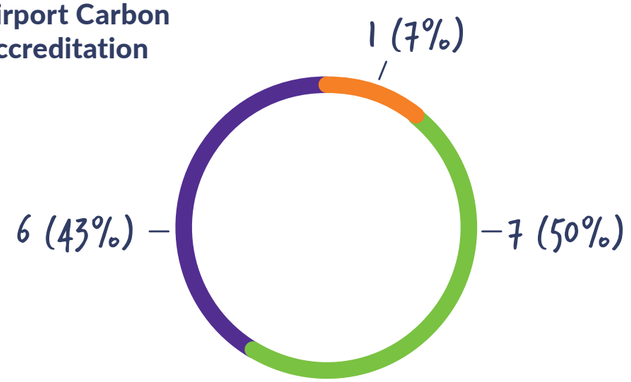
For complying with prior level requirements, in addition to having a scope 3 emissions inventory and a stakeholder engagement plan.

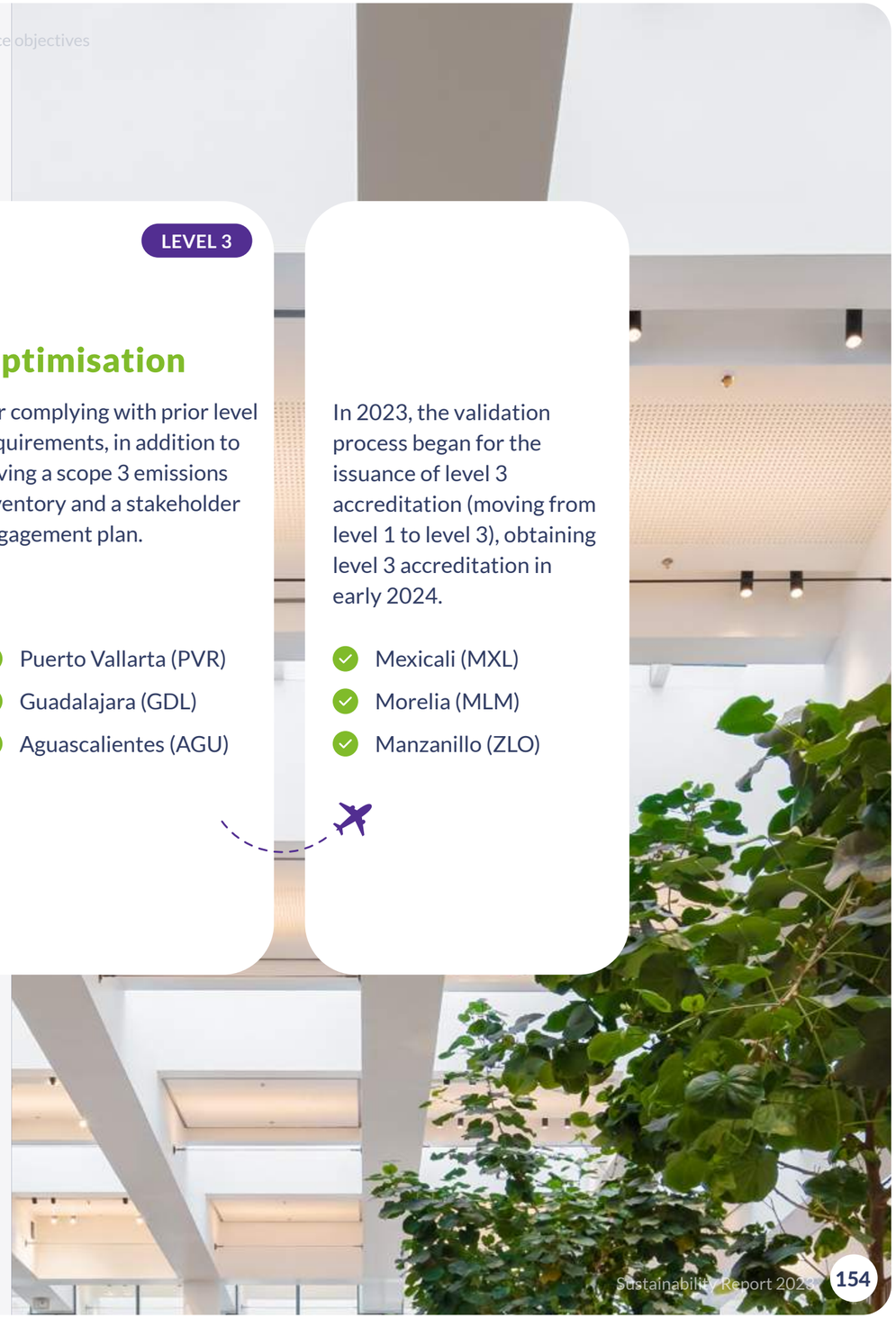
- Puerto Vallarta (PVR)
- Guadalajara (GDL)
- Aguascalientes (AGU)

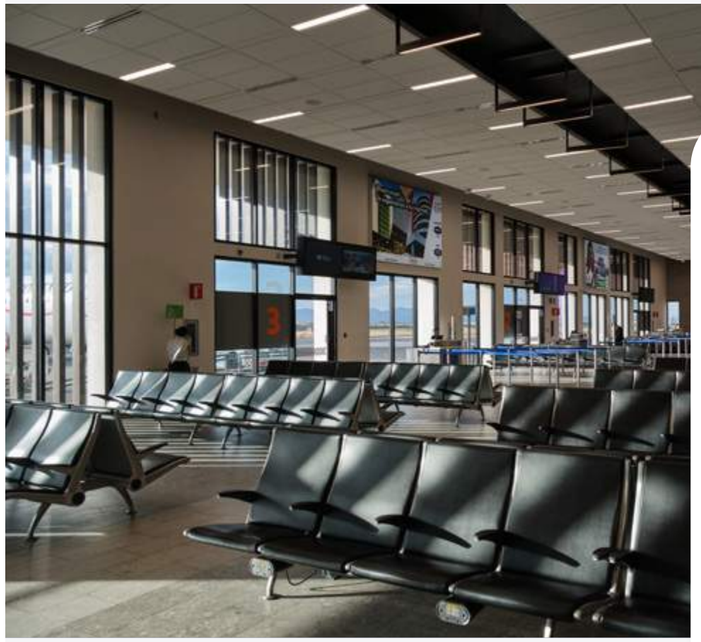
In 2023, the validation process began for the issuance of level 3 accreditation (moving from level 1 to level 3), obtaining level 3 accreditation in early 2024.

- Mexicali (MXL)
- Morelia (MLM)
- Manzanillo (ZLO)

Airports with Airport Carbon Accreditation







With the intention to continuously improve environmental management and ensure regulatory compliance, our Mexican airports are part of the voluntary Environmental **Audit Program** of the Federal Attorney for Environmental Protection (PROFEPA). In 2023, nine out of the 12 airports obtained PROFEPA certification, with six of them achieving the highest level of environmental performance.

NDA2

Environmental Performance Level 2 Certificate

Maximum environmental level granted by PROFEPA

- Aguascalientes (AGU)
- Morelia (MLM)
- Los Mochis (LMM)
- Hermosillo (HMO)
- La Paz (LAP)
- Puerto Vallarta (PVR)

In line with the actions conducted to identify areas for improvement, in 2022, we conducted an assessment in waste, water, and flora management for seven out of the 12 airports in Mexico, as well as performing an assessment to identify and manage amphibians at Aguascalientes Airport[2]. These actions allowed us to provide valuable data about nature and promote community participation in caring for and conserving our environment and ecosystems.

Furthermore, we continued the process of reviewing the requirements necessary for LEED Gold certification[3] for our new terminal buildings, obtaining certification for the New Processing Building at Tijuana Airport. In 2023, we completed 100% of the energy design and modeling for the Guadalajara Airport project; however, due to new growth projections, it was necessary to undergo an additional review process.

1

LEED Gold for the New Processing Building at the Tijuana Airport

DESIGN	100%
CONSTRUCTION	96%
COMMISSIONING	96%
ENERGY MODELING	100%
BUILDING LIFE CYCLE ASSESSMENT	100%

2

LEED Gold for the New Terminal Building (T2) Puerto Vallarta Airport

DESIGN	100%
CONSTRUCTION	20%
COMMISSIONING	13%
ENERGY MODELING	2%
BUILDING LIFE CYCLE ASSESSMENT	0%

(**2**) For more details on the results of these diagnostics, please refer to pages 168 and 169 of our Sustainability Report 2022.
(**3**) LEED is a certification system for sustainable buildings, developed by the US Green Building Council. Through a point system, one of four levels may be reached: LEED- 40 to 49 points; LEED Silver- 50 to 59 points; LEED Gold- 60 to 79 points; and LEED Platinum- 80 points or more.

Significant investments in environmental projects

	PROJECT	COST IN THOUSANDS MXP
AGU	Enhancement and refurbishment for WWTP.	$2,380.4
	Refurbishment of well water measuring system, as per NMX-AA-179-SCFI-2018.	$565.0
BJX	Renovation and refurbishment for WWTP's aircraft wastewater reception zone and construction of treated water storage tank.	$6,853.9
	Refurbishment of well water measuring system, as per NMX-AA-179-SCFI-2018.	$656.2
GDL	Construction of new WWTP 2.	$88,748.7
	Hydrological, geophysical and water reuse studies.	$2,160.0
	Well drilling for water supply.	$4,315.1
HMO	Treated water distribution network.	$2,027.8
	Refurbishment of well water measuring system, as per NMX-AA-179-SCFI-2018.	$876.7
LAP	Refurbishment of WWTP equipment.	$252.5
	Refurbishment of well water measuring system, as per NMX-AA-179-SCFI-2018.	$780.0
MLM	Improvements to the WWTP and the construction of pretreatment tank.	$3,244.5
	Refurbishment of sewage network.	$5,384.4
	Refurbishment of the well water measuring system, as per NMX-AA-179-SCFI-2018.	$675.0
MXL	Improvements to WWTP including refurbishment of water storage tanks and equipment.	$1,772.1
	Status of deep-well discharge lines.	$1,722.3
	Refurbishment of well water measuring system, as per NMX-AA-179-SCFI-2018.	$72.8

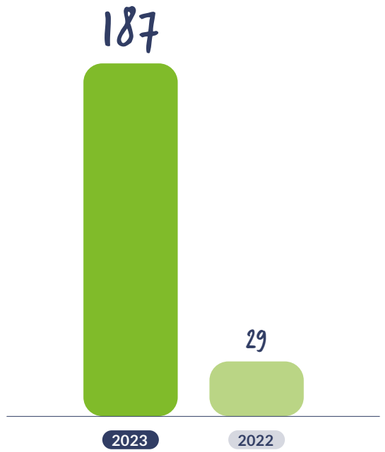
We invested over $187 million MXP in environmental projects, primarily related to building new WWTPs (Wastewater treatment plants).

	PROJECT	COST IN THOUSANDS MXP
PVR	Improvements to the treated water irrigation system and WWTP.	$779.2
	Refurbishment of drainage network.	$5,213.6
SJD	Expansion design for WWTP 2.	$2,452.5
	Refurbishment of waste transfer station.	$522.6
	WWTP Refurbishment.	$8,162.4
	Construction projects for water reuse, plant nursery, and irrigation system.	$1,342.0
TIJ	Refurbishment of well water measuring system, as per NMX-AA-179-SCFI-2018.	$82.0
	Refurbishment of WWTP equipment.	$241.6
ZLO	Refurbishment of well water measuring system, as per NMX-AA-179-SCFI-2018.	$779.5
	Improvements to WWTP and refurbishment for water distribution system.	$1,775.2



2022 vs 2023

Significant investments for environmental projects
(millions MXP)



100% of vehicles purchased for executives in 2023 are either hybrids or fully electric powered.

Additionally, we continued investing in clean energy supply projects through the implementation of carports at all our airports. A feasibility study was conducted at SJD airport for the installation of a photovoltaic energy generation system with electric storage. We prioritized the acquisition of electric or hybrid vehicles for our subsidiaries and our executives.

In 2023, we completed the financial evaluation of climate change risks for our 14 airports. Various climate scenarios in short, medium, and long-term time horizons were considered to assess and prioritize the most significant risks for our organization.

For more information, please refer to the Sustainable Strategy chapter.

This year, we also promoted different initiatives to establish metrics that allow us to monitor the environmental impact of our activities. For example, in August, collaboration began with a travel agency to generate information and reports on CO_2e (carbon dioxide equivalent) emissions generated by our corporate travel. Since then, the GAP Travel Expenses Portal has been recording data such as request number, employee, destination, type of travel, and emission levels. This initiative aims to continue raising awareness and educating all personnel about the environmental impact of these trips.

The Travel Expense Portal incorporates emissions records associated with employee travel.

Indicators for fuel and refrigerant use were defined for the ground boarding equipment at GAP airports. Using these metrics, consumption goals were established for the four Mexican airports that provide these services.

Goals for fuel use in boarding services
(liters/service)

GDL	2.21
PVR	3.69
SJD	3.33
TIJ	1.71[4]

Outstanding environmental operating expenses per activity

	WWTP operation and discharges	Electric power supply	Potable water supply
Mexico	$15,966,199	$253,761,019	$44,539,445
MBJ	$8,188,394	$64,071,652	$20,004,115
KIN	$573,617	$38,674,057	$13,286,954
Total (MXP)	$24,728,210	$356,506,727	$77,830,514

In addition to investments in projects and environmental initiatives aimed at adapting our operations to climate change risks and improving efficiency, there are also important operation expenses in environmental areas, primarily for water and energy.

(4) Unlike the other airports, TIJ has two electric passenger boarding equipment thus signifying a considerable reduction in liters of fuel used per service.



2030 Goal.

Align with UN's zero emissions scenario; map scope 3 emissions; establish partnerships with major generators to set integrated reductions targets; and seek a 90% reduction in GAP-controlled emissions by 2030[5].

Energy and emissions

GRI 3-3, 302-1, 302-2, 302-3, 302-4, 305-1, 305-2, 305-3, 305-4, 305-5

Electricity is a key resource for our operations, necessary for lighting, air conditioning, and administrative activities. We implement efficient practices, aimed at full compliance with our certifications and to manage our energy consumption, maintaining our competitiveness in the industry.

We conducted an evaluation of electromechanical equipment and the air conditioning systems of our 12 Mexican airports and KIN airport. To identify equipment that needs replacement due to low energy efficiency, with the goal of reducing global consumption by 10% at each airport as we complete these replacements over the next five years.

Our electric equipment inventory was updated, and we established modernization plans in terms of their impact on carbon footprint levels.

(5) This goal should be reconsidered in case of regulatory changes.

Electric power used per source and country

	Electric power (non-renewable energy)		Solar (renewable energy)		Total	
	kWh	MJ	kWh	MJ	kWh	MJ
MEXICO	87,860,736	316,298,648	11,327,978	40,780,721	99,188,714	357,079,369
JAMAICA	22,695,199	81,702,717	4,369,333	15,729,600	27,064,532	97,432,316

* The information presented in this table considers 100% of our operations in both Mexico and Jamaica.

All our airports have clean energy-generation systems.





Furthermore, fuels such as gasoline and diesel are used for our vehicle fleet and emergency plants that ensure the continuity of our services, as well as LP gas for our water heaters and stoves. Our fleet includes sweepers, ATVs, pick-up trucks, backhoe loaders, tractors, administrative vehicles, and vehicles for RFFS (Rescue and Fire Fighting Services).

454,511,685 MJ electricity and 34,132,207 MJ of fuels were consumed.

Fuel use per source, RFFS practices, and country

	MEXICO		JAMAICA	
MOBILE SOURCES	(kWh)	(MJ)	(kWh)	(MJ)
Gasoline	1,042,285	3,752,226	36,561	491,621
Diesel	2,452,111	8,827,599	823,310	2,963,917
LP Gas	1,416	5,096	-	-
Total	3,495,811	12,584,921	959,872	3,455,538

* The Information presented in this table considers mobile sources for 100% of our operations in Mexico and Jamaica.

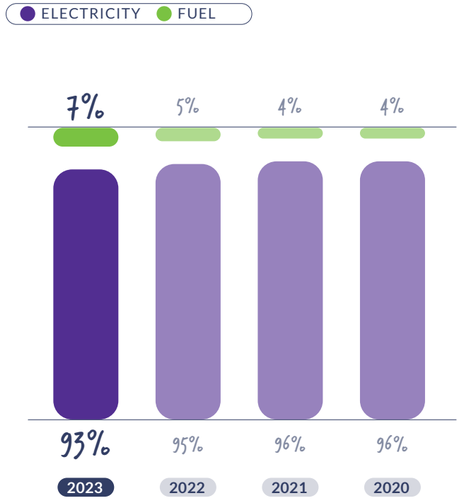
FIXED SOURCES	(kWh)	(MJ)	(kWh)	(MJ)
Gasoline	11,845	42,643	-	-
Diesel	365,170	1,314,611	4,548,660	16,375,178
LP Gas	49,617	178,622	1,861	6,700
Total	426,632	1,535,875	4,550,522	16,381,878

* The Information presented in this table considers fixed sources for 100% of our operations in Mexico and Jamaica.

RFFS PRACTICES	(kWh)	(MJ)	(kWh)	(MJ)
Gasoline	490	1,765	3,658	13,169
Diesel	41,358	148,890	1,282	4,616
Jet fuel	1,543	5,555	-	-
Total	43,392	156,211	4,940	17,785

* The information presented in this table considers the fuel used in firefighter practices for 100% of our operations in Mexico and Jamaica.

Percentage of energy and fuel consumed GAP global



Energy generated and estimated savings in conventional energy per country

	MEXICO	JAMAICA	TOTAL
GENERATION IN 2023 (KWH)	11,327,978	4,369,333	15,697,311
RATIO VS NETWORK CONSUMPTION	11%	16%	12%

DURING 2023

12% of annual electricity use in our airports came from clean-energy sources, producing a total of 15,697 MWh of power by way of our photovoltaic systems.



The energy generated in carports during 2023 represented 12% of our total electricity use, thus avoiding 7,417 tCO_2e in emissions.

(**6**) Estimates take into account emission factors in Mexico, of 0.438 tCO_2/MWh, as published by SEMARNAT for purposes of RENE (National Emissions Registry) for 2023; and the emissions factor for Jamaica, of 0.562 tCO_2/MWh, as per the United Nations Framework Convention on Climate Change.

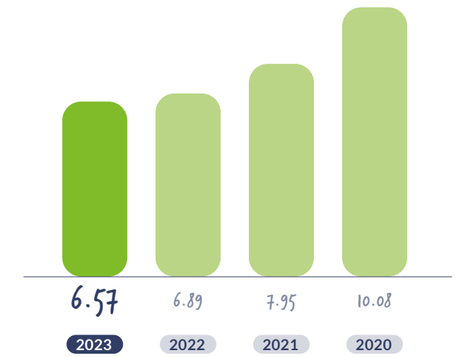
Energy consumption per PAX and airport

	Total consumption (MJ)	PAX (passengers) (Number)	Intensity (MJ/PAX)
AGU	5,851,775	928,025	6.31
BJX	11,626,553	3,220,833	3.61
GDL	77,827,468	17,710,200	4.39
HMO	18,993,905	2,189,862	8.67
LAP	10,022,134	1,115,822	8.98
LMM	4,479,376	470,721	9.52
MLM	4,669,978	1,384,262	3.37
MXL	9,012,501	1,603,625	5.62
PVR	66,567,175	6,790,100	9.80
SJD	94,860,000	7,715,631	12.29
TIJ	48,706,973	13,194,869	3.69
ZLO	4,461,570	180,533	24.71
Total Mexico	357,079,369	56,504,483	6.32
MBJ	56,469,821	5,267,822	10.72
KIN	40,962,495	1,748,076	23.43
Total Jamaica	97,432,316	7,015,898	13.89

* This table considers electric power and fuel consumption.

Energy intensity
(MJ/PAX)

MEXICO



JAMAICA

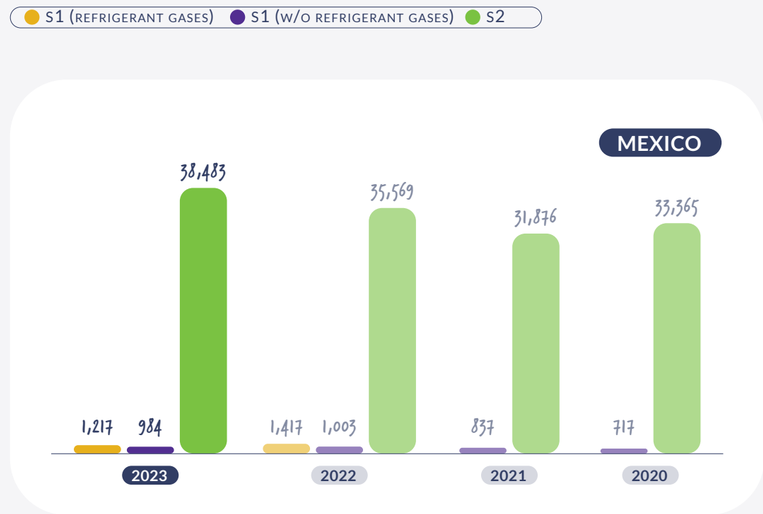


Our renewal program aligned with our sustainable mobility policy ensured that all vehicles purchased in 2023 meet the maximum emissions threshold.

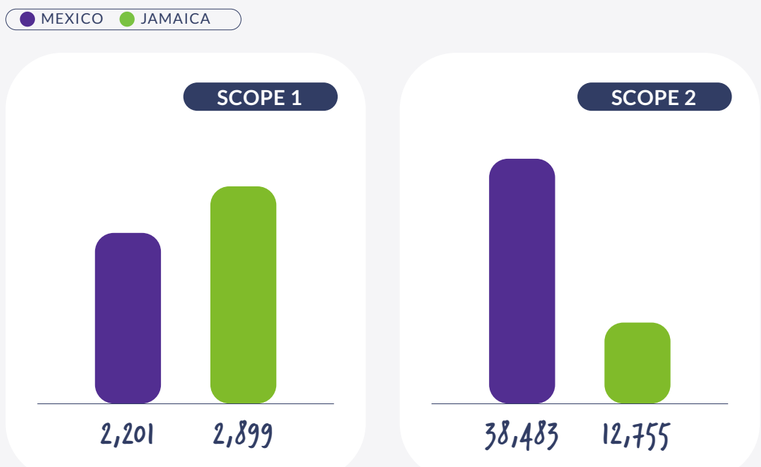
In addition to maintaining an annual record of our electricity and fuel consumption, GAP also monitors GHG (greenhouse gas) emissions generated by our activities.

Committed to the continuous improvement of our measurement processes, in 2023 we included the quantification of emissions from the use of refrigerant gases in our scope 1 direct emissions, for our airports in Mexico and Jamaica. This led to an increase in the results for this scope, compared to 2022; however, this inclusion allowed us to obtain a more comprehensive and detailed view of our environmental performance, enabling us to design more suitable and efficient strategies.

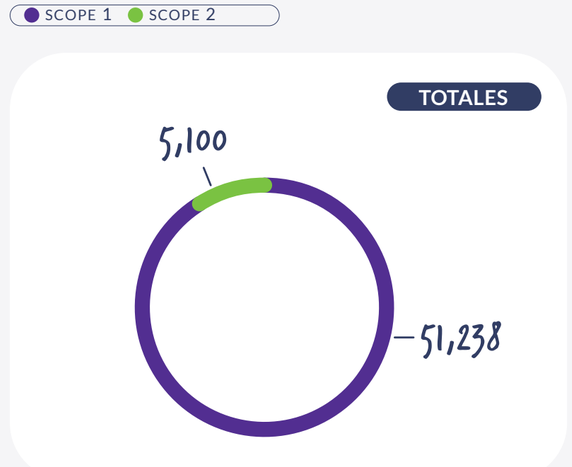
Total GHG emissions (tCO_2e)



GHG emissions per scope and country (tCO_2e)



Total GHG emissions GAP global (tCO_2e)





S1. Scope 1. **S2**. Scope 2.

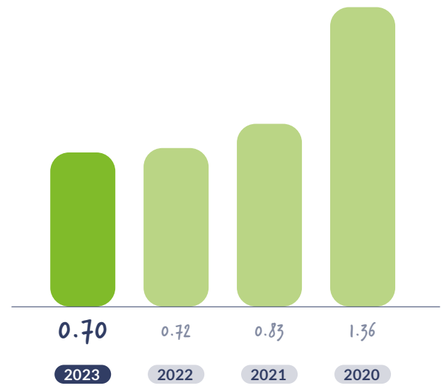
Emissions per PAX and airport

	Total Emissions (tCO_2e)	Passengers (PAX) (Number)	Intensity ($kgCO_2e$/PAX)
AGU	380	928,025	0.41
BJX	1,035	3,220,833	0.32
GDL	9,479	17,710,200	0.54
HMO	2,018	2,189,862	0.92
LAP	1,126	1,115,822	1.01
LMM	168	470,721	0.36
MLM	342	1,384,262	0.25
MXL	766	1,603,625	0.48
PVR	7,867	6,790,100	1.16
SJD	11,661	7,715,631	1.51
TIJ	5,636	13,194,869	0.43
ZLO	207	180,533	1.15
Total Mexico	40,684	56,504,483	0.72
MBJ	9,564	5,267,822	1.82
KIN	6,090	1,748,076	3.48
Total Jamaica	15,654	7,015,898	2.23
GAP Global	56,338	63,520,381	0.89

* Emissions for scope 1 and 2.

Emissions intensity per PAX[7] ($kgCO_2e$/PAX)

MEXICO



JAMAICA



(7) To maintain measurements comparable to the baseline, emissions generated by refrigerants are not considered in intensity calculations.

Notes on emissions calculations

- Gases included for scope 1 and 2 calculations are: CO_2, methane, and nitrous oxide. This year, HFC emissions from the use of refrigerant gases R410A, R22, R134A, and R134 were included in scope 1 emissions, which significantly contributed to the increase in this scope compared to the previous year. Additionally, for the airports in Jamaica, diesel consumption increased considerably due to the growing use of emergency generators due to intermittent power supply from the grid, which in turn generated higher scope 1 emissions, compared to 2022.
- Electricity emission factors used for calculations in Mexico: 0.438 (2023), 0.435 (2022), 0.423 (2021), and 0.494 (2020) tCO_2e/MWh, according to the national electrical system calculations reported for the RENE (National Emissions Registry) corresponding each year.
- Electricity emission factor used for calculations in Jamaica: 0.562 tCO_2e/MWh (2023 and 2022), as reported by the UNFCCC Standardized baseline: Jamaica Grid Emission Factor.
- Source of emission factors: SEMARNAT, SENER, CONUEE, ACERT, and UNFCCC.
- Consolidation approach for emissions in Mexico and Jamaica: operations control based on the guidelines defined under the GHG Protocol.
- Derived from external carbon footprint verifications for 2022: Updates and recalculations were performed[8], and updated data is included.

Scope 3 GHG emissions calculation

6 of our airports calculated their scope 3 emissions for 2022, aligned with the Greenhouse Gas Protocol's Corporate Value Chain Accounting and Reporting Standard and the ACA carbon footprint accreditation procedure.

2019 was established as our baseline year, considering available activity data (fuel, electricity, distances traveled, waste) and data generated from surveys. We developed stakeholder maps and communication channels in conjunction with decarbonization scenarios for GAP for 2023 and 2050.

Additionally, for our AGU, GDL, and PVR airports, we performed an additional calculation of scope 3 emissions for 2021, which was verified by a third party as part of the mandatory requirements for ACA accreditation.

Scope 3 Emissions
(tCO_2e)

	2021	2022
AGU	27,624	31,621
GDL	453,075	440,419
PVR	91,542	63,217
MLM	-	24,460
MXL	-	28,540
ZLO	-	10,129

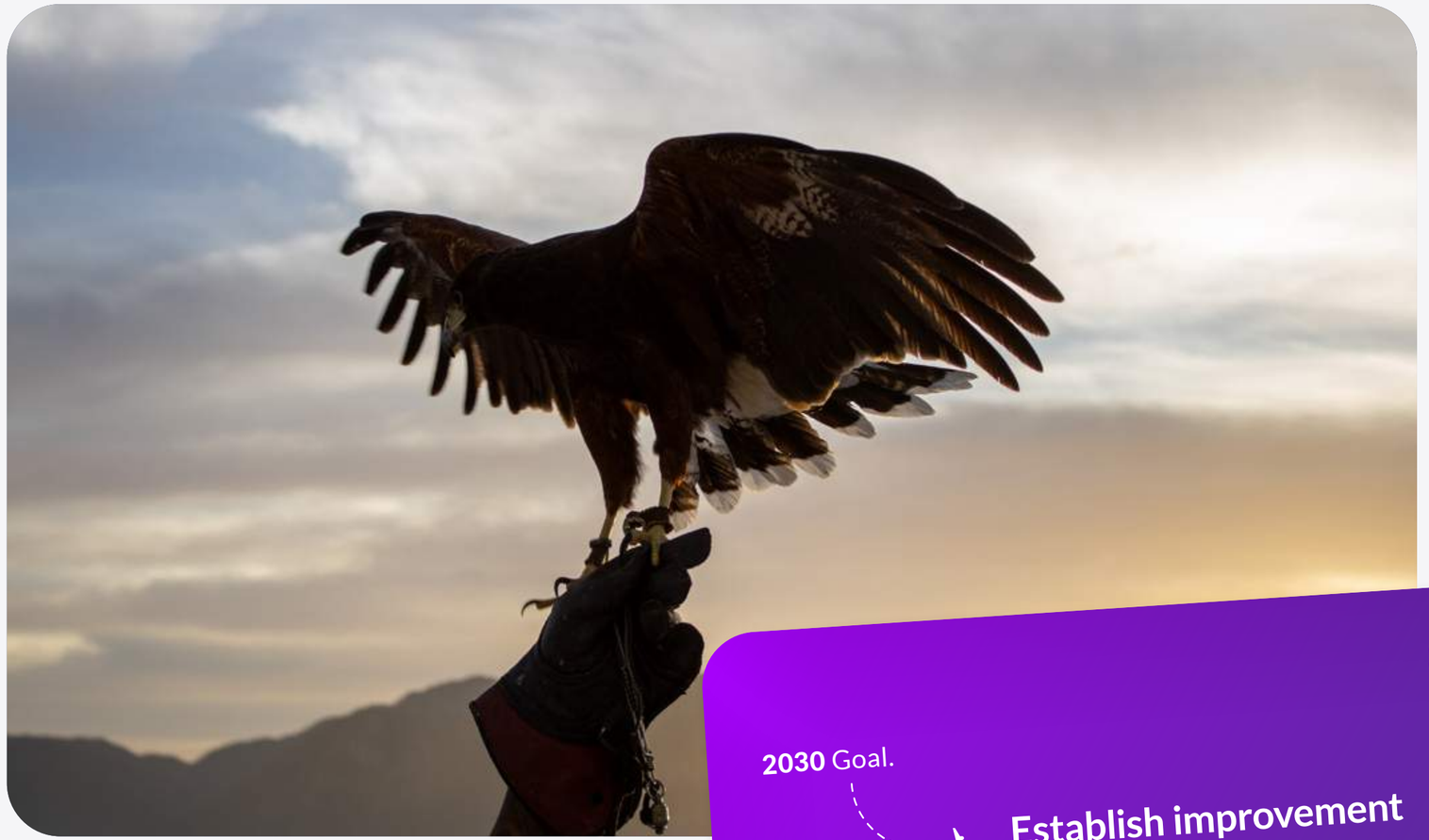
(**8**) To maintain measurements comparable to the baseline, emissions generated by refrigerants are not considered in intensity calculations.

Biodiversity

GRI 304-1, 304-2, 304-3, 304-4, GRI G4 AO9

In line with current regulations, the protection of flora and fauna plays a particularly important role in airport management.

To protect species and our operations, data collection strategies are implemented to provide information on wildlife sightings in and around the aerodromes, as well as on bird strikes and other animal impacts. This information is reported by airlines, runway personnel, and other sources when identifying any potential danger to aviation. The collected data is sent to the ICAO for inclusion in the IBIS (Bird Strike Information System) database.



2030 Goal.

Establish improvement plans for 100% of flora and fauna species identified under any risk category.



Bird strikes

	Total strikes	Bird strikes per 1,000 flight movements
AGU	2	0.12
BJX	31	0.82
GDL	7	0.04
HMO	1	0.03
LAP	3	0.16
LMM	2	0.21
MLM	5	0.33
MXL	2	0.14
PVR	16	0.24
SJD	1	0.01
TIJ	14	0.15
ZLO	3	0.54
Total Mexico	87	0.16
MBJ	31	0.70
KIN	4	0.22
Total Jamaica	35	0.56
Total GAP	122	0.20

Bird strikes per 1,000 flight movements

	2021	2021	2021
AGU	0.72	0.24	0.12
BJX	0.90	0.42	0.82
GDL	0.09	0.04	0.04
HMO	0.11	0.08	0.03
LAP	0.05	0.47	0.16
LMM	0.10	0.11	0.21
MLM	0.16	0.15	0.33
MXL	0.18	0.15	0.14
PVR	0.07	0.01	0.24
SJD	0	0.01	0.01
TIJ	0.11	0.01	0.15
ZLO	0.19	0.38	0.54
MBJ	0.71	0.71	0.70
KIN	0.08	0.26	0.22

Total number of aircraft movements per year

	MEXICO	JAMAICA	TOTAL
2023	559,565	63,062	622,627
2022	553,167	57,331	610,498
2021	489,338	42,430	531,768
2020	367,725	30,793	398,518

Bird strikes per 10,000 flights movements

	MEXICO	JAMAICA	TOTAL
2023	1.55	5.55	1.96
2022	0.85	5.58	1.29
2021	1.49	7.54	1.79
2020	1.39	4.87	1.66

In 2023, we began implementing the Avian and Wildlife Hazard Management Program, in compliance with Mandatory Bulletin CO SA 10-22, published in October 2022. This program involves assessing the wildlife risk at each airport based on the environment, quantity, and types of wildlife species present at the airport. It includes a risk assessment diagnosis and the implementation of mitigation measures using wildlife control techniques, which could include habitat modification.

The program requires collecting wildlife sighting data, conducting counts to identify species posing the higher risks to operations, determining mitigation measures, and evaluating their efficiency.

Environmental impact assessments are also performed before undertaking expansion projects or acquiring new lands. Through these, the potential negative effects the project may have on the environment and biodiversity are reported to the corresponding authorities, considering the proximity to protected areas, allowing us to evaluate these impacts and propose mitigation measures during all project phases.

Throughout the year we analyzed and established requirements for the landscape design of the New Terminal Building at PVR. Following our flora management policy, we developed a baseline strategy for the project's development, focusing on conservation, recovery, and propagation of the existing ecosystem. We incorporated approximately 60% of vegetation of national and/or endemic origin into these landscapes, with the remainder being from other countries, yet naturalized and adapted to the climate and region of each airport.

Inventory and conservation programs for individuals at the PVR airport are among the compensation strategies we implement. After selecting and extracting individuals during the clearing of the area where the new terminal is being built, they are kept in a temporary plant nursery and later handed over to the landscaping company to be incorporated into the new green areas for the building. As a result, 221 flora individuals belonging to 14 different species were safeguarded.

New designs were made for green areas, following our policy on flora management.



Airports in protected areas or zones with high biodiversity value

	Position relative to the area or zone	Airport size (km^2)*	Biodiversity value based on its attributes	Biodiversity value due to protected species[9]	
				FAUNA	FLORA
AGU	In proximity of Ramsar El Jaguey Buenavista de Peñuelas, wetlands of international importance for aquatic bird species.	5.40	Proximity to Ramsar.	7 protected species, 1 species in danger of extinction.	1 threatened, 1 protected
BJX	-	3.93	-	7 protected species, 1 species in danger of extinction, 1 species is threatened with extinction.	-
GDL	-	8.40	-	6 protected species, 3 species are threatened with extinction.	1 endangered, 2 threatened, 1 protected species
HMO	-	2.63	-	10 protected species, 5 threatened species with extinction.	2 threatended species, 2 protected species
LAP	In proximity of Ramsar, wetlands El Mogote-Ensenada de La Paz, wetlands of international importance to aquatic bird species, has proximity to mangroves in the northern. Pacific region of Mexico.	6.01	Proximity to Ramsar and mangroves in the Northern Pacific region.	8 protected species, 5 species are threatened with extinction.	2 threatened species, 2 protected species
LMM	Proximity to mangroves in northern Mexico.	3.75	Proximity to mangroves in the northern region of Mexico.	3 protected species.	-
MLM	-	3.22	-	7 protected species, 2 species are threatened with extinction.	1 threatened species, 2 protected species
MXL	-	5.30	-	-	1 endangered species
PVR	Proximity to the Municipal Natural Protected Area El Salado Estuary, and grounds within mangrove areas, neighboring the Central and Northern Pacific regions.	3.12	Neighboring the Municipal NPA El Salado Estuary and Mangroves of the Central and Northern Pacific regions.	6 protected species, 2 species are in danger of extinction.	1 protected species, 1 endangered species

(**9**) Protected species on the lists of IUCN, the Ramsar Agreement, and pursuant to national legislation.

Airports in protected areas or zones with higth biodiversity value

	Position relative to the area or zone	Airport size (km^2)*	Biodiversity value based on its attributes	Biodiversity value due to protected species	
				FAUNA	FLORA
SJD	Located within Ramsar, a riparian system of the watershed and San José del Cabo estuary, wetlands of international importance to aquatic bird species.	4.91	Proximity to Ramsar.	At least 11 protected species, at least 4 threatened species	3 protected species, 1 endangered species
TIJ	-	3.94	-	1 protected species, 1 threatened species	2 threatened species
ZLO	Proximity to mangroves in the Central Pacific region.	1.41	Neighboring mangroves in the Central Pacific region.	At least 11 protected species, at least 8 species are threatened with extinction and at least 5 species are in danger of extinction.	1 protected species
MBJ	Located in mangrove habitat and neighboring the Montego Bay Marine Park / Fish Sanctuary protected area.	2.42	Neighboring mangroves and the protected area of Montego Bay Marine Park / Fish Sanctuary.	-	-
KIN	Within the Palisadoes-Port Royal protected area.	2.28	Within the Palisades-Port Royal protected area.	-	-

*Due to an adjustment in measurement estimates for airport sizes, there are some differences from last year. Said change is not the result of expansions or acquisitions.
Note. Our airports in Mexico are federally concessioned, and public concessioned areas in Jamaica.

51% of our operations are either within or nearby protected areas or zones with high biodiversity value.

Nature of the impacts on biodiversity

	The construction or use of manufacturing plants, mines, and transportation infrastructure	Pollution	The introduction of invasive species, pests, and pathogens	Species reduction	Habitat transformation	Changes to ecological processes outside the natural range of variation
DIRECT	Reduction in tree growth, mulch, and natural habitats.	GHG emissions, soil contamination, and water pollution.	International airports have the possibility of being an entry point for invasive species and pathogens.	Possible reduction or forced relocation of species in forestry zones.	Changes in species living conditions.	Changes in vegetation zones and previous forestry areas, replaced with low shrubs and grass.
INDIRECT	Displacement of local species. Emissions from manufacturing process of infrastructure construction materials.	Loss of habitat, contributing to climate change and displaced species.	Possible attraction and concentration of fauna (dogs, cats, and raccoons) due to specific activities, alteration of food chains, and introduction of new diseases.	Displacement of species and alteration of food chains.	Displacement of species, alteration of food chains, introduction of invasive species.	Creation of territories for new predators.

Waste

GRI 3-3, 306-1, 306-2, 306-3, 306-4, 306-5

GAP has a **comprehensive waste management strategy** to value waste generated by the high influx of people at our airports, including restaurants, cafeterias, administrative areas, hangars, and aprons.

We are committed to comply with current regulations and the implementation of circularity practices, so our strategy establishes management activities that cover everything from waste generation to collection.

2030 Goal.

Implement actions needed to prevent 50% of airport-generated waste in Mexico from ending up in sanitary landfills.

Integrated Waste Management Strategy

Staff in general

- Waste generation
- Classification of waste generated
- Identified bins (O, I, S, Recyclable PET)

Cleaning staff

- Internal collection in plastic bags
- Transfer to the temporary warehouse for special handling waste

Cleaning under maintenance supervision

- Validates that the waste is separated or performs separation and classification
- Temporary storage
- Notice to collection company
- Log the output of the waste

Collecting company

Delivery of collection manifest



O. Organic
I: Inorganic
S: Sanitary

We updated our cleaning service to incorporate waste management, new control indicators, and processes in line with GAP's Sustainability Strategy.

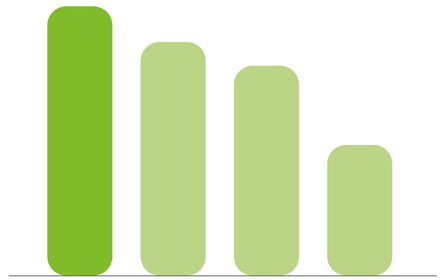
In 2023, we delivered training materials and published a procedure for waste management in commercial locales. Likewise, for cleaning and collection services, we adjusted and renewed contracts for each, updating the technical specifications to have better controls and indicators that allow us to improve tracking of our generation and disposal.

Waste generated per airport

	Waste Management (ton)	Recyclable or Incinerated waste (ton)	Hazardous Waste (ton)	Waste Sent to Sanitary Landfills (kg/PAX)	Recycling (%)
AGU	27	6	0.12	0.02	22%
BJX	159	41	1.44	0.05	26%
GDL	2,238	551	1.16	0.11	25%
HMO	178	23	0.18	0.08	13%
LAP	55	10	0.70	0.04	18%
LMM	17	4	0.24	0.03	21%
MLM	112	23	0.65	0.08	20%
MXL	128	4	0.48	0.10	3%
PVR	807	68	2.34	0.12	8%
SJD	1,109	48	0.94	0.15	4%
TIJ	1,959	214	0.35	0.14	11%
ZLO	25	5	0.34	0.12	19%
Total Mexico	6,815	996	8.93	0.11	15%
MBJ	2,738	254	-	0.56	7%
KIN	2,732	85	3.82	1.69	0%
Total Jamaica	5,470	339	3.82	0.88	4%
Total GAP	12,285	1,335	12.74	1,748.25	10%

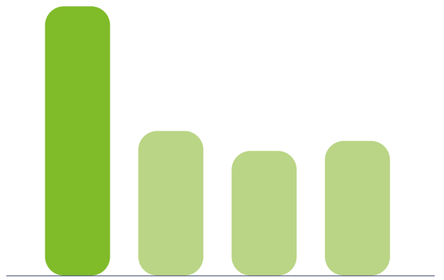
Waste generated
(Tons)

MEXICO



2023	2022	2021	2020
6,815	5,934	5,332	3,398

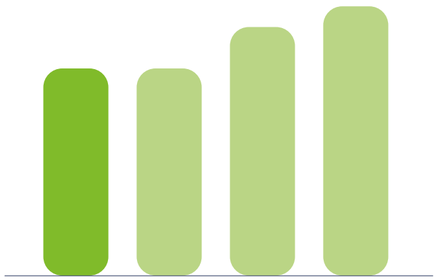
JAMAICA



2023	2022	2021	2020
5,470	2,913	2,569	2,774

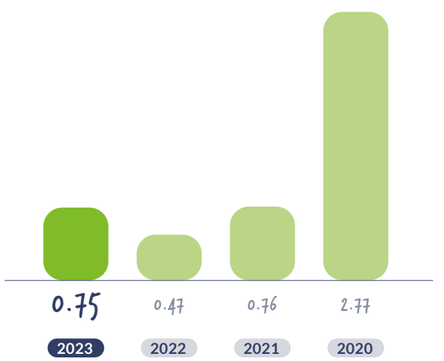
Waste generated per PAX
(kg/PAX)

MEXICO



2023	2022	2021	2020
0.10	0.10	0.12	0.13

JAMAICA



2023	2022	2021	2020
0.75	0.47	0.76	2.77



10% of our non-hazardous waste was recycled, with the assistance of specialized companies.

Water

GRI 3-3, 303-1, 303-2, 303-3, 303-4, 303-5



2030 Goal.

Undertake measures that lead to 100% reuse of treated wastewater in Mexican airports, as a substitute of withdrawal water.

Water is a precious resource used for cleaning our facilities and for the sanitary services available to people visiting our airports; we promote responsible management of this resource.

The water we use mainly comes from concessioned wells, along with a small percentage from the municipal system and water tankers in the states where we operate.

Due to the growing climate crisis affecting Mexico, in 2023 the percentage of areas with water stress increased and were classified by CONAGUA as availability zone 1, due to the overexploitation of this resource[10].

(**10**) For more information, consult Our Water Assessment 2021-2022

Water withdrawal per source and airport (m^3)

	Source	Water Stress	Groundwater	Municipal Supply	External (water tankers)
AGU	Aguascalientes Valley aquifer	Yes	27,055	-	-
BJX	Silao-Romita aquifer		51,756	-	-
GDL	Toluquilla aquifer	Yes	221,779	-	480
HMO	Hermosillo coastal aquifer	Yes	26,041	-	-
LAP	La Paz aquifer	Yes*	15,351	-	-
LMM	JAPAMA***		-	12,581	-
MLM	Morelia-Queréndaro aquifer		32,137	-	-
MXL	Mexicali Valley aquifer	Yes	24,988	-	-
PVR	Puerto Vallarta aquifer		98,704	-	-
SJD	OOMSAPAS***	Yes	-	162,010	1,792
TIJ	Tijuana aquifer and CESPT***	Yes*	13,705	109,773	6,344
ZLO	Marabasco aquifer		18,205	-	-
MBJ	Groundwater and urban supply (National Water Commission)		157,818	77,583	-
KIN	Urban supply (National Water Commission)		-	194,996	-
Fresh water** supplied by source				**556,943**	**8,616**
Other water supplies by source			**58,544**	-	-
Total supplied by source			687,540	556,943	8,616
Total GAP				12,285	

IoT (Internet of Things) technology was used to monitor our consumption levels.

* New areas with water stress, as compared to 2022

** Based on water sample analyses performed in each airport, identifying fresh water that´s contained total dissolved solids less than 1000 mg/L. In cases where there were no water analysis data, the water was classified as fresh water.

*** Local water supply agencies (municipal and state)

Water withdrawal per passenger and airport

	Total withdrawal (m^3)	Passengers (PAX) (Number)	Intensidad (l/PAX)
AGU	27,055	928,025	29.15
BJX	51,756	3,220,833	16.07
GDL	222,259	17,710,200	12.55
HMO	26,041	2,189,862	11.89
LAP	15,351	1,115,822	13.76
LMM	12,581	470,721	26.73
MLM	32,137	1,384,262	23.22
MXL	24,988	1,603,625	15.58
PVR	98,704	6,790,100	14.54
SJD	163,802	7,715,631	21.23
TIJ	129,822	13,194,869	9.84
ZLO	18,205	180,533	100.84
Total Mexico	822,702	56,504,483	14.56
MBJ	235,401	5,267,822	44.69
KIN	194,996	1,748,076	111.55
Total Jamaica	430,397	7,015,898	61.35

Note. The water withdrawal per passenger for Kingston is higher than at other airports as there are only meters installed by the service supplier, in which we have identified faults. Furthermore, risks of leaks from pipes in poor condition have been found. As we integrate GAP's best practices at this airport, the water-consumption efficiency is expected to improve.

Water withdrawal and consumption (m^3)

MEXICO

	Water withdrawal	Treated water discharges	Water consumption
2023	822,702	530,430	292,272
2022	814,818	507,380	307,438
2021	705,629	431,385	274,244
2020	577,047	371,827	205,220

Note. Total water withdrawal. A percentage is used for cleanup and other operations, while the rest is consumed by passengers and employees using our facilities. Consumed volume is obtained by subtracting the discharge from the withdrawal.

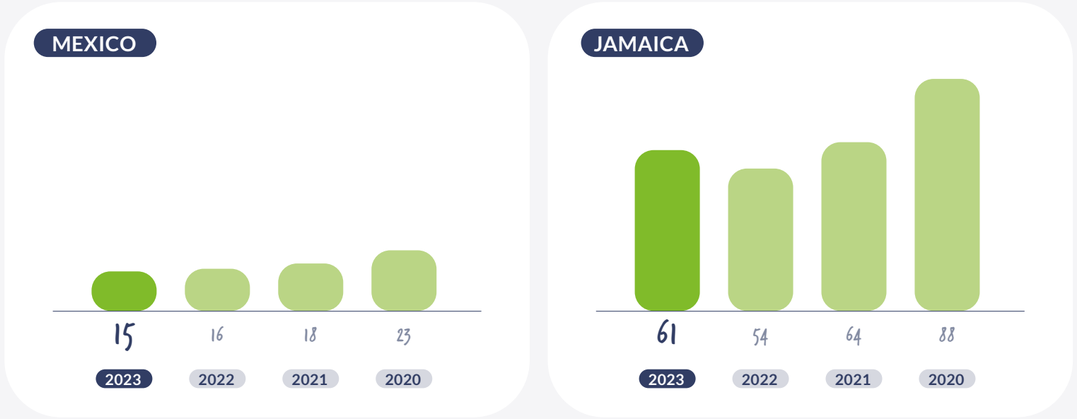
JAMAICA

	Water withdrawal	Treated water discharges*	Water consumption
2023	430,397	82,631	347,767
2022	324,654	114,748	209,906
2021	216,599	77,095	139,504
2020	198,896	88,501	110,395

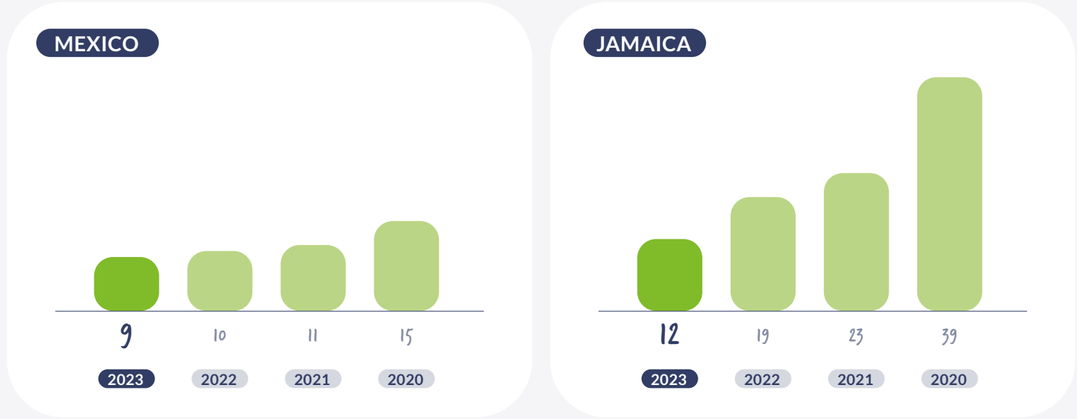
* Water discharge only includes data for KIN; MBJ has no WWTP and discharges directly to the municipal sewage system.

Note. Total water withdrawal. A percentage is used for cleanup and other operations, while the rest is consumed by passengers and employees using our facilities. Consumed volume is obtained by subtracting the discharge from the withdrawal.

Water withdrawals per PAX
(Liter/PAX)



Water consumption per PAX
(Liter/PAX)





Aligned with current regulations, most of the wastewater effluents we generate undergo a wastewater treatment process (WWTP). In 2023, we completed the construction of a WWTP for the new general aviation area at the GDL airport. Additionally, we expanded a second WWTP to receive the wastewater of the mixed-use building, increasing the capacity from 6 LPS (liters per second) to 20 LPS, with combined treatment methods (anaerobic, biologically activated sludge, and conventional aeration with O_2 removal).

Improvements and equipment upgrades were made to the WWTPs at several airports. We constructed a water storage tank and grease trap for the WWTP at the AGU airport. For the BJX WWTP, we also renovated and refurbished the aircraft wastewater pump station. In MLM we completed a pretreatment pump station to promote the proper operation of the new sewage collector at the MLM airport.

Existing wastewater treatment plants were modernized to guarantee compliance with NOM-001-SEMARNAT-2021, regarding discharge quality.

37% of treated water discharges were for surface infiltration into the soil in areas experiencing water stress.

The only airports to discharge their wastewater into the local network are TIJ and MBJ, with the latter being the only one that does not undergo any in-house treatment. In 2023, some 530 and 83 megaliters of water were treated in Mexico and Jamaica, respectively, representing 48.9% of our total withdrawal. For discharges that do not undergo treatment, they are discharged into the local network.

Total water discharge per destination type (Megaliters)

Groundwater	417.5
Sea water	82.6
Third-party water	301.2
TOTAL	801.4

DURANTE 2023

Considering all our airports, 613 megaliters of wastewater underwent treatment in 2023, equaling 49% of the total withdrawal.

As we face the growing water crisis, an annual assessment is conducted of the impact of our current and future activities, aiming to identify areas of opportunity in environmental aspects, as per ISO 14001:2015.

We keep and monitor records of consumption for each water source, along with periodic analyses of the discharges from the wastewater treatment plants (WWTPs). In the case of airports in Mexico, we have a remote measuring system to monitor consumption and discharge.

Noise pollution

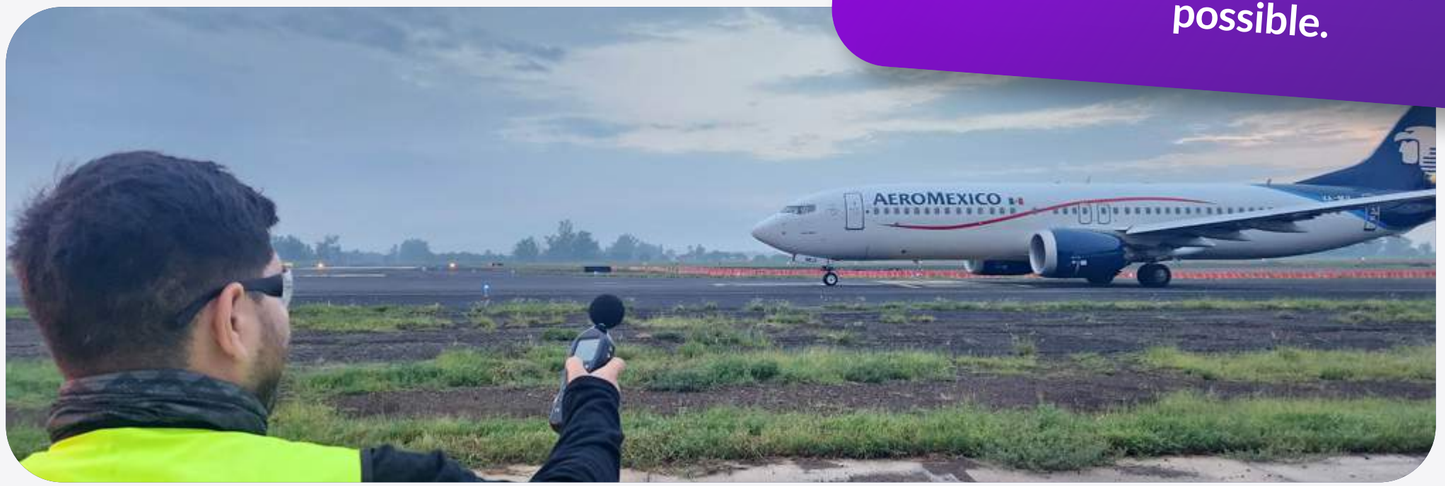
2030 Goal.

Implement noise mitigation measures for 100% of neighboring communities, where possible.

GRI G4 AO7

Although aircraft noise ensuing from takeoff and landing procedures is not within our scope of operations, GAP is concerned with properly managing noise pollution that may be harmful to neighboring communities and other stakeholders.

Perimeter noise assessments are conducted to determine the effective noise emissions generated by airport operations. These studies consider parameters such as noise generated by the source, acoustic reduction, and background noise.



Noise measurement was implemented on airport perimeters after identifying vulnerable zones.

In 2023, we conducted research and analysis of noise sensors to establish the best models for measuring both indoor and outdoor noise. With these devices, the effectiveness of noise reduction through the implementation of acoustic barriers at GDL Airport was evaluated. It was concluded that an average decrease of 7.54 dBA is achievable, although the maximum allowable limits for industrial and commercial areas are still exceeded. Due to this result, we continue evaluating strategies, incorporating new technologies, and making logistical adjustments to encourage changes in the takeoff and landing schedules for aircraft that produce more noise.

In addition to our assessments, we calculate a noise footprint every five years at all our Mexican airports. Aligned with global standards and local regulations, we identify the population affected by noise by analyzing sound levels associated with aircraft takeoff and landing procedures with origin and destination at each airport. In the last study conducted in 2020, an estimated 4,479 people were impacted during the day, with an average of 65 dB; and 29,262 people during the night, with an average of 55 dB.

With the above, our goal is to maintain a continuous record-keeping of impact on neighboring communities, thereby implementing mitigation actions.

Affected Population
(number of persons affected)

	Day (65 dB)	Night (55 dB)	Total
AGU	-	-	-
BJX	-	-	-
GDL	1,714	16,762	18,476
HMO	-	-	-
LAP	-	-	-
LMM	-	-	-
MLM	-	-	-
MXL	-	-	-
PVR	519	-	519
SJD	-	-	-
TIJ	2,246	12,500	14,746
ZLO	-	-	-
Total	4,479	29,262	33,741

Note. The results in this table correspond to the last noise footprint conducted in 2020. .








Environmental performance objectives

TCFD Metrics and Targets **b-c**

SUBJECT	ENVIRONMENTAL ASPECT	OBJECTIVE	INDICATOR	2023 GOAL	YEAR-END RESULT
Water resources and effluents	**Water consumption**	Reduce water consumption from 2019 based on the number of passengers (if a reduction, the absolute goal is considered; in the case of an increase, the intensity goal)[11].	**% Reduction in the volume of water withdrawal** vs the base year.	-24%	-31%
	Water discharge	Maintain an 80% of the destination of the water withdrawal to the airport identified, or increase it as compared to the average for the last 3 years.	**% Identification of the destination** for total water withdrawal to the airport vs specific airport goal.	67%	63% (6 airports below the goal)
		Monitor to ensure discharge quality remains below the Maximum Permissible Limits (MPL) established under current NOM-001-SEMARNAT-2021 and specific discharge parameters.	Establishment and **monitoring of Improvement Plans** as per implementation timelines for each parameter having results above 80% of the applicable Maximum Permissible Limits (MPL.)	**Action plans generated for 3 airports with parameters above the MPL and with action plans executed.**	

(**11**) The baseline year for the PVR airport was adjusted from 2019 to 2022 because the latter has greater data availability and reliability. Within the water consumption reduction goal for the LAP airport, firefighter training is excluded as water and fuel consumption in that area is accounted for at the organizational level.

Environmental performance objectives

TCFD Metrics and Targets **b-c**

SUBJECT	ENVIRONMENTAL ASPECT	OBJECTIVE	INDICATOR	2023 GOAL	YEAR-END RESULT
Emissions and energy efficiency	**GHG Emissions**	Reduce CO_2e emissions scope 1 and 2 from 2019 based on the activity parameter (ATU*) (if a reduction, the absolute goal is considered, in the case of an increase, the intensity goal). *ATU = passengers + (10 x tons of cargo) + (100 x operations)	**% Reduction in scope 1 and 2 emissions** vs base year.	-24%	-23%
	Fuel Use	Reduce fossil fuel consumption from 2019 based on the number of operations (if a reduction, the absolute goal is considered; in the case of an increase, the intensity goal)[12].	**% Reduction in fuel consumption per use of operational vehicles** vs base year and immediate previous year.	-2%	0%

(**12**) Within the water consumption reduction goal for the LAP airport, firefighter training is excluded as water and fuel consumption in that area is accounted for at the organizational level.

Environmental performance objectives

TCFD Metrics and Targets **b**-**c**

SUBJECT	ENVIRONMENTAL ASPECT	OBJECTIVE	INDICATOR	2023 GOAL	YEAR-END RESULT
Waste management	**Generation of domestic waste**	Reduce the percentage of waste sent to landfills, as compared to the previous year.	**% Reduction in the percentage of waste disposed in landfills** as compared to the immediate previous year.	-6%	-10%
		Reduce the amount of Domestic waste) sent to landfills in 2019, based on the number of passengers (if a reduction, the absolute goal is considered; in the case of an increase, the intensity goal)[13].	**% Reduction in waste sent** to landfills vs base year.	-13%	15%
Compliance and transparency	**Legal compliance**	Maintain compliance with environmental legal requirements >95% of the monitoring plan throughout the year.	**% Compliance** of the monitoring plan	95%	95%

(**13**) The baseline year for the HMO airport was adjusted from 2019 to 2022 because the latter has greater data availability and reliability.

Our people

learn
inspire and be inspired
be excited
share stories

Traveling is | grow

discover our passions



Working every day with great professionalism, passion, and creativity, guided by GAP´s corporate values our human capital demonstrates a profound commitment. This commitment drives service excellence for our passengers, customers, and visitors.

SDGs
4 5 8 10 17

Human capital

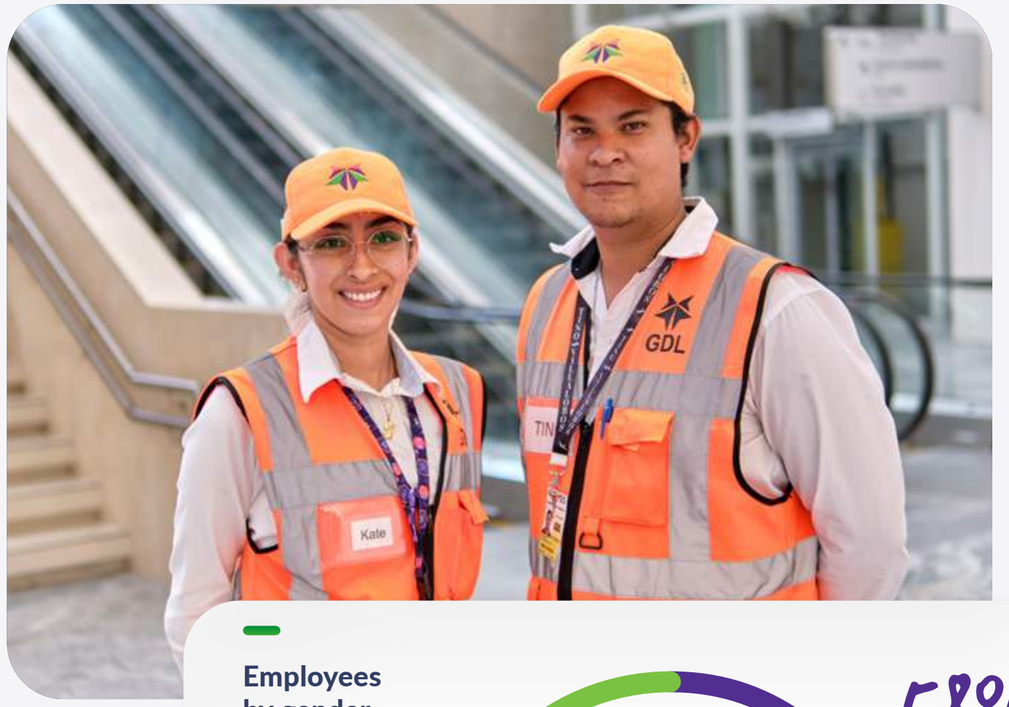
GRI 2-7, 2-8, 2-30, 401-1, 402-1, 3-3, 405-1, 406-1

SASB SV-PS-330a.1, SV-PS-330a.2, SV-PS-000.A, SV-PS-000.B

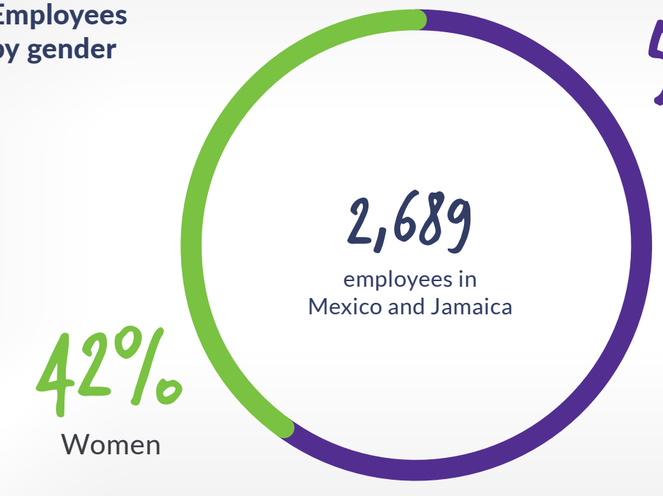
In the management of 14 airports throughout Mexico and in Jamaica, our **2,689 employees** consist of Mexicans, Jamaicans, Spaniards, Venezuelans, and Colombians, all fully committed to meeting the needs of the airlines, customers, passengers, and the entire airport communities in both countries.

At GAP, we are convinced that diversity and gender equality extend our borders and promote resilience and empathy among all who travel through our airports on a daily.

We have a strict zero-tolerance policy for any type of discrimination for factors on age, race, gender, religion, marital status, disabilities, political ideology, sexual orientation, place of origin, social status, or any other personal characteristics.
We remain steadfast in our commitment to safeguarding equal opportunities, fostering respect, and promoting diversity among our people at every level of our employees´ professional development[1].



Employees by gender



(**1**) Refer to our Human Rights Corporate Policy and our Code of Ethics.

Headcount by contract types, region and gender

WOMEN
MEN

	PERMANENT		TEMPORARY				TOTAL		
	Full-time shift		Full-time shift		Part-time shift				TOTAL
MEXICO	929	1,338	86	39	3	4	1,018	1,381	2,399
JAMAICA	86	151	12	34	7	-	105	185	290
SUBTOTAL	1,015	1,489	98	73	10	4	1,123	1,566	2,689
TOTAL	2,504		171		14		2,689		

IN 2023

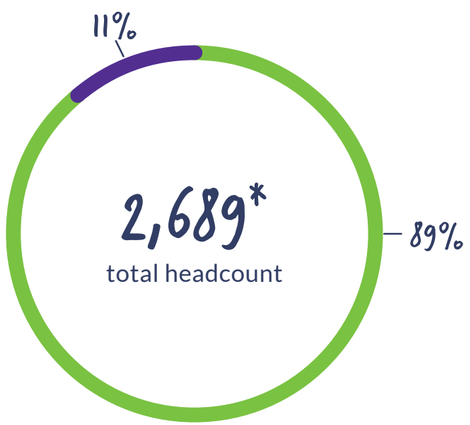
The percentage of women we employ grew 2% in 2023.

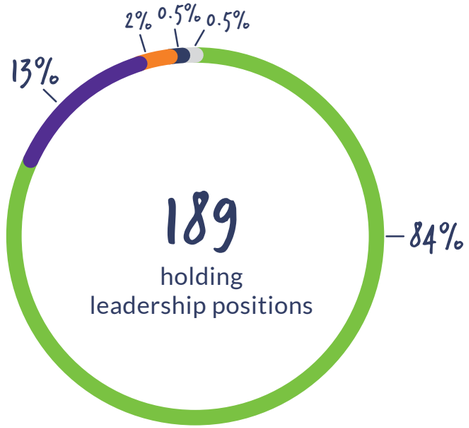
Headcount by employee category, leadership, region, and gender

	TOP LEADERSHIP								JUNIOR LEADERSHIP				TOTAL	
	Senior management		Deputy Director		Airport Director		Manager		Assistant Manager		Department Leads		Operatives			
MEXICO	3	7	2	4	4	7	19	49	22	45	138	216	830	1,053	1,018	1,381
JAMAICA	-	-	-	-	-	2	3	3	8	11	23	34	71	135	105	185
SUBTOTAL	3	7	2	4	4	9	22	52	30	56	161	250	901	1,188	1,123	1,566
%	30%	70%	33%	67%	31%	69%	30%	70%	35%	65%	39%	61%	43%	57%	42%	58%
TOTAL	10		6		13		74		86		411		2,089		2,689	

Note. Leadership positions are divided into Junior and Top.

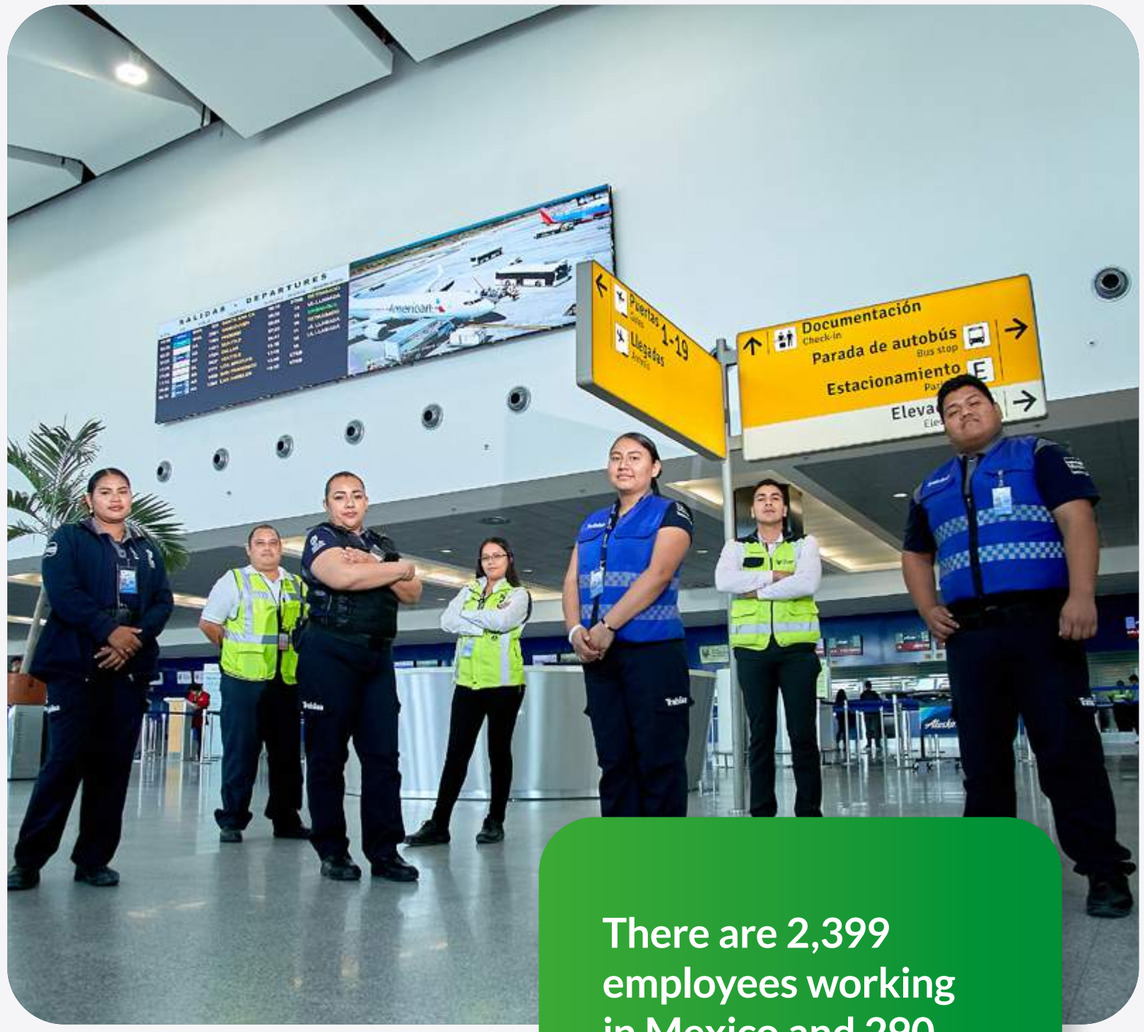
Employee nationalities





	TOTAL HEADCOUNT	HOLDING LEADERSHIP POSITIONS
Mexican	2,396	159
Jamaican	288	25
Spaniard	3	3
Venezuelan	1	1
Colombian	1	1

***Note.** Five persons (already included in total headcount) have dual nationality or became naturalized Mexican citizens. One person is from El Salvador and four from the USA.



There are 2,399 employees working in Mexico and 290 in Jamaica.

In October 2023, our **commitment to diversity and equality in the workplace** was recognized when we were awarded EDGE certification at the Assess level (the first of three levels, valid for two years).

EDGE is a leading global standard in diversity, equality, and inclusion, based on objective and measurable evidence of the current status, commitment, and performance in gender equality and intersectionality with race/ethnicity, age, gender identity, sexual orientation, nationality, and persons with disabilities in an organization's work environment. With the results obtained from this certification, we were able to identify key actions to advance the promotion of a comprehensive culture of diversity, equality, and inclusion, raising awareness among our people about unconscious biases, monitoring the representation of women at various leadership levels, and documenting the practices of our current processes.

FloCert, an independent body from GAP, conducted an audit to evaluate our policies and practices from April 1st, 2022, to March 31st, 2023, taking into account all our operations in Mexico. Among the criteria evaluated were compliance with the EDGE methodology range for gender pay gaps and the quality level of our staff's experience based on a survey conducted in June 2023. In this exercise, 96% of the workforce participated, and we achieved a satisfaction percentage higher than that required by the standard in the evaluated areas.

We are one of only 10 companies in Mexico with EDGE certification, with an Assess-level certificate.



Aligned with our 2030 goals for diversity and equal opportunities, we are actively pursuing initiatives that cultivate an environment conducive to fair and inclusive development, while raising awareness and promoting visibility among our workforce.

During the first quarter of 2023, we successfully concluded the Inspiring Women Journey project. This program facilitated by a team of independent consultants, was designed to promote and redefine leadership and professional growth for 20 participants from various locations within our organization. This project focuses on understanding limitations and biases, identifying individual strengths, and creating personal growth plans.

We launched the **"Leader Onboard"** initiative in our quest to create a strategy consolidating the promotion of an inclusive culture, developing employee talent, and strengthening the competencies of our organization's leaders. This initiative is meant to develop inclusive team management competencies across all our processes. It began by establishing leadership foundations with a course directed at corporate office managers and deputy directors.

Based on the learnings from 2022 about female leadership and our journey towards diversity, equity, and inclusion, our Diversity, Equality, and Inclusion (DE&I) Committee acts as the main promoter of initiatives in this area. One such initiative was the seminar "Leveling the Playing Field: Sports as a Tool in the Pursuit of Equality," led by Marion Reimers, a sports journalist and activist for comprehensive social development.



Headcount by leadership positions, region, and gender

● WOMEN ● MEN

	Total headcount		Leadership[1]						Income Generators[2]		STEM[3]	
					JUNIOR LEADERSHIP		TOP LEADERSHIP					
MEXICO	1,018	1,381	50	112	22	45	28	67	433	291	98	234
JAMAICA	105	185	11	16	8	11	3	5	19	2	5	15
SUBTOTAL	1,123	1,566	61	128	30	56	31	72	452	293	103	249
%	42%	58%	32%	68%	35%	65%	30%	70%	61%	39%	29%	71%
TOTAL	2,689		189		86		103		745		352	

(**1**) Leadership positions are Junior or Top.
(**2**) Income-generating positions are commercial management positions, or which directly contribute to organizational service results, excluding HR, IT, or Legal.
(**3**) STEM: Science, Technology, Engineering and Mathematics.



32% of leadership positions are headed by women.

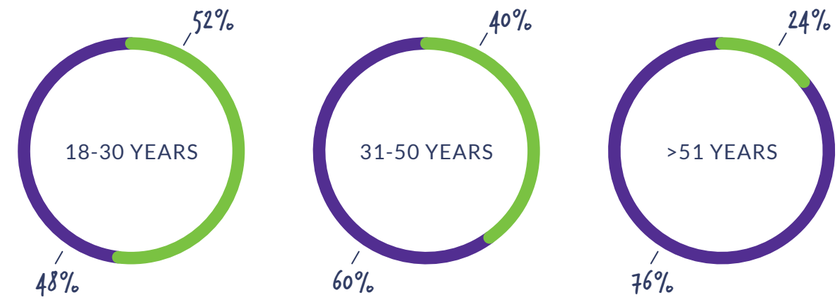
Women in headcount

	2022	2023
Women in headcount	931	1,123
Income-generating positions	291	452
STEM	47	103
Leadership	54	61
JUNIOR	42	30
TOP	12	31

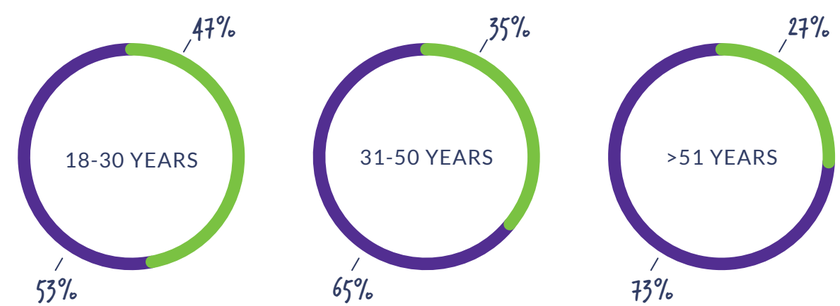
Headcount by region, age and gender

WOMEN MEN

MEXICO



JAMAICA



As part of our efforts to raise awareness and create an inclusive work environment, we continued working on developing metric throughout 2023. These metrics aim to map the presence of minorities or vulnerable groups in our workforce.

Headcount by employee category, age, region, and gender

WOMEN MEN

	MEXICO						JAMAICA						TOTALES							
	AGE												AGE						GENDER	
	18-30 YEARS		31-50 YEARS		>51 YEARS		18-30 YEARS		31-50 YEARS		>51 YEARS		18-30 YEARS		31-50 YEARS		>51 YEARS			CATEGORY
	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M
Senior Management	-	-	3	2	-	5	-	-	-	-	-	-	-	-	3	2	-	5	3	7	10
Deputy Director	-	-	2	2	-	2	-	-	-	-	-	-	-	-	2	2	-	2	2	4	6
Airport Director	-	-	3	6	1	1	-	-	-	2	-	-	-	-	3	8	1	1	4	9	13
Managers	1	2	16	38	2	9	-	-	2	3	1	-	1	2	18	41	3	9	22	52	74
Assistant Managers	3	-	19	39	-	6	1	-	7	8	-	3	4	-	26	47	-	9	30	56	86
Department Leads	47	40	84	143	7	33	3	3	16	20	4	11	50	43	100	163	11	44	161	250	411
Operatives	372	347	409	572	49	134	26	31	34	75	11	29	398	378	443	647	60	163	901	1,188	2,089
TOTAL	423	389	536	802	59	190	30	34	59	108	16	43	453	423	595	910	75	233	1,123	1,566	2,689

Headcount by location and gender

HEADCOUNT 2023

	W	M	Total	
GDL	233	320	553	21%
SIAP	139	181	320	12%
TIJ	94	173	267	10%
SJD	129	143	272	10%
PVR	79	134	213	8%
MBJ	66	98	164	6%
FUN	102	60	162	6%
KIN	39	87	126	5%
BJX	47	65	112	4%
HMO	43	58	101	4%
AGU	37	42	79	3%
MXL	35	46	81	3%
LAP	27	44	71	3%
MLM	23	50	73	3%
LMM	19	35	54	2%
ZLO	11	30	41	2%
Total	1,123	1,566	2,689	100%



Full-time Employees (FTE)

48
Hours worked per employee

100%
Percentage of billable hours

2,689
Total employees

6,711,744
Hours worked annually

Our employees work 48 hours per week, which are all billable.



Unionized headcount

Approximately 25% of our employees are unionized. Regardless of the country or the airport, we guarantee that they receive a minimum of one week´s prior notice about any significant operational changes that may affect them, in accordance with the collective bargaining agreement.

Collective bargaining agreement

MEXICO

National Labor Union for Workers in the Airport Industry, Similar, and Ancillary Services

574 employees covered	21.35%

JAMAICA

Union of Technical, Administrative and Supervisory Personnel (UTASP)

35 employees covered	1.30%

Trade Union Congress (TUC)

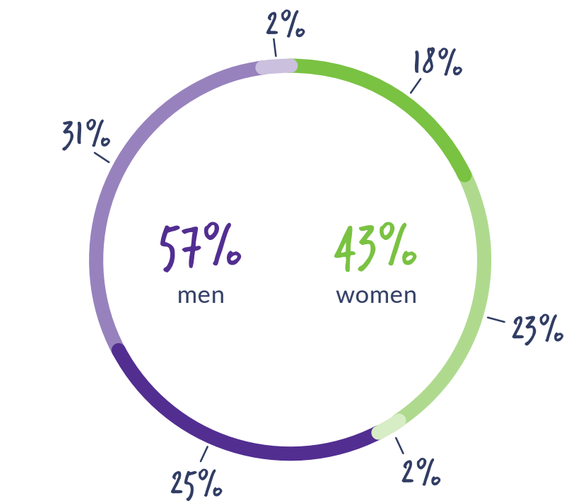
55 employees covered	2.05%

Hires by gender, age, and region (no. of employees)

WOMEN MEN

	MEXICO		JAMAICA		SUBTOTAL			TOTAL
	W	M	W	M	W	M	%	
18 - 30 years	48	65	6	12	54	77	41% 59%	131
31-50 years	68	85	3	9	71	94	43% 57%	165
>51 years	5	4	2	1	7	5	58% 42%	12
TOTAL	121	154	11	22	132	176	43% 57%	308

Hires by gender and age



Hires by age
(no. of employees)

	18-30 YEARS	31-50 YEARS	>51 YEARS
2023	131	165	12
2022	86	143	13
2021	79	110	10
2020	122	99	17

Hires by gender
(no. of employees)

	W	M
2023	132	176
2022	123	119
2021	117	79
2020	149	89

As a result of GAP growth and professional development opportunities, **308 job openings were available this year, of which 184 were filled through promotions or internal transfers.**

Promotions and wage adjustments

WOMEN MEN

	Promotions				Wage adjustments			
MEXICO	83	45%	96	52%	852	31%	1,737	63%
JAMAICA	3	2%	2	1%	62	2%	123	4%
SUBTOTAL	86	47%	98	53%	914	33%	1,860	67%
TOTAL	184				2,774			

In promoting growth for our people, 60% of vacant positions were covered internally.

In contrast, 449 people left the Company in 2023 for a variety of reasons:

56%

Voluntary drops from headcount mainly motivated by personal reasons, such as family issues, change of residence, absenteeism, or incompatible work schedules with studies or family life. Some employees leave to seek better income or greater career advancement in other companies.

31%

Involuntary dismissals mainly resulting from violations of regulations, policies, procedures, or due to labor union negotiations, which led to employment agreement termination.

7%

Dismissals due to contract termination, primarily in the case of temporary positions that concluded their purpose or objective for which they were hired.

3%

Personnel who changed between companies to take up a better job opportunity within GAP. These are considered dismissals since they involve different legal entities.

3%

Drops from headcount due to death from illness, voluntary retirement, or disability.

Personnel turnover (no. of employees)

WOMEN MEN

	Turnover		Voluntary resignations		Turnover rate[4]	
18-30 years	90	78	59	56	3%	3%
31-50 years	113	126	77	60	4%	4%
>51 years	15	27	7	6	0%	1%
Subtotal	218	231	143	122	7.0%	8.1%
Total	449		265		15.1%	

Throughout the year, 59% of total personnel turnover was due to voluntary terminations.

Voluntary resignations by age (no. of employees)

	18-30 YEARS	31-50 YEARS	>51 YEARS
2023	115	137	13
2022	129	148	13
2021	59	59	20
2020	49	43	13

Voluntary resignations by gender (no. of employees)

	W	M
2023	143	122
2022	155	135
2021	78	60
2020	51	54

(**4**) Turnover rate formula: [(B + C) /2] / [(I + F)/2]. Where:
B. Number of resignations for the reported period.
C. Number of hires for the reported period.
I. Total employees from the previous year's reporting period.
F. Total employees for the reported year.

GAP Attitudes

Our team is committed to **GAP Attitudes,** consisting of the behavior and approach displayed by each team member in their everyday work, and striving to provide service excellence for all passengers, customers, and visitors.

1 **Values in action**



2 **Transcendence**

3 **Recognition**





4 **Collaboration and trust**



5 **Open communication**





Benefits

GRI 401-2, 401-3, 3-3, 405-2

In recognition of their contribution to fulfilling our mission of **providing services enhance air transportation,** we are dedicated to fostering an environment where our employees can achieve professional and personal growth, along with a range of benefits that extend to their families.

To ensure our benefits package remains competitive within the labor market, we collaborate with external consultants specializing in compensation and benefits. These experts help us assess and, if necessary, adjust offering in alignment with industry standards.







Benefits for GAP employees

Annual incentives

Executive personnel (Senior management, Deputy Directors, Airport Directors, and Corporate Managers). Receive a percentage-based incentive determined by the accomplishment of strategic and ESG objectives, as authorized by the Board of Directors.

Life insurance

Amounting to 42 months of base salary, this may be requested by the employee in the case of illness, permanent total disability declared by IMSS (the Mexican Social Security Institute), or a terminal illness.

Pension plan

The first phase of the pension plan was implemented, wherein those employees turning 60 or 65 have a defined benefit upon retirement. They obtain payment by law of three month's salary and 20 days of said salary for each year of seniority. With the assistance of an insurance company and proper registration filed with the corresponding authorities, employee contributions of up to 12.5% of salary begin in 2024.

Productivity bonus

Airport unionized personnel, consisting of an amount stipulated under the collective bargaining agreement, with the purpose of rewarding their productivity.

Corporate bonus

Non-executive personnel (Airport managers, assistant managers, department leads, analysts, and operatives personnel) are eligible for bonuses based on the achievement of strategic and specific objectives, and KPIs defined by department heads.

Savings fund

In a savings fund whereby 13% of monthly wages is deposited, with a limit established by the income tax law; the company deposits another 13% in the same proportion. Both deposit amounts, plus yield, are delivered to the employee in August, or upon separation from the Company for whatever reason. This benefit applies to both unionized and non-unionized corporate and airport personnel.

Benefits for GAP employees

Daycare assistance

Each month, male and female employees may receive $1,000.00, proving they offer proof of children in daycare, with an official document issued by the educational institution.

Parental leave

Employees who adopt or become fathers receive 5 working days of leave from the day of birth or adoption, while female employees, are entitled to 84 days of leave as per Mexican law.

Food vouchers

Provided monthly, this benefit complies with income tax law provisions, and has the purpose of helping employees with their purchases of staple food products.

Assistance for funeral expenses

Assistance of $15,000.00 is provided for funeral expenses for immediate family members (parents, spouses, children, and those beneficiaries designated by the employee).

Flexible schedule

Corporate administrative staff have the option working from home on Wednesdays, provided they have notified their immediate supervisor, and/or do not have any required travel or any in-person meetings.

Scholarships

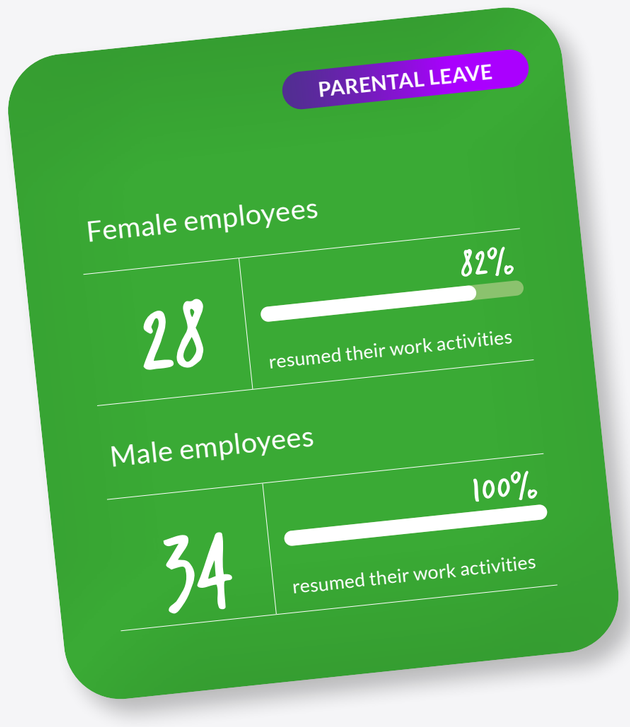
Upon request by the employee and when approved by the Scholarship Committee, our personnel and immediate family members may receive monetary or time-related assistance.

Year-end pantry basket

Non-unionized corporate and airport personnel as additional support to their monthly pantry basket.

To enhance employee benefits beyond legal requirements, all non-unionized staff members, regardless of their contract type—temporary or permanent— are provided with a complimentary major and minor medical insurance policy. This coverage extends to their immediate family members (spouse and children) at discounted rates. Additionally, a life insurance policy is offered to provide financial security in cases of permanent disability, terminal illness, or death.

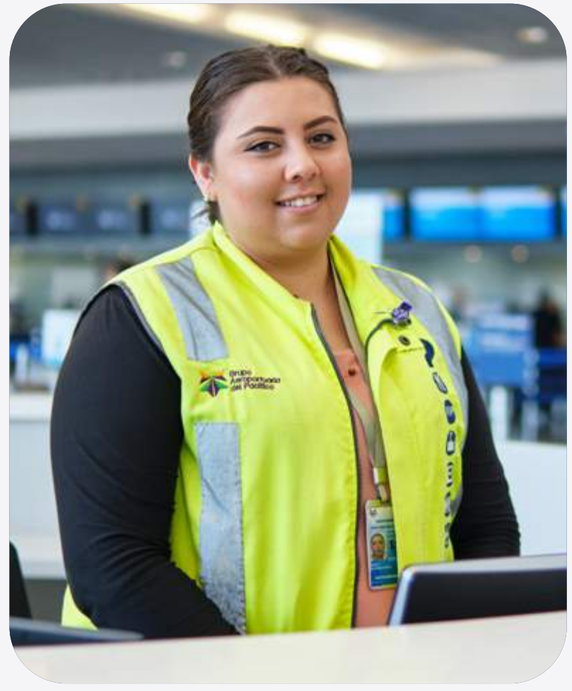
GAP bases its benefits and remuneration on the criteria established in a social welfare plan, always striving to pay fair wages and ensuring there is no discrimination of any kind.



Base wage and remuneration rates for women and men[5]

	MEXICO	JAMAICA
	GAP	
Senior management	3%	-
Deputy Directors	11%	-
Airport Directors	32%	-
Managers	17%	12%
Assistant Managers	12%	10%
Department Leads	5%	-16%
Operatives	13%	-13%
Total	11%	6%







(5) Ratios are calculated by dividing the average base salary for women by the base salary for men. If there is a negative result, women earn more than men. If the opposite ensues, women earn less than men. This is the UN Women's Methodology, for LATAM and the Caribbean

Training and performance

GRI 404-1, 404-2, 404-3

SASB SV-PS-330a.3

Given the continual evolution in regulations and technological advances in our sector, training and education for our employees have become key elements to ensure the continuous improvement of the services we offer.

At GAP, we prioritize and actively promote education both inside and outside the organization. We recognize that these practices not only contribute to the professional development of individuals, but also play a crucial role in enhancing their quality of life.

WE INVEST

$7,387,452 MXP were invested in training for our employees in Mexico

Representing an average of **$3,079 MXP per employee.**

$4,308,714 MXP were invested in Jamaica

Representing an average of **$14,858 MXP per employee.**





Note. Information reported in this section only includes Mexico, except in those cases where otherwise indicated.



We recognize that each of our departments requires distinct skills and competencies to effectively carry out their activities. To address these needs, we offer training programs tailored to the requirements of each area.

Our **ATP (Annual Training Plan)** comprises main components: Training Needs Detection (TND) and training assignments. The initial analysis is conducted by the airport and corporate level to identify areas of opportunity, the required skills and competencies for each department.

Through this process, gaps and opportunities in skills and capabilities are identified for each GAP area, this assessment is carried out through annual performance evaluations.

Based on evaluation results, Corporate Training assigns dates throughout the year for training sessions deemed beneficial to our employees.

IN 2023

Our employees underwent a performance evaluation process, whereas unionized personnel were evaluated and monitored by their supervisors.

Performance evaluations per employee category and gender

	Women	Men	Total
Senior Management	8	14	22
Deputy Directors	2	4	6
Managers	19	50	69
Assistant Managers	23	46	69
Department Leads	108	199	307
Operatives	859	1,068	1,927
Total	1,019	1,381	2,400

The target by the end of the year was 171,000 hours, which was exceeded by reaching 183,789 hours of training.

Training by type and gender

WOMEN MEN

	EIVA	AENA Scholarships	Education Assistance	ATP	Community Training Centers (CTC)	Total
Employees enrolled	865	6	15	879	1,627	
Hours	4,939	120	5,760	37,555	9,464	57,838
Employees enrolled	1,201	12	9	1,248	2,900	
Hours	6,005	240	3,456	99,382	16,868	125,951
Average (FTE hours)	4,942	120	5,761	37,593	9,471	

ATP by employee category and gender

WOMEN MEN

	Senior Management	Deputy Directors	Managers	Assistant Managers	Department Leads	Operatives	Total
Training hours	150	416	1,558	416	4,009	31,006	37,555
Mean training hours	150	139	82	69	76	39	43
Training hours	-	778	5,030	1,297	16,293	75,985	99,382
Mean training hours	-	65	99	93	136	72	80

The goal set for training hours was met, and even surpassed by 7%

IN 2023

Through the use of EIVA we offered:

10,944 hours of training

2,066 employees

SUBJECTS

- Code of Ethics
- Guide to Anticorruption
- Environmental Awareness
- Data Security
- SMS per airport
- Customer Safety
- Disabilities and Inclusion
- Integrated Systems Management
- Introduction to Innovation
- Business Model Canvas
- Project Management Basics



***E-learning* EIVA** (Comprehensive and Virtual Learning), has proven to be a crucial tool for delivering our classes, enabling us to enhance our training processes and reach a broader audience within the Company.

In addition to training aimed at strengthening the skills and competencies of our employees, we also provide courses on Annex 14 to ensure regulatory compliance. These courses cover topics such as aerodrome certification, management of the aerodrome manual, and apron circulation regulations, with a specific focus on operations.

Education Assistance

To support comprehensive education, we encourage and assist our employees in pursuing both personal and professional growth opportunities. With this purpose in mind, **we provide 24 support incentives for bachelor and masters-level education.**

- BA in Airport Management and Administration and Aviation Business
- MA in Finance
- MBA in Aviation Finance
- MA in Public Relations, Image, and Institutional Protocol
- MBA
- MA in Airport and Aviation Management and Administration

AENA

Another method we employ to nurture the talent of our professionals is through our partnership with AENA International Cooperation. This partnership is focused on supporting the public aviation sector of LATAM and the Caribbean. It provides educational opportunities at the Technical School of Aeronautics and Space Engineering of the Polytechnic University of Madrid. Through this initiative, we have **awarded 18 scholarships across various programs.**

- Civil aviation regulation and organization
- Aviation system planning
- Airport safety management
- Real-time network control and communication
- Airport infrastructure planning
- Air transportation as a driver of sustainable development: challenges and concrete actions against climate change and decarbonization

Additionally, 27 of our employees participated in the **“Leaders Onboard”** program, where they received 4,050 hours of leadership training. Furthermore, two employees took part in the **Special Diploma Course on New Managerial Skills.** This course aims to equip our high-potential staff in skills and competencies for future strategic positions, including decision-making, negotiation, leadership, and team management.



For the second consecutive year, we participated in the **Great Place to Work** (GPTW) initiative by conducting an organizational culture and climate survey among all our employees in Mexico. The GPTW model is centered on such as trust in leaders, maximizing human potential, adherence to corporate values, effective leadership alignment with organizational strategy, and fostering a culture of innovation with employee involvement.

The GPTW survey measures the level of trust and experience of employees across five dimensions: credibility, respect, fairness, pride, and camaraderie. It uses 60 items evaluated on a five-point scale and includes open-ended questions for additional comments.

The overall score, known as the Trust Index, is derived from the average ratings provided by employees. Companies participating in GPTW can be certified as a Great Place to Work if they achieve a Trust Index of 70% or higher, among other requirements.

Our operations in Mexico have received Great Place to Work certification for the second consecutive year, achieving a score of 82%.

Health and safety

GRI 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

The integrity and safety of our employees, passengers, and visitors are among our top priorities. Our enrollment in the Secretary of Labor's **Occupational Health and Safety Self-Management Program (PASST)** enables us to operate safely and in compliance with current regulations across all our airports.

Our Occupational Health and Safety Management System follows the hierarchy of controls for risk mitigation and continuous improvement. We have established processes and policies that empower employees to report hazardous situations directly to their supervisor or through an anonymous whistleblower line, thus preventing accidents.

Furthermore, Safety and Hygiene Commissions at each airport and corporate offices conduct periodic occupational risk-prevention assessments in accordance with applicable NOM standards. These assessments evaluate the integrity of our facilities, tools, personal protection equipment, and work areas. The findings are recorded in Commission ordinary minutes and in extraordinary minutes when Labor Relations requests internal inspections. These records are essential for monitoring findings and ensuring compliance during inspections.

100% of GAP employees are represented by the Mixed Commissions on Hygiene and Safety.



ARFF (Airport Rescue and Firefighting Service) firefighters and maintenance are areas of our business where processes involve physical movement and activity. These employees are particularly vulnerable to work-related injuries or accidents, such as sprains, strains, and falls from heights. To address these risks, special attention is given to risk prevention exercises and assessments in these areas.



Health and Safety Indicators

	Accident Rate[7]	Incapacitating Injuries		Lost Days of Work	
		WOMEN	MEN	WOMEN	MEN
2023	8.02	24	24	563	740
2022	4.13	7	14	75	370
2021	3.71	6	10	83	325

If an employee reports a hazardous situation, the activity must be immediately suspended, and the supervisor must be notified. The supervisor then informs the responsible of culture and human capital to ensure it is recorded in extraordinary minutes of the safety and hygiene commission. Reports can be made confidentially through the whistleblower line to prevent any form of retaliation.

In compliance with current regulations and training sessions registered through DC3, employees receive ongoing guidance and training by an independent service provider, along with annual courses on accident risk prevention. These courses educate employees about the mechanisms available for reporting potential risks or deficiencies in work instruments, fostering open communication with their immediate supervisor to report unsafe conditions.

Futhermore, annual and free training is provided on handling hazardous substances, accessing confined spaces, and other specific health and safety topics, such as operations safety courses (SMS) for both on and off the apron. Individuals requiring access to aprons must complete the training to understand current aviation regulations, remote positions, contact positions, and airport areas.

(**6**) UA DC3 is a certificate of skills or labor competencies, issued by a trained trainer registered with the Ministry of Labor and Social Welfare (STPS).

(**7**) Accident rate calculations: hours x weeks x number of employees = hours worked by the total number of employees Number of persons with incapacitating injuries (men and women) / (hours worked by total number of employees/1,000,000).
Note: Only airports in Mexico are considered.

In recent years, we have witnessed the effects of climate change on our operations, which pose potential risk to the health and safety of our employees. Therefore, we take proactive measures for events such as floods, frosts, storms, and others with trained brigades to minimize the impact of these risks and, if necessary, manage evacuation plans and first aid.

To mitigate risks inherent to their duties, all our employees receive personal protective equipment tailored to the nature of their work. In the unfortunate event of an accident, we have investigation processes for work-related incidents. These processes include root-cause analysis to identify areas of improvement within the occupational health and safety management system. We then implement necessary controls to prevent similar incidents from occurring in the future.

To prioritize the overall health and well-being of our employees, healthy habits such as a balanced diet, leading an active lifestyle, and mental healthcare are ecouraged. We ensure free access to emotional guidance services, and those related to household economy, nutrition, legal and medical advice, which are also available to their family members of our employees.

We continue vaccination campaigns against influenza in workplaces for both workers and their families. Additionally, we organized exercise and healthy-eating campaigns, dental cleaning, and blood analysis campaigns, as well as programs aimed to reduce work-related stress.

Furthermore, we updated the Safety Hygiene Manual to align with current labor standards and provisions, incorporating definitions, scopes, and concepts. Additionally, we piloted the analysis of ISO 45001 with the involvement of an independent third party.



IN 2023

A total of 48 minor accidents and one severe accident were recorded. The majority of these incidents related to sprains, strains, and knee injuries.

No fatalities or deaths stemming from occupational injuries or illnesses were recorded.

Social commitment

make dreams come true
do things together
create new memories
enjoy

Traveling is bridge distances

open up a world of opportunities



Convinced of the importance of education for the development of the communities where our airports are located, regardless of whether the students are children or adults, we created the GAP Foundation in 2013, a non-profit organization that promotes quality education through GAP Schools and Community Training Centers (CTC).

SDGs
1 4 17

GAP Foundation

GRI 203-1, 203-2

For the past 10 years, through the GAP Foundation, we have been committed to promoting education to stimulate the growth and potential of the children and adults who make up the communities in which we operate. The GAP Foundation is a non-for-profit organization created in 2013 that promotes quality education and social development through two strategic pillars:



We promote education in the 12 airports we operate to foster community development and combat educational gaps in Mexico.

Community Work

We build and operate **GAP Schools,** high-quality schools with academic excellence in the communities near our airports in Guadalajara and San José del Cabo to contribute to their progress. The schools are equipped with cutting-edge technology and adequate infrastructure. Additionally, we are committed to providing psycho-pedagogical support and offering quality meals for elementary and middle school students.

Training for the Airport Community

We provide training locations for adults in our community to provide them with tools for their professional and economic growth. We have established **Community Training Centers (CTC)**, which we operate in the 12 Mexican airports. In these centers, we offer semi-schooled education courses, workshops, training sessions, and classes that enhance job skills and personal development, mainly in operational areas.

With the aim of increasing and extending our positive impact to more people, we set 11 goals for 2023. These are the advances we have achieved:

COMPLETED

IN PROGRESS

1 Inaugurate and **start operations at the GAP Los Cabos middle school campus** built in 2022.
COMPLETED

2 Expand *Refuerza* 2.0, a program for academic reinforcement for elementary and middle school students experiencing educational lag. The initiative has been renamed as **GAP Schools Academic Remediation Project** and continues to address the need for academic reinforcement.
COMPLETED

3 Complete **the construction of the library and computer room** at the Agaves GAP School.
COMPLETED

4 **Systematize processes** through ERP[1] School Control at the campuses, consisting of specialized software for school management, known as *SERVO Escolar web*.
COMPLETED

5 Design and **initiate high school activities for the first graduating class** of 45 students, through a dual program that allows them to study and work part-time as interns at the Guadalajara Airport.
COMPLETED

6 **Build the first stage** of the Valle Dorado GAP High School.
IN PROGRESS

7 Supplement the **GAP middle school digitization** project by allowing students to consult information with tablets. We provided 180 tablets to GAP middle schools (60 in SJD and 120 in Agaves).
COMPLETED

8 **Consolidate CTC as job** placement center for the airport community.
IN PROGRESS

9 Achieve CTC annual global goal with a total of 16,068 enrolled or trained individuals. In 2023, we had 27,481 people, (enrolled or trained) thereby **surpassing by 19% the established target for CTC enrollments.**
COMPLETED

10 Obtain the recertification of the **Distintivo H** for the dining halls at the Agaves and Valle Dorado schools, in addition to first-time certification of the GAP Agaves middle school.
COMPLETED

11 **Increase the number of supports provided to students** with the greatest economic needs through the corporate sponsorship program. We succeeded in increasing the number of sponsors to 146 and delivering food packages to 40 families on a bimonthly basis.
COMPLETED

(**1**) *Enterprise Resource Planning* (ERP).



Additionally, this year we organized our first **Gala Dinner,** a fundraising event in support of GAP Foundation goals. It had 400 attendees, including special guests, GAP staff, and companies. The dinner was hosted by Mrs. Laura Diez Barroso, President of the GAP Foundation; Raúl Revuelta, Chief Executive Officer of Grupo Aeroportuario del Pacifico; and Alejandra Soto, Director of the GAP Foundation.

During the event, an ensemble from the Jalisco Philharmonic Orchestra performed, and students from our schools who performed rhythmic gymnastics, recitations, and presented a traditional folkloric dance. Notably, two of our students served as masters of ceremonies. The funds raised, amounting to $9.3 million MXP, will be used for the operation and maintenance of GAP schools and the CTC.

Moreover, the Mexican Chamber of the Construction Industry (CMIC, by its acronym in Spanish) awarded us a recognition through the governor of the State of Jalisco, for the 12,175 hours of trade workshops conducted by CMIC at the CTC. We also received recognition for participating in the Second National Meeting of General Managers of the Institute for Occupational Training (ICAT, by its acronym in Spanish); and the National Institute for Adult Education (INEA, by its acronym in Spanish) awarded the CTC a recognition as an institution committed to Worker Education and Free from Educational Gaps.

We are committed to achieving scalable social impact through education. Each year, we strive to enhance the potential of children and adults in our communities and to continue working as agents of change in our country. In this regard, we present our goals for 2024.

Goals

GAP SCHOOL

- Build and launch the GAP Valle Dorado middle school, and incorporate it into the Jalisco Secretary of Education (SEJ).
- Expand the kitchens of the GAP Los Cabos elementary and middle schools.
- Expand the GAP Los Cabos elementary school to build a classroom and a computer lab.
- Continue the GAP Schools Remedial Education Program for elementary and middle school students who have educational delays.
- Initiate an internship program for GAP high school students as interns at the Guadalajara Airport.
- Ensure that all operational staff at the schools have a high school diploma as a minimum level of education, in synergy with the GDL and SJD CTC.
- Host the annual gala dinner as the second fundraising event, surpassing the amount raised in 2023 ($9.3 million MXP).
- Organize a charity race benefiting the GAP Foundation, involving employees and their families.

CTC

- Establish a tracking system for CTC activities and processes (traffic light system).
- Achieve CTC global annual target of 24,000 enrolled or trained individuals.
- Continue consolidating the CTC as a job placement center.



Significant investments in infrastructure and in public benefit services

Each year, we invest in improving our GAP School infrastructure, in public benefit services for the community, students, and teachers, as well as in donations to non-profit organizations that share the same social and educational goals. In this way, we also aim to contribute to the maintenance of dignified places where students and our local community can unleash their full potential.

Significant investments in infrastructure

DESCRIPTION	HQ	TOTAL COST (MXP)
Provide and install cable for voice and data network.	GAP Schools	$ 235,673.42
Second phase of replacing classrooms with a library and computer room.	Agaves School	$ 2,504,876.38
Executive construction project.	Valle Dorado Middle School	$ 1,047,614.18
Purchase of school bus for school transportation.	GDL High School	$ 2,739,655.17
Building of dining hall (substituting pre-fab building).	Agaves School	$ 3,743,628.70
Supply, delivery and installation of school furniture.	GAP Schools	$ 1,206,853.00
Executive project for rainwater harvesting system.	Valle Dorado School	$ 30,250.00
Design and build warehouses in the cultural center.	Valle Dorado School	$ 463,647.93

Significant investments in public benefit services - GAP Schools

	Providing daily breakfast and lunch to students	Turnkey contract for Guadalajara GAP High School	Providing academic material for teaching-learning process	Employee training to work in line with the SER educational model
SCOPE	1,342 students	150 students at maximum capacity	1,342 students	90 employees
COST MXP	$7,845,245.54	$3,340,941.45	$3,554,019.42	Complimentary
INVESTMENT TERM	1 year	8 months	1 year	2 years (2 school years)
IMPACT	Positive, current Pro bono	Positive, current. Pro bono	Positive, current. Pro bono	Positive, current, and foreseen. Pro bono













Significant investments in public benefit services CTC

	Management of High School exams	Training offered along 4 strategic areas (educational gaps, trades, aeronautics, and hospitality)	Health Day	Recovery of the community kitchen, in the *Nuevo México* neighborhood, at BJX Airport
SCOPE	341 persons	24,925 persons trained	150 persons (100 BJX and 50 HMO)	No availability on number of persons per day
COST MXP	No information	$2,776,082.24	$ 6,231.40	Project donated by the Bajío airport
IMPACT	Positive, current	Positive, actual	Positive, current	Positive, current



Donations to non-profit organization (NGO)

	Receiving Party	Total (MXP)
Social Award COPARMEX 2023	Jalisco Business Center	$90,000
SER Foundation	SER Foundation	$2 million
Fire trucks donated to the government of Baja California Sur	Government of Baja California Sur	2 trucks

GAP Schools

GRI 413-1, 413-2

Mission

To have schools that help girls and boys from economically-deprived communities so they may develop the strength of character needed to acquire the knowledge and skills that will lead to academic and personal success.

For the past 10 years, through the GAP Foundation, we have committed to promoting education to unleash the growth and potential of the children and adults in the communities where we operate.

We operate six GAP Schools: three elementary level campuses, two middle school campuses, and one high school located in communities with socioeconomic vulnerability in areas near the airports of Guadalajara and San José del Cabo.

In 2023, we inaugurated and launched the GAP Los Cabos middle school campus -built in 2022- and we began the first stage of construction of the GAP Valle Dorado middle school.

The first GAP school opened its doors in August 2014: Agaves Elementary School, with 60 students comprising the first graduating class.





10 Years of GAP Schools History

- 2014 Agaves Elementary School
- 2016 Cabos Elementary School
- 2018 Valle Dorado Elementary School
- 2020 Agaves Middle School
- 2022 Cabos Middle School
- 2023 GAP High School
- 2024 Valle Dorado Middle School

All children attending GAP Schools receive a full scholarship to cover all services provided, including balanced and nutritious meals for all students, as well as professional psycho-pedagogical support. We aim to promote the well-being of our students, both physically and mentally, and make their educational journey a comprehensive experience.

This year, $18,659,590.47 MXP were invested in new projects for GAP Schools, as well as for equipment, IT infrastructure, office furniture, and construction work.

Our schools use the Knowledge is Power Program (KIPP) model because they are part of the SER network. Therefore, student training is 51% character and 49% academic.



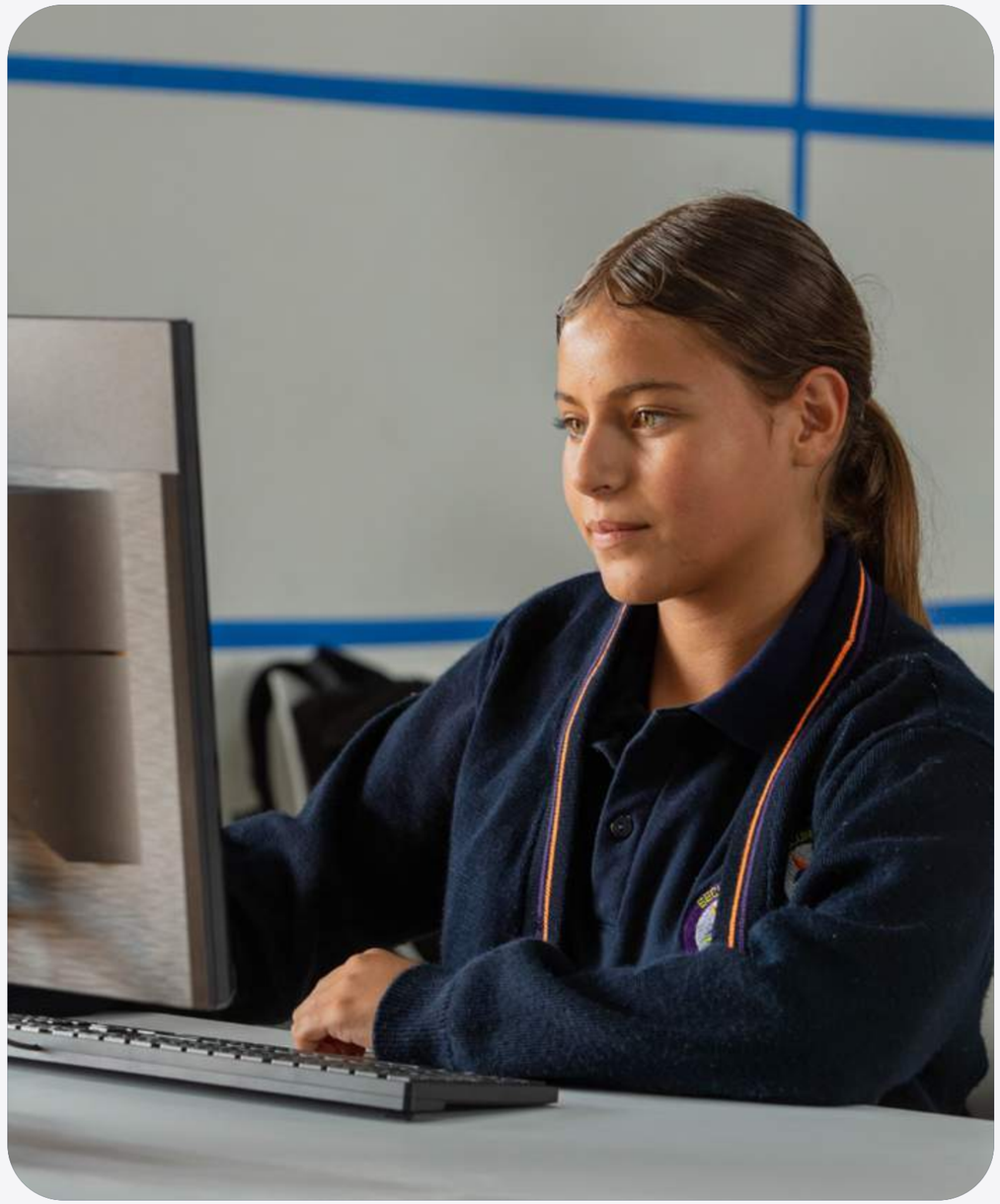
GAP Schools in operation

1. Los Cabos in San José del Cabo, Baja California Sur
2. Agaves School in Tlajomulco de Zúñiga, Jalisco
3. Valle Dorado School in Tlajomulco de Zúñiga, Jalisco
4. Agaves Middle School in Tlajomulco de Zúñiga, Jalisco
5. Los Cabos Middle School in San José del Cabo, Baja California Sur
6. High School in Tlajomulco de Zúñiga, Jalisco



There are currently 1,243 students in our GAP Schools, 973 in elementary school, 225 in middle school, and 45 in high school.

	Education level	Students	Total male students	Total female students	2022-2023 Drop-out rate	2022-2023 Number of graduates
Agaves	Elementary	364	175	189	2.98%	61
Agaves	Middle School	168	89	79	3.57%	50
Los Cabos	Elementary	355	187	168	2.79%	60
Los Cabos	Middle School	57	28	29	8.47%	-
Valle Dorado	Elementary	254	116	138	5.0%	-
GAP High School	High School	45	22	23	0%	-
Total		1,243	617	626	3.80%	171



In 2023, the *Refuerza 2.0* program was renamed **GAP Schools Remedial Education Project,** and it continues to serve as an emerging response to address the need for remedial courses. These tutoring sessions are a key element in student learning, as they work on various aspects related to self-learning discipline, self-awareness processes, reinforcement in Spanish, dialogue, analysis, skills development, active listening with parents, among others. The goal is to bring students up to the academic level where they belong.

We have provided assistance to more than 150 students in our different schools by offering remedial classes in Spanish and some supplementary ones in mathematics. The objective of this project has been achieved through activities with didactic material that helps reinforce knowledge, such as the use of a special abacuses, rulers, fraction dominoes, and reading manuals with retention exercises for better comprehension, among others.

In addition, we support their development by including activities such as music, painting, and sports. Through this, our students have managed to improve by one grade point in relation to their partial grades, and feel more confident when participating in class.

Another significant achievement of the year is that we systematized processes through the School Management ERP in our schools, using specialized school management software called SERVO *Escolar web*.

In an effort to ensure their education is accompanied by a sense of community, we organized community support activities with the 45 students from GAP High School, such as cleaning 17,500 linear meters of medians and parks, and planting 10 trees; participating in a dog adoption program, where four out of 10 dogs were adopted; and we visited the *CRIT de Occidente* (a center for child rehabilitation and inclusion) to deliver 10 food packages.

(**2**) *Enterprise Resource Planning* (ERP).

Community Training Centers

GRI 413-1, 413-2

To combat and eradicate educational lag in our communities, we established 12 Community Training Centers (CTC) located at our airports in Mexico. These centers provide training to our employees, airport community, and their families to contribute to the development of skills and competencies. As a result of acquiring new skills and competencies, we facilitate their access to job opportunities through the job placement program.



OBJECTIVES

Promote educational, occupational, and personal growth for our airport community.

Attract and retain talent from the communities where the airports are located through employee development.

Action areas of the CTC

1

Educational gaps

Reduce educational lag at the elementary, middle school, and high school levels, so the airport communities and their families may complete their studies. Our goal for 2024 is to archive recognition as a **Company Free of Educational Lag.**

2

Trade courses

Provide vocational training for airport communities, equipping its members with productive tools through continuous training that allows them to access job opportunities, thereby impacting socioeconomic development, within or outside their work area.

3

Aeronautical courses

Strengthen the competencies of the maintenance, security, and operations areas of each airport and its airport community through specific training lines, aiming to enhance their professional development and contribute to GAP's continued leadership in the airport industry.

4

Hospitality and passenger service

Implement training programs that strengthen excellent customer service practices within the airport community, thereby improving quality standards for optimal passenger experience.

Additional achievements in 2023 for the CTC

- An increased number of students in non-school based mode, through training and certification of specific courses in the four action pillars.
- Optimization of the School Control Platform for the CTC.
- Remodeling of the CTC in Tijuana; construction tenders for the CTC in Bajío and CTC in Morelia were launched; and the remodeling of the CTC in Mexicali.
- RVOE (Official Recognition of Studies Completed) process was begun, to launch Foundation GAP High School.
- All airport security department heads and coordinators were certified as trainers for their corresponding areas.

Aligned with the successful evolution of our CTC educational programs, in 2023, the third generation of Basic and High School Education graduates totaled 172 students.

In 2023, we had 1,893 individuals enrolled who were continuing their education, and 172 employees graduated from our elementary, middle school, and high school programs with official recognition. We maintain agreements with educational institutions such as the National Institute for Adult Education (*INEA*), the *Colegio de Bachilleres (COBAEJ)*, both agencies of the Secretary of Public Education, as well as with the Virtual University of the State of Guanajuato (UVEG), to validate courses completed.

Additionally, we have issued 25,416 certifications in courses and workshops in aeronautical specialties (operations, maintenance, and security), as well as vocational courses such as welding, leadership, and customer service inclusion, among others.

Total CTC graduates

	AGU	BJX	GDL	HMO	LAP	LMM	MLM	MXL	PVR	SJD	TIJ	ZLO	Total
Elementary	1	-	2	1	-	-	-	-	5	-	3	1	13
Middle school	7	11	5	1	-	-	-	-	28	-	3	6	61
High school	18	-	37	6	-	14	9	-	9	-	4	1	98
Total	26	11	44	8	0	14	9	0	42	0	10	8	172

Training at CTC 2023

	Passenger and commercial service	Trade workshop	Aviation	*Conocer* network	Total
AGU	541	112	1,087	13	1,753
BJX	489	131	1,407	-	2,027
GDL	543	160	2,148	-	2,851
HMO	476	79	1,785	-	2,340
LAP	86	112	646	-	844
SJD	643	122	2,000	-	2,765
LMM	132	81	194	-	407
ZLO	568	115	834	-	1,517
MXL	397	85	875	-	1,357
MLM	451	127	379	28	985
PVR	3,191	83	3,204	-	6,478
TIJ	732	71	1,280	9	2,092
Total	8,249	1,278	15,839	50	25,416

This year, $4.6 million MXP were allocated for CTC operations, and an addition $9 million MXP were invested in the tenders to build the Bajio CTC and to remodel Hermosillo and Mexicali. Due to site change issues, this year construction is underway in Bajio and remodeling is taking place in Mexicali.



Actions with a cause

We celebrate the richness and cultural diversity of the 12 states where we operate in Mexico through actions related to a cause, connecting our passengers with the traditions and values of the places they visit during their time at our airports.

To achieve this, we collaborate with various public, private, and civil society institutions, working together with the airport community to create moments of celebration, commemoration, and reflection that strengthen our sense of belonging.

2023

27
activations.

290
events.

11
activations with an impact on social responsibility, allowing us to raise awareness about issues important to our society.

8
activations with an impact on culture and tradition, that celebrate values, customs, and symbols associated with our identity, which we aim to preserve and pass on to future generations.

8
activations with an impact on history and commemoration, producing value by remembering events that are engraved in history or representing important milestones, with our sights set on the future.

37%
of the events took place in collaboration with public, private, and civic institutions.

16%
of the souvenirs handed out during these initiatives were acquired from companies that foster occupational training and inclusion for persons with disabilities (PwD).

We collaborated with 76 public, private, and civil society organizations in support of various social, environmental, and health-related causes.

Events with impact

Social responsibility

We organized 11 events to motivate our passengers and employees to participate in activities, talks, and activations on social media to raise awareness and share thoughts on important social issues for the community.

FEBRUARY 4TH

World Cancer Day

We aim to raise awareness and promote a culture of cancer prevention through health talks provided to our passengers, employees, and the airport community.

To contribute to the cause, we donate braided hair extensions and encourage the collection of plastic bottle caps in special containers located throughout our airports. With the support of passengers and employees, we collected 680 kilograms of bottle caps, which, when recycled by a specialized supplier, provide financial support to various foundations. These foundations help prevent cancer and provide treatment for people under 21 in vulnerable situations who have been diagnosed with this disease.

1
additional- talk (MLM).

10
collaborative alliances (AGU, BJX, GDL, HMO, LAP, LMM, MLM, PVR, SJD, TIJ).

3
facades lit up in purple (HMO, MXL, ZLO).

31,598
people viewed the content posted in 29 social media posts.





MARCH 21ST

World Down Syndrome Day

We support raising awareness on Down Syndrome through airport facility tours and dances. We distributed over 2,600 colorful mismatched socks to our passengers, airport community, and employees; we highlighted the importance of equality despite our differences.

4
collaborative alliances (BJX, HMO, ZLO, SJD)

29,918
people viewed content posted in 35 social media posts.

APRIL 2ND

World Autism Awareness Day

We celebrate neurodiversity by learning about Autism Spectrum Disorder (ASD) through activities in which we invite our passengers to participate. We conducted tours with autistic students to address their questions about the airport; participate in a charity walk; and encourage emotional support with service dogs. Additionally, we distribute bars of soap purchased from companies promoting the training and employment of people with autism in our country.

5
collaborative alliances
(AGU, BJX, HMO, LMM, TIJ)

3
facades lit up in blue (MXL, SJD, ZLO)

43,571
people viewed content posted in 29 social media posts.





JUNE 5TH

World Environment Day

We reaffirmed our commitment to environmental care by organizing activities involving our passengers and the airport community. We learned about global warming, air quality, natural resources, environmental management, and recycling, thereby celebrating the wonders of our planet Earth and reiterating how crucially important it is to protect it.

3
collaborative alliances
(AGU, BJX, HMO)

24,289
people viewed content posted in 22 social media posts.







JUNE 14TH

World Blood Donor Day

We recognized the important contribution of voluntary blood donors by sharing information with our passengers through talks about myths, requirements, and the impact of blood donation. This aimed to provide assurance about the process and encourage participation. We also reiterated the invitation to those who wish to donate blood to do so at the State Blood-Transfusion Centers, which are part of our alliances.

5
collaborative alliances
(AGU, BJX, HMO, LAP, SJD)

2
awareness talks (LMM, SJD)

28,472
people viewed content posted
in 24 social media posts.

OCTOBER 9TH

GAP Foundation

We proudly celebrated the GAP Foundation with passengers, employees, and the airport community through fun and educational activities. Information was shared about the Foundation and the 12 CTC in our airports, recognizing GAP´s efforts and commitment to educational and professional growth.

3,226
people viewed content posted
in 9 social media posts.



SEPTEMBER 21ST

World Alzheimer's Day

To raise awareness about Alzheimer's Disease, we organized various activities and provided information about the illness, its symptoms, and ways to detect it early. We also invited our passengers, employees, and airport community members to write down a memory they never wish to forget. We conducted exercises to stimulate their brains, and another one where employees approached passengers pretending to be someone they knew, with the purpose of fostering empathy. This was done in collaboration with our partners.

3
collaborative alliances (AGU, LAP, TIJ)

2
awareness talks (SJD, PVR)

2
facades lit up in purple (BJX, ZLO)

23,210
people viewed content posted in 28 publications in social media



OCTOBER 19TH

International Day Against Breast Cancer

We promoted health education on preventing and detecting breast cancer early, with activities for passengers, employees, the airport community, and the public. As part of the initiative, awareness talks were given to motivate healthcare through exercise and medical check-ups. Additionally, there was a writing activity involving words of encouragement to those fighting this disease, and listening to the experiences of those who have lived through it.

5
collaborative alliances (AGU, BJX, MLM, TIJ, ZLO)

4
awareness talks (BJX, GDL, MLM, TIJ)

2
facades lit up in pink (LMM, MLM)

13,670
people viewed content posted in 17 social media posts



NOVEMBER 14TH

World Diabetes Day

We joined the global awareness campaign against diabetes by offering glucose quick-detection tests at our airports to any passengers or employees wishing to participate, with the support of public health services and our medical staff. There were also informative talks about the symptoms of this chronic disease, medical guidance offered, and dance activities organized, all in collaboration with our alliances.



Glucose quick-detection tests (AGU, BJX, HMO, LMM, MLM, PVR, SJD)

3
collaborative alliances (AGU, BJX, MLM)

3
awareness talks (AGU, PVR, ZLO)

1
facades lit up in blue (AGU)

50,396
people viewed content posted in 40 social media posts

NOVEMBER 25TH TO DECEMBER 10TH

International Day for the Elimination of Violence against Women

We organized a week of interactive activities, and we engaged our passengers and employees in addressing the importance of eradicating all forms of violence against women and girls.

2
collaborative alliances (HMO, LAP)

4
awareness talks (AGU, LAP, LMM, SJD)

1
facade lit up in orange (MLM)

44,687
people viewed content posted in 26 social media posts.

DECEMBER 3RD

International Day of Persons with Disabilities

Through guided tours and the establishment of a stress-free zone staffed by individuals with visual impairments, we raised awareness among our passengers and airport community about the importance of promoting the inclusion of people with disabilities in all areas of society. Information was provided on our progress in the GAP BLUE program, which provides assistance to travelers with disabilities. Our employees, community members, and passengers were encouraged to consistently contribute from their roles to create ADA (Accessible, Dignified, Agile) travel experiences where everyone can reach their destination without barriers. Additionally, gifts were distributed, purchased entirely from companies who support occupational development and training for persons with disabilities.

3
collaborative alliances (BJX, GDL, HMO)

4,686
people viewed content posted in 8 social media posts

Culture and tradition

This year, we celebrated various historical events that connect us to our identity and cultural heritage, honoring customs, traditions, and symbols that shape our national and international history.



JANUARY 6TH

Day of the 3 Wise Men

We joyfully welcomed the Three Kings, who, in addition to greeting our passengers, accompanied us to enjoy a delicious Three Kings' cake (*Rosca de Reyes*) with the airport community, families, and passengers.

57,247
people viewed content posted in 30 social media posts

FEBRUARY 14TH

St. Valentine's Day

During this day, our passengers were visited by Cupid, who filled our airports with an atmosphere of fraternity and love. We set up decorated areas where our passengers could take pictures and celebrate this occasion. We distributed gifts for the festivity, all purchased from companies that support occupational training and inclusion of persons with disabilities.

1
collaborative alliance (HMO)

49,607
people viewed content posted in 39 social media posts



APRIL 30TH

Children's Day in Mexico

This entailed a joyful celebration for children and those who still cherish their inner child, hosting fun activities and games in our departure lounges, filling our airports with fun and laughter. Children were invited to explore our facilities and learn about the activities carried out by our firefighters and the trained animals who ensure airport security.

1
collaborative alliance (HMO)

103,280
people viewed content posted in 49 social media posts.

MAY 10TH

Mother's Day in Mexico

All the mothers in our community were honored with a concert and beautiful spaces created in our airports where they could take photos with their loved ones. Through written messages, we reminded them just how valuable and important they are. We also distributed gifts, 32% of which were purchased from companies that support the vocational development and training of persons with disabilities. Through these activities, we aimed to celebrate, recognize, and express gratitude for the work, love, and care of the female passengers and employees who were celebrating this special day.

1
collaborative alliance (HMO)

91,127
people viewed content posted in 39 social media posts

JUNE 19TH

Father's Day in Mexico

With activities at our airports in which our male passengers participated; a concert that entertained the departure lounges, and souvenir photographs, we celebrated the fathers in our airport community, aiming to recognize them and create a special moment within their travel experience. We distributed gifts, 40% of which were purchased from companies that support the vocational development and training of persons with disabilities.

1
collaborative alliance (AGU)

63,641
people viewed content posted in 39 publications in social media

JULY 10TH to 14TH

GAP Innovation and Sustainability Week

In our commitment to fostering a culture of innovation and promoting sustainability within our community, we organized a week of diverse activities that sparked the curiosity and will to learn among our passengers. We also set up areas to showcase different innovation and technology projects created by students from partner educational institutions. Furthermore, the importance of sustainability in caring for the environment was emphasized, reiterating that education is an essential element in promoting these values.

3
collaborative alliances (AGU, BJX, HMO)

46,996
people viewed content posted in 27 social media posts



NOVEMBER 2ND

Day of the Dead in Mexico

We celebrated the Day of the Dead alongside our airport community and allies by highlighting our beloved Mexican traditions. Our airports were decorated with over 11,000 meters of bright and colorful Mexican *papel picado*; altars were set up with the help of our employees and community members; there were displays that highlighted the origins and characteristics of this holiday; the traditional *catrinas* and *catrines* (female and male dressed skeletons) greeted our passengers; and everyone enjoyed wonderful moments of traditional dances and music.

2
collaborative alliances (BJX, TIJ)

56,857
people viewed content posted in 56 publications in social media posts.





DECEMBER 24TH

Christmas Eve

We created special moments to celebrate the holiday season, including joyful surprises such as a visit to our airports from Santa and his elves, who shared dances and sweets with our passengers and airport community. The giving of gifts took place, 7% of which were purchased from companies who support the vocational development and training of persons with disabilities. Our passengers were invited to take souvenir photos and enjoy the various Christmas-themed areas around the airport.

1
collaborative alliance (HMO)

198,641
people viewed content posted in 73 social media posts



History and commemoration

We commemorated various important historical dates through activations with our passengers that encouraged reflection and awareness.



MARCH 8TH

International Women's Day

We created a space for reflection and recognition of the role women play in our community, reaffirming our commitment to equality. The day was commemorated by holding various awareness talks and by putting on display an art exhibition featuring paintings by women, giving exposure to their artistic contributions and talents.

4
collaborative alliances
(HMO, LAP, MLM, ZLO)

7
awareness talks
(LAP, LMM, MLM, MXL, PVR, TIJ, ZLO)

5
facades lit up in purple
(HMO, LMM, MXL, SJD, ZLO)

93,886
people viewed content posted
in 65 social media posts

MAY 15TH

International Day of Families

We celebrated the importance of family ties, in all their diversity, through experiences that encouraged interaction and reminiscing among our passengers.

42,579
people viewed content posted
in 27 social media posts





JULY 4TH

US Independence Day

Through the placement of flags and various decorations in our airports, we celebrated this important date for our American community, who were able to take souvenir photos.

6,974
people viewed content posted
in 6 social media posts

AUGUST 6TH

Jamaican Independence Day

The independence of Jamaica was commemorated alongside our passengers, celebrated by taking pictures within the framework and decorations created for this occasion.

5,347
people viewed content posted in 5 social media posts



AUGUST 22ND

Firefighter's Day in Mexico

We expressed gratitude and highlighted the admirable work of the RFFS firefighters who, with their professionalism and ongoing training, keep our airports and the community safe in the case of any emergency. Our passengers were told about safety measures, the tasks performed by our team to keep everyone safe, and we invited them to put on actual firefighting gear to experience the job firsthand.

2
collaborative alliances (HMO, LAP)

60,486
people viewed content posted in 38 social media posts

SEPTEMBER 15TH

Mexican Independence Day

Tribute was paid to our country alongside our airport community, EVAC teams, and allies, celebrating our national symbols through traditional dances, live music played by mariachis, beverages, traditional sweets, and games so that tourists could experience a taste of our Mexican traditions and so our domestic passengers would not miss the opportunity to celebrate this day.



6
collaborative alliances (AGU, HMO, LAP, LMM, MLM, TIJ)

1
facades lit up in green, white, and red (MLM)

38,850
people viewed content posted in 43 social media posts

SEPTEMBER 27TH

World Tourism Day

Various activities took place at our airports, highlighting and celebrating the importance of tourism as a driver of economic, social, and developmental growth worldwide. We replicated monuments and iconic sites from different cities where our airports are located, and we invited passengers to take photos, simulating visits to these sites. Tourist information was provided on these destinations, thanks to our alliances.

5
collaborative alliances (AGU, BJX, HMO, LAP, ZLO

17,658
people viewed content posted in 20social media posts





OCTOBER 23RD

National Aviation Day in Mexico

We celebrated our passion for aviation with activities at our airports. Cardboard airplanes were given away as souvenirs to our passengers, and we invited them to participate in mini plane races to make their waiting time more enjoyable.

40,516
people viewed content posted in 8 social media posts



Employee social action initiatives

Throughout the year, our employees engaged in various volunteer initiatives that benefited the community and the environment. These activities involved our employees, students, and members of the community, highlighting how much we value **teamwork** when striving to make positive contributions to our nation's progress.

	Benefitted community	Number of volunteers		Number of hours
		GAP	EXTERNAL	
Beach cleaning in Puerto Vallarta	Communities neighboring the airport	3	21	6
Beach cleaning in Manzanillo.	Communities neighboring the airport	1	9	4
Beach cleaning and turtle release	San José del Cabo community	2	26	4
Assistance for popular dining hall in Bajio	Nuevo México neighborhood, Bajío	5	14	5
Roof and wall repairs for the CTC affected by a storm in PVR	CTC in PVR	3	16	8
Mural painting in Puerto Vallarta	CTC airport community in PVR	3	6	16
Mural painting in Aguascalientes	CTC airport community in AGU	3	7	18
Mural painting in Hermosillo	CTC airport community in HMO	2	6	20
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		23	110	87

Note. Initiatives organized and performed by employees.

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Traveling is seeking a sustainable future

collecting moments
to listen
to live
curiosity
start something new
expectations
research
plan
analyse the best route
observe
prepare
connect

GAP SUSTAINABILITY

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