## For the real connection

ESG Report • 2023



## **Summary**



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### RIOgaleão's history is intrinsically linked to the practical application of ESG criteria



April 2<sup>nd</sup>, 2014, marked when the operations began its transition at Rio de Janeiro's International Airport from Infraero to RIOgaleão, which begun in August 2014. The transformation process of the Tom Jobim International Airport had investments of R\$2.7 billion to elevate RIOgaleão to an international standard. With the capacity to serve 37 million passengers annually, the terminal now features renewed infrastructure, diverse services, and top-notch technology.

Strong and well-connected airports act as true engines for the economy of their respective regions. In 10 years, RIOgaleão has been assigned high scores in ANAC's service quality index and is currently among the top 3 airports in the country for quality of service.

Throughout its history, RIOgaleão has invested in sustainable initiatives to minimize the environmental impact of human activities. The Concessionaire conducts its operations with a view to sustainable, environmental, and social growth in Rio de Janeiro, with clear corporate governance guidelines.

The commitment to balanced development is reflected in its results: over 5,000 environmental inspections; 39,000 hours of environmental training at the airport site; 55,000 tons of CO<sub>2</sub> emissions

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warded off through waste management and water conservation measures; 48,484 hours of technicalfunctional training for 16,826 participants, including airport community members and employees; 18 apprentices employed in 2023; the first airport to join the Chamber of Commerce and LGBT Tourism; more than 8 years of programs to train youth and women from nearby communities; and several other initiatives.

In this context, RIOgaleão's history is intrinsically linked to the practical application of "ESG" criteria related to the Sustainable Development Goals (SDGs). The Concessionaire's results, impacts, and commitments can be seen in the 2023 ESG Report, which follows the methodology developed by the Global Reporting Initiative (GRI).

By launching our ESG-related data publications based on the GRI methodology, we reinforce our commitment to sustainable development.

We invite you to explore the actions that strengthen our business development and drive the engines of GIGante.

Alexandre Monteiro RIOgaleão CEO



5 6 8

"In 10 years, RIOgaleão has been assigned high scores in ANAC's service quality index and is currently among the top 3 airports in the country for quality of service."



GRI 2-1, 2-2, 2-6, 2-7, 2-8, 2-29, 201-1, 203-1, 203-2

# Just like Rio.

We are part of Rio Global<sup>1</sup>, connecting competence with charm, promises with delivery, and local personality with global standards. We create an authentic connection between people.

Whether you are traveling, visiting, or doing business with us, we meet at one of Brazil's main gateways. We respect people's time believing that, acting as a great team, we can go further by using technology and efficiency for arrivals and departures in Rio to be a unique experience. An experience that blends cultures, colors, and sounds with the unmistakable Carioca spirit.

#### AMONG OUR KEY HIGHLIGHTS, WE EMPHASIZE OUR INTERNATIONAL STANDARD, BUT WITH THE CARIOCA SPIRIT:

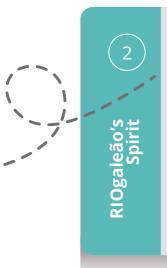
- Rio de Janeiro global: RIOgaleão is Brazil's gateway, located in one of the most recognized cities in the world.
- Operational safety program: The main runway, the largest in Brazil (4,000m x 45m), allows for the safe operation of next-gen aircraft. Two independent runways ensure simultaneous operations, even in adverse weather conditions, minimizing delays and cancellations. Cutting-edge technology in the check-in, boarding, security control, and airport operations ensures efficiency and agility for passenger and cargo transport.
- Nearby the city's downtown.

- Spacious, with growth potential. We are the largest international airport in Brazil by total area.
- Open and transparent communication.
- Changi, our largest shareholder, brings its expertise of running the world's best airport – the Singapore Changi Airport (Skytrax, 2023).
- 24/7 continuous operation: RIOgaleão operates 24 hours a day, 365 days a year, with a 99.98% reliability rate.
- Several campaigns highlight national culture, from "Art at RIOgaleão" to "Music in the Air," with performances in boarding areas and programs to protect the archaeological heritage.
- We are partners with the tourism industry in Rio de Janeiro and Brazil, proactively supporting local tourism development, investing in promotion actions that benefit the entire chain, boosting tourist demand via RIOgaleão, and positioning our beloved Rio as a gateway for tourism in South America.
- With unique expertise and tailored solutions, we embrace the responsibility of being the gateway for major local industries such as Oil & Gas, Pharmaceuticals, and Aerospace. We have one of the continent's largest, most modern, and well-equipped cargo logistics terminals. These highlights make RIOgaleão an economic engine.





- Our people and community: The people are the most important aspect of this GIGantic operation. Everything is made by and for people. Our RIOgaleão's Spirit represents our excellence in relationships and deliveries, blending charisma with the Carioca hospitality.
- RIOgaleão's Spirit represents our values:
  - » Putting the Customer First, aiming for enchantment;
  - » A Spirit of Service, whereby we always work with proactivity and kindness;
  - » Respect for Time, as time is unique and respecting it is being attentive to others needs, in their moment.
- All this is seen through the lens of cultural diversity, as our services generate value and impact for all those passing through and, bringing their cultures and traditions with them.



In addition to our pillars, we also have the G.A.T.E., our gateway to success:



The people that arrive at RIOgaleão know they are not in just any city; they are in Rio de Janeiro, in an airport with a history that spans seven decades and which inspired the classic "Samba do Avião" by maestro Tom Jobim. The airport is located near ports and major expressways like Linha Amarela, Avenida Brasil, and Linha Vermelha.

We have a strategic and privileged location: Ilha do Governador, in Rio de Janeiro, is the largest island of the Guanabara Bay, covering around 29 km<sup>2</sup> of lush nature<sup>2</sup> where green forests meet the blue sea. Our operations and actions integrate the surrounding community, especially Tubiacanga and Praia do Rosa, as well as the Ilha do Governador's Women Association (AMUIG).

2 - Source: Data Rio (https://www.data.rio/apps/237e968e0406460c87a8356762f2294e/explore). Info: Paranapuã, for the natives. At 29 km<sup>2</sup>, it is the largest of the islands in Guanabara Bay. Its name comes from Governor Salvador Correa de Sá (1567), who at the time owned almost the entire island. It is made up of 15 neighborhoods. It is home to Antonio Carlos Jobim International Airport, in the Galeão neighborhood. Area: 36,145,936.35 m<sup>2</sup>. Coordinates: 43º 12' 44" O 22º 48' 20

*In addition to our pillars, we* also have the G.A.T.E., our

- Acting with Grit and focus,
- Self-development,
- Teamwork, and

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• Ownership strengthens our sense of belonging and for all those passing



The transformation of the Tom Jobim International Airport began in August 2014 with the arrival of the Changi Airport Group, whose subsidiary, Rio de Janeiro Aeroportos S.A., is the majority shareholder and investor in the concessionaire. The group manages several major airports worldwide, including the Singapore Changi Airport, which has been ranked the world's best by Skytrax for the past 12 years (2010–2022).



Our potential is GIGantic<sup>3</sup>. We are the largest urban facility in the city of Rio de Janeiro and the largest airport complex in the country. We connect Rio to over 45 destinations worldwide and have the capacity to handle 37 million passengers annually. This boosts the economy across different sectors, including tourism, events, and cargo logistics. RIOgaleão is one of the largest companies in Rio de Janeiro, nationally recognized and globally connected, one of the main gateways of Brazilian tourism, and a major driver of the economy.

#### For every R\$1 generated at RIOgaleão, R\$3.20 is added to Rio's econom $v^4$ .

3 - Our members usually use "GIGante" in a reference to the "crusade" GIG (IATA code) x giant.

4 - According to O Globo, "a single new international route, with three flights a week from Galeão, could generate around R\$238 million for the local economy, attract 36,000 tourists and generate 135,000 hotel nights a year. That's why, for every R\$1 of value produced at RIOgaleão, R\$3.20 is generated for the state of Rio.", available at <https://oglobo.globo.com/glab/ noticia/2024/01/27/ numeros-mostram-ta alta-nos-voos-doriogaleao-impulsionaeconomia-do-rio.ghtml>.

The concessionaire's (CARJ) shareholders are Rio de Janeiro Aeroportos S.A. (51%) and INFRAERO (49%).



Changi Airport Group (CAG) controls 100% of RIOgaleão's 51%, further being the owner of consulting, management, and investment companies in the global aviation market. As a strategic partner, CAG develops integrated solutions, allowing its clients and partners to maximize their potential as world-class airports.

Based in Singapore, CAG has extensive global experience, that includes projects such as India's first Aerotropolis, five airports in Russia, as well as the King Abdulaziz International Airport in Saudi Arabia. CAG is committed to being a valuable partner in the global aviation market, creating futuristic airports, and sustainably adding value to invested airports and partners.



With 49 years of experience managing airports, Infraero oversees 27 airports, 75 Telecommunications and Air Traffic Service Stations, 32 Cargo Logistics Terminals, and several air navigation aid stations across Brazil.

With a 25-year concession contract, more than R\$2.7 billion has been invested in infrastructure improvements and asset maintenance. We are currently assessed among the best companies in Brazil in terms of quality of service based on the ANAC-validated and contractually required passenger satisfcation survey for concession airports, applied by an independent audit.

Investments since 2014 include the modernization

of Terminal 2, construction of a new passenger boarding and disembarking area - Pier South, spanning over 100,000 m<sup>2</sup> – and the refurbishment and expansion of four floors in the Parking Building, including a premium floor with a public-access VIP lounge, new escalators installation, and the renovation of all primary systems. We have a 250,000 m<sup>2</sup> logistics complex for import, export, and domestic cargo, along with facilities for general cargo such as RIOgaleão LOG, HLOG Galeão, and the Correios Terminal.

Other improvements include the Concierge project, which involves a team assisting passengers during arrivals and departures, queue management at taxi stands, and the reactivation of five Terminal 1 gates, renovated with a kids' area and a coworking space, among other initiatives. Seeking to enhance the passenger and visitor experience, we are now offering new leisure and entertainment options with a selection of over 100 options for shopping, dining, and services.

The Rio de Janeiro's coordination of airport announcement at the end of 2023 and the later increase in air connectivity restored RIOgaleão's position as one of the country's leading hubs, contributing to the city development, state, and Brazil as a whole. This new status will allow Rio to fully explore its tourism and economic potential.

Among the projects implemented in 2023, we highlight the launch of an aircraft maintenance hub - with the opening of United Airlines' first hangar outside the U.S., representing an investment of over R\$100 million and creating around 1,000 new jobs. This hub also includes GE Aerospace and Drayton. Also operational is the new Aldeya Bay mall, which is housing a Universidade Estácio de Sá's campus.

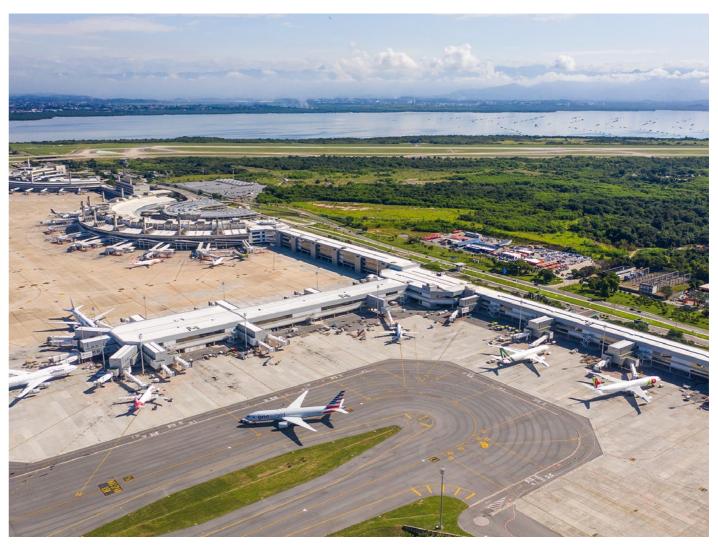
### GALE

Another highlight is the GaleON platform connecting people: Before going into Airplane Mode, switch to GaleON Mode. RIOgaleão's online services

and tourism platform were developed to offer a complete and personalized experience to travelers and other airport users. It allows access to various services such as food delivery, hospitality, luggage storage, taxi services, VIP lounge access, exclusive offers and promotions, and personalized flight and service information.

Combining innovation and sustainability, our Green IT<sup>5</sup> program has implemented systems like M-Files and D4sign to reduce paper usage, adopted sustainable cloud services to promote digital inclusion, reduced energy consumption and greenhouse gas emissions, and strengthened the company's security stance.

RIOgaleão is more than just an airport; it is a symbol of Rio de Janeiro, a city that pulses with hospitable energy that is always ready to welcome the world with arms wide open, just like the iconic Samba do Avião: "Arms wide open over Guanabara."



- 5 Green IT is related to the strategies carried out to minimize the impacts caused on the environment. These actions were developed at RIOgaleão: Actions such as reducing printing and the cost of paper and ink with the implementation of information management systems; the implementation of an electronic signature platform, which has enabled the company to reduce the number of documents at RIOgaleão by more than 20.000
- Contracting of sustainable cloud computing by RIOgaleão with the main aim of optimizing resources and reducing energy consumption;
- Donation of electronic equipment to achieve digital inclusion;
- Energy efficiency actions with the acquisition of new, more efficient machines which has resulted in a significant reduction in heat generation and energy consumption, among others.



3 5 6

#### **OUR KEY FIGURES: (GRI 2-1)**

- Over R\$2.7 billion invested from 2014 to 2023, including R\$41.8 million in 2023, a 58.9% increase from the R\$26.3 million spent in 2022.
- 7.9 million passengers in 2023, representing a 35% growth compared to 2022.
- Record cargo value: R\$55.6 billion in 2023 at RIOgaleão CARGO.
- Second-highest number of international passengers in Brazil.
- 144 active stores in 2023: 11 currency exchange offices, 13 duty-free shops, 56 food and beverage outlets, 7 VIP lounges, 14 passenger services, and 43 retail stores.
- Estimated 12,158 employees and airport community members (2023).
- Total technical and functional training of 48,484 hours for 16,826 participants, including airport community members and employees, and 4,653 hours of training on socio-environmental issues (2023).
- More than 63% of the extraordinary waste recyclable (1,367.66 tons) and organic (425.96 tons) generated in airport operations sent to recycling cooperatives, directly benefiting more than 57 families, and for composting to produce fertilizer for organic food production and the Concessionaire's socio-environmental development projects (2023). For comparison purposes, Berlin (one of the world's role models in waste management) also reused 63% of its solid waste generated through recycling and composting in 2011 (Source: Sustainable Cities).
- Airport Carbon Accreditation ACA ACI's Airport Carbon Accreditation Program: carbon management certification Level 1 (Mapping) in 2021, Level 2 (Reduction) in 2022, and submission of the accreditation process for Level 3 (optimization).

#### Main Operational Indicators

Operational Indicators	2023	2022	Variation (%)
Total Number of Passengers (million)	7.9	5.9	34.80%
Domestic Passengers	4.3	3.4	25.80%
International Passengers	3.6	2.5	47.40%
Total Movement of Aircraft (thousand)	62.9	50.9	23.70%
Domestic	41.3	36.3	14.20%
International	21.6	14.6	47.30%
Quantity of Airline Companies (end of the year)	21	20	5.0%
Cargo Volume <sup>1</sup> (thousand tons)	51.3	55	(6.8%)
Importation (thousand tons)	30.5	32.9	(7.6%)
Exportation (thousand tons)	20.8	22.1	(5.7%)
Commercial Area <sup>2</sup> (square meters)	20,443	20,391	(0.2%)
Duty-free area (square meters)	8,194	8,194	-
Food Court (square meters)	2,991	3,013	(0.7%)
Specialized Retail Area (square meters)	3,587	3,513	2.10%
VIP Lounges (square meters)	5,671	5,671	-
Parking Spaces	5,561	5,561	-

#### Notes:

(1) The total volume is considered, including nationalizations, exemptions, and removals. (2) The area of the Duty-Free Terminal, Food and Drinks, Specialty Retail, VIP Longues, Passenger Services, Currency Exchange Offices, Hotels, Rentals and Transportation.

#### Main Operational Indicators

			R\$ Million
Operational Revenue <sup>1</sup>	2023	2022 <sup>2</sup>	Variation (%)
(+) Adjusted Gross Revenue <sup>3</sup>	825.9	639.9	29.1
Aviation Revenue	207.1	141.6	46.2
Cargo Revenue	254.9	220.1	15.8
Commercial Revenue	332	249	33.3
Other Revenues	31.9	29.2	9.5
(-) Taxes on Revenue	(100.3)	(78)	(28.6)
(=) Adjusted Net Revenue	725.6	561.9	29.1

#### Notes:

(1) The impacts of ICPC01 regarding the construction revenue have not been considered.
(2) For comparative purposes, the values do not consider ATAERO, once this tariff was extinct on Jan 1<sup>st</sup>, 2023.
(3) Net value of returns and cancelations.



			R\$ Million
EBITDA and EBITDA Margin <sup>1 2</sup>	2023	2022 <sup>3</sup>	Variation (%)
(+) Adjusted Gross Revenue	825.9	639.9	29.1%
(-) Taxes on Revenue	(100.3)	(78.0)	(28.6%)
(=) Adjusted Net Revenue	725.6	561.9	29.1%
(-) Adjusted administrative costs and expenses	(35.9)	30.1	(219.2%)
(-) Impairment	647.6	(406.4)	259.4%
(=) EBITDA	1.337.3	185.6	620.6%
(+) Impairment	(647.6)	406.4	(259.4%)
(=) Adjusted EBITDA	689.7	592.0	16.5%
Adjusted EBITDA Margin (%)	95.1%	105.4%	(10.3 p.p.)

Notes: (1) The impacts of ICPC01 regarding construction have not been considered. (2) The value of the economic-financial balance regarding the COVID-19 pandemic at the Adjusted Costs and Administrative Expenses line has been considered. (3) The values do not consider the ATAERO for comparative purposes once this tariff was extinct on Jan 1<sup>st</sup>, 2023.

			R\$ Million
Financial Result	2023	2022	Variation (%)
(+/-) Financial Result	(887.1)	(945.3)	6.2%
(+) Financial Revenue	198.3	151.9	30.5%
(-) Financial Expenses	(1,085.4)	(1,097.2)	1.1%

			R\$ Millhões
Net Result <sup>1 2</sup>	2023	2022 <sup>3</sup>	Variation (%)
(=) Adjusted EBITDA	689.7	592.0	16.5%
(-) Impairment	647.6	(406.4)	259.4%
(-) Depreciation and Amortization	(106.3)	(81.6)	30.2%
(+/-) Financial Result	(887.1)	(945.3)	6.2%
(-) IR (Income Tax) and CSSL	144.0	-	-
(=) Net Result	487.9	(841.3)	158.0%

Notes: (1) The impacts of ICPC01 on construction revenue have not been considered. (2) The value of the economic-financial balance regarding the COVID-19 pandemic at the Adjusted Costs and Administrative Expenses line has been considered. (3) The values do not consider the ATAERO for comparative purposes once this tariff was extinct on Jan 1<sup>st</sup>, 2023.







GRI 2-1, 2-6, 2-9, 2-11, 2-26, 2-27, 2-29, 201-1, 203-1, 203-2, 403-1, 403-2, 403-4, 403-5, 403-7, 413-1, 416-1, 417-1

## Semper paratus<sup>1</sup>

What we do

#### **MAIN ACTIVITY**

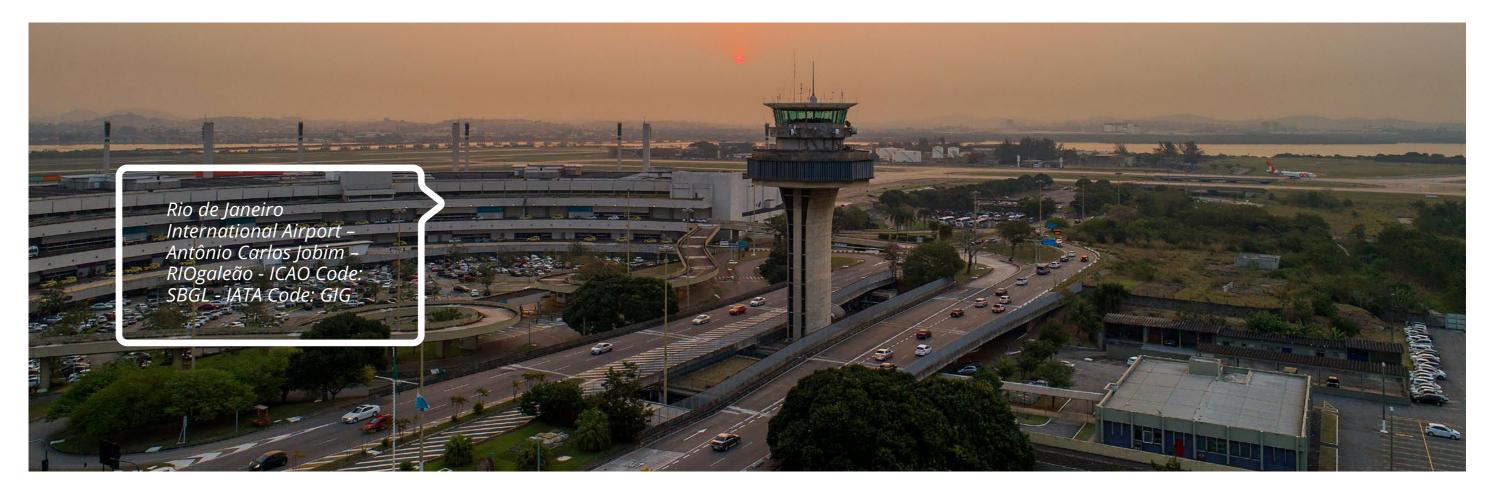
We are an airport - a designated area for the landing, takeoff, and movement of aircraft - for public use, with facilities and amenities to support operations for the boarding and disembarking of people and cargo. Our mission is to be the main gateway to Brazil.

Our main activity is to serve, safely and efficiently, as an area for the landing and takeoff operations of aircraft from the airlines operating at RIOgaleão, under the management of the FAB (Brazilian Air Force), and for the transport of passengers and cargo.

#### **SECONDARY ACTIVITIES**

An airport is more than simply landings and takeoffs. To ensure that our operations meet safety requirements and the needs related to our core activities and to exceed our customers' expectations, we offer services, facilities, and attractions that make RIOgaleão unique.

Our services and amenities include over 100 shopping and dining options, more than 580 national and international brands, 7 VIP lounges (Star Alliance, American Airlines, Gol, and the first Plaza Premium Group lounge in Latin America), in addition to 2 Convenience Hotels and the new Aldeya Bay mall, which features a branch of the Estácio de Sá University with approximately 5,000 students.

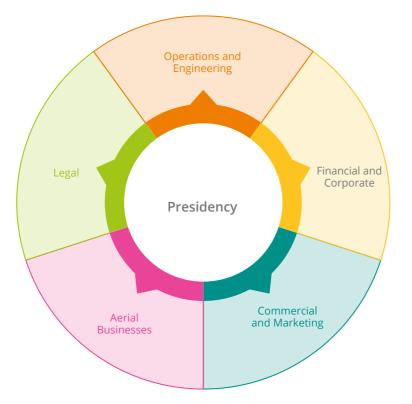


1 - Always Ready, in Latin.



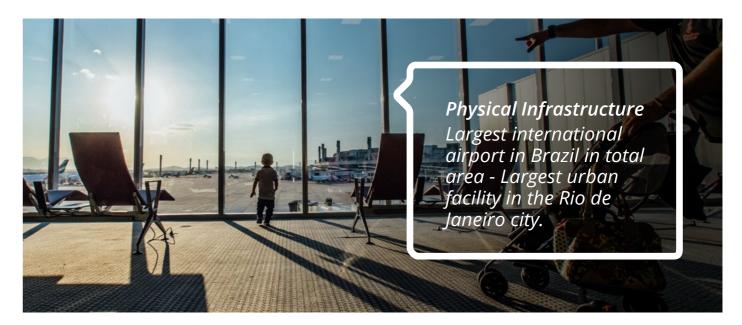


#### **CORPORATE MACROSTRUCTURE**



			Risks and Internal Controls Operations and Engineering • OPS Management, Landside • Quality, Occupational Safety, and Asset Mana • PPC Management
	Dimas Salvia Operations and Engineering		<ul> <li>Sustainability Management</li> <li>Safety</li> <li>Security, Crisis</li> <li>COR Operations / Airside / APRON</li> <li>Infrastructure Management</li> </ul>
Alexandre Monteiro	Gabriel Franca Financial and Corporate	Boards	Financial and Corporate • Governance and Digital Transformation • Supply Chain Management • Treasury • Financial Planning • People & Organization Management • Controllership
Presidency Rafael Magalhães Risks and Internal Controls	Commercial and Marketing Patrick Fehring Aerial Businesses		Comercial and Marketing <ul> <li>Administrative Affairs</li> <li>Retail Management</li> <li>Development Management</li> <li>Dufry Management and Innovation</li> <li>Commercial and Marketing Management</li> </ul>
	Vivianne Rodrigues Legal		Aerial Businesses • Aviation Development • Air Business Development • Passenger Aviation Marketing • Air cargo TerminalOperations • Air Cargo Terminal Commercial
			Legal

## Infrastructure and Capacity



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#### **OUR AIRPORT INFRASTRUCTURE:**

- Passenger terminals (TPS1, TPS2, and South Pier);
- Two exclusive runways for landing and takeoff, with simultaneous operation, one of which is the largest commercial runway in Brazil;
  - Runway 10/28 with dimensions » of 4,000 meters x 45 meters PCN 78/R/A/W/T
  - Runway 15/33 with dimensions » of 2,930 meters x 47 meters PCN 73/F/B/X/T
- 1 Aircraft maintenance hangar, the first maintenance hangar operated by UNITED outside the U.S.;
- 2 Hangars designated for executive aviation operations;
- Turbine testing counter, operated by GE Celma, as well as the logistics warehouses at TECA, HLOG, RIOgaleãoLOG, and the TECA warehouses;

Litigation and Arbitration

Contract Administration Management

Contract

agement



Rescue and Firefighting Service (SESCINC), classified by the National Civil Aviation Agency (Anac) as Firefighting Category Level 10, with rescue and firefighting resources available to respond to emergencies involving medium and large aircraft;

Areas occupied by several companies providing auxiliary services to air transport, such as catering and ground handling companies;

Two wastewater treatment plants (ETAR) and a water treatment plant (ETA);

Administrative area with airport administration offices, including the RIOgaleão Operations Centre (COR); the new Aldeya Bay mall; and an operating branch of the Estácio de Sá University.

• More than 5,400 parking spaces, with SOS service available 24 hours a day, including the modern Garage Building, with 3,205 parking spaces and parking space location and monitoring systems;

Brazil's three largest car rental companies, strategically distributed over an area greater than 36,460 m<sup>2</sup>.

#### **OPERATIONAL CAPACITY**

Our operational capacity caters to aircraft in categories C, D, E, and F (24 to 80 meters wingtip-to-wingtip). We have 149 positions in the airport's apron, 97 of those which are operated simultaneously (TPS1, TPS2, and Pier Aprons) in addition to 31 simultaneous positions at TECA, arranged with a view to maximize usage and activities optimization.

We operate uninterruptedly 24 hours a day, seven days a week - **RIOgaleão** never closes.

RIOgaleão's runway capacity is 60 (sixty) movements per hour, distributed as follows:

Runway Capacity	60 minutes	15 minutes	5 minutes
Total Movements	60	15	05
Maximum Landing	30	09	04
Maximum Take off	30	10	04

Our dynamic passenger terminal capacity per hour is distributed as follows (2023 data):

Dynamic Capacity of the Passenger Terminal (Pax/Hour)				
Туре	Boarding	Disembarking		
Domestic	3409	3054		
International	2200	2184		

## Airline Network and Traffic Development

#### **TRAFFIC DEVELOPMENT**

In 2023, we handled 7.9 million passengers, 35% more than in 2022. We had the second-largest number of international passengers among Brazilian airports, totaling 3.6 million, corresponding to 46% of GIG's total traffic. We celebrated a 55% recovery in the number of flights, with 82% of international and 55% of domestic movements in 2019.



#### DOMESTIC

In the domestic segment, the Rio de Janeiro's coordination of airports, the first phase of which began in October 2023 with the allocation of flights to the Santos Dumond Airport (SDU) and the consequent increased connectivity of the airline network, has restored RIOgaleão to its position as one of the country's leading hubs and contributes to the development of the city, the state, and Brazil as a whole. This new condition enabled Rio de Janeiro to explore and expand its tourist and economic potential and contributed to RIOgaleão achieving 82% domestic recovery in December 2023 (687,000 passengers), 119% more than in December 2022.

#### INTERNATIONAL

International traffic grew by 47% compared to 2022, reaching 82% of the 2019 figures, with several increases in frequencies on existing routes, new routes, and new airlines, receiving approximately 54% of all low-cost passengers from Brazil. Highlights include the startup of a new airline, ITA Airways, which included Rome as a new destination served by RIOgaleão, and new routes to Buenos Aires with British Airways, to Montevideo with JetSMART, and to New York seasonally with Delta. There was a 53% increase in annual seat capacity compared to 2022, and the average occupancy of flights was 83%. In December 2023, RIOgaleão's international demand was 97% of that recorded in 2019, 35% more than the previous year.





The supply of seats abroad from Rio de Janeiro in July was 12% higher than in the same month in 2019.

Airlines	De	stinations	Airlines	Des	tinations
	AEP	Buenos Aires		EZE	Buenos Aires
AerolíneasArgentinas	COR	Córdoba	GOL	COR	Córdoba
RefolitieusArgentinus			<b>U</b>	MVD	Montevidéu
	MDZ	Mendoza		ROS	Rosário
AIRFRANCE	CDG	Paris	IBERIA	MAD	Madri
	MIA	Miami	AIRWAYS	FCO	Roma
American Airlines	MIA	Miami	1+	EZE	Buenos Aires
	JEK	New York	JetSMART	SCL	Santiago
	DFW	Dallas		MVD	Montevidéu
avianca	BOG	Bogotá	KLM	AMS	Amsterdam
avianca	500	bogota	LATAM	SCL	Santiago
_	LHR	London	FLATAM	LIM	Lima
BRITISH AIRWAYS	EZE	Buenos Aires	✓ Lufthansa	FRA	Frankfurt
CopaAirlines	РТҮ	Panama City	Paranair	ASU	Assunção
A DELTA	ATL	Atlanta	CNIV		Continue
a been	JFK	Nova lorque	SXY	SCL	Santiago
Emirates	DXB	Dubai		LIS	Lisboa
en cumates	EZE	Buenos Aires		OPO	Porto
flybondi	EZE	Buenos Aires	UNITED	IAH	Houston

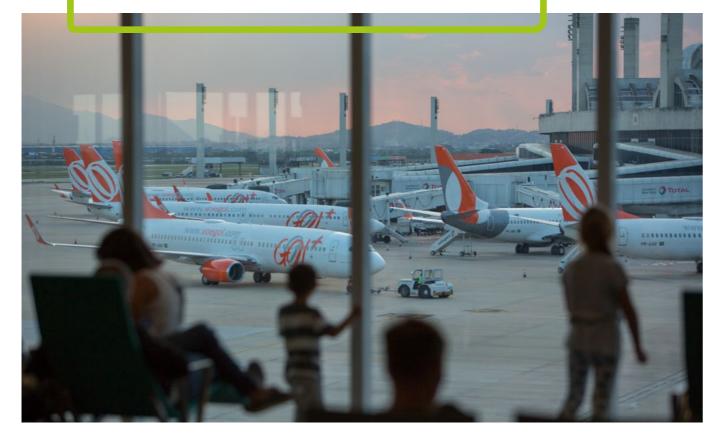
Although flights to Porto Alegre are still suspended, GIG's domestic network is currently 13% larger than before the pandemic.



Airlines	Destinations	
	CNF	Belo Horizonte
	CPV	Campina Grande
	CWB	Curitiba
	MCZ	Maceió
Azul 🚏	NAT	Natal
	POA	Porto Alegre 🤤
	REC	Recife
	VCP	Campinas
Airlines		Destinations
	BPS	Porto Seguro
-	BSB	Brasilia
	CNF	Belo Horizonte
	CXJ	Caxias do Sul
	FLN	Florianópolis
	FOR	Fortaleza
	GRU	São Paulo - Guarulhos
LATAM	IGU	Foz do Iguaçu
	MAO	Manaus
	NAT	Natal
	POA	Porto Alegre 🤤
	REC	Recife
	SLZ	São Luís
	SSA	Salvador
	VIX	Vitória

#### Investments

We invested R\$41.8 million in the airport's infrastructure throughout 2023, a 58.9% increase on the R\$26.3 million disbursed in 2022.



## Investments and Innovation

#### THE MAIN INVESTMENTS MADE IN 2023 FOCUSED ON:

- Revitalization of the fire-fighting system in the passenger terminals, air cargo terminal, and support area;
- · Acquisition of new cameras and modernization of customs systems;
- · Acquisition of new X-ray and screening equipment for security inspections;
- · Upgrading of access roads for vehicle and equipment traffic;
- Improvements to the layout and cladding of passenger terminals;
- Electrical network and generator system modernization, and replacement in battery banks;
- Maintenance of water and sewage pipes and pump rooms in the passenger terminals and South Pier.

#### INNOVATION

#### **Concessionaire Connection**

Partnering with the airport community is essential to spreading our pillars and achieving the common goal of offering the best customer experience with excellence and a business vision.

One of the measures adopted is the Concessionaire Connection, a direct communication channel with the airport community to integrate and inform all on airport news and the air network for better planning operations and communicating benefits<sup>2</sup>.

#### **HUB Air Support**

In 2023, we created an aircraft maintenance hub – with the start of the first United Airlines hangar outside the United States operations, representing an investment of more than R\$100 million and generating around 1,000 new jobs. This hub is also formed by GE Aerospace and Dayton Aerospace and, recently, the company COMAF has joined this project with RIOgaleão.

### GALE

We are proud to be the first Brazilian airport to launch a digital platform—GaleON, a complete online service to innovate the passenger experience. It offers options for those looking for practicality, comfort, and convenience when traveling through RIOgaleão.

The platform offers online booking for VIP lounges and luggage storage, free delivery of meals and pharmacy products with at boarding gates, while further breaking down physical barriers between terminals. It also offers closed taxi fares, exclusive hospitality service, a personalized duty-free personal shopper service, exclusive discounts, benefits, and customized solutions for passengers.

#### **Aviation Marketing and Commercial Development**

We are an engine of the economy, not just with landings and takeoffs. Our business drives the growth of our partners, positively impacting the economy of and increasing tourist demand for Rio de Janeiro and Brazil.

We are the first Brazilian airport to have an Aviation Marketing team focused on developing the tourism industry via Galeão. RIOgaleão's passenger development campaigns have converted more than 55,000 potential tourists into passengers, generating destination and network awareness for more than 600 million unique users. In 2023 alone, 32 campaigns were implemented with over 180 million views.

In the **B2C** (business to consumer) line, our work involves destination marketing, content, digital campaigns, engagement, and familiarization trips with digital influencers and the press, as well as development of airline products such as the stopover program.

2 - For example, the various concessionaires partnerships to guarantee discounts on products and services acquisition by the airport community inside the airport.



In December 2023, in partnership with Emirates and Visit Rio, we relaunched an innovative project to boost tourism in Rio de Janeiro. The initiative offers a free stopover of up to five days in the city for Argentinian passengers who opt for the EZE-GIG-DXB route, allowing them to explore the Marvellous City before traveling to their final destination.

This strategy aims to attract more tourists to Rio de Janeiro and strengthen our position as a major connecting hub in South America. By offering this strategic stop, the airport becomes more attractive to international travelers, consolidating its relevance on the global stage.

Aimed at the Argentinian market, the campaign financed by RIOgaleão included digital marketing, training sessions for Argentinian travel agents, and a sales incentive.

Argentinian passengers who take advantage of the stopover have exclusive benefits, such as discounts on hotels, tourist attractions, and services, as well as access to VIP lounges and other amenities. The advantages offered by RIOgaleão are available through the GaleON digital platform, making it easier for travelers to plan and experience the city.

The initiative has the potential to positively impact the local economy, boosting various sectors, from hotels and restaurants to transport services and commerce. For this reason, the project's pilot phase will be followed by the future development of a stopover platform for the Rio de Janeiro destination such as those already offered by several global destinations.



#### Conozca el Stopover Emirates

El **Stopover Emirates** consiste en la posibilidad de, en el mismo viaje, tener **dos destinos o más por el precio de uno**, disfrutando algunos días en la ciudad de conexión hacia su destino final.

For the **B2B** (business-to-business) line, our work involves training sessions for tour operators and travel agencies, partnerships with significant consolidators, sales incentive programs, fam tours (familiarization trips), our own events and actions to help attracting events to the city of Rio, as well as fostering business tourism through the MICE (Meetings, Incentives, Congress, Exhibitions) segment.

In 2023, we led the way in attracting the most important event for the global aviation industry. With the support of the Rio de Janeiro Local Government and the Visit Rio Convention Bureau, we secured the 2026 edition of Routes Americas, an event that brings together more than 1,500 airlines, airports, and destinations over three days. It will be an excellent opportunity to show the executives who decide the world's airline network how Rio de Janeiro can and must grow.

Last year, 30 B2B initiatives were carried out, including roadshows, trade fairs, and events in partnership with Visit Rio, the Rio de Janeiro State Tourism Office, and Embratur, initiatives

which had a direct impact on more than 425 agents. These strategic actions and partnerships strengthen **RIOgaleão's position as an active Brazilian tourism production chain player.** 



\*The total number of conversions refers to only 6 campaigns that were 100% measurable (results shared by until 19/Jan.)

#### Visit Rio

The city of Rio is one of the best-known tourist destinations in the world, yet it still lacked a brand, a digital platform, or consistent promotion, leaving a gap on the local tourism development. Hence, during the pandemic, our team set up a working group to organize efforts and propose a new marketing strategy for Rio de Janeiro. Years of engagement agendas with government bodies and private institutions linked to tourism and major research and benchmarking thus culminated in the decision to return the management of the Visit Rio brand to the hands of the private sector.

Our team worked with the Rio Convention & Visitors Bureau to build the destination's new brand. With its launch in September 2023, during Brazil's biggest tourism fair, <u>ABAV Expo</u>, the airport became a strategic partner of the brand, providing support in destination promotion and positioning.

ABAV Expo 2023 was also the scene of RIOgaleão's first participation with a 100m<sup>2</sup> stand at a tourism market event. At the fair, which took place at the Rio Centro from September 27<sup>th</sup> to 29<sup>th</sup>, we presented our exhibition central theme, 'The Hub that Rio Deserves,' showing how the international airport works as an actual engine of Rio's economy, further providing news about the commercial mix, the passenger experience area, and the airline network.



RIOgaleão team at the ABAV 2023 tourism fair (Brazilian Association of Travel Agencies of RJ).





## Safety

Safety at RIOgaleão is non-negotiable, and all the results achieved stem from a collective effort. Below we highlight the 2023 results in crucial areas to safe and efficient operations.

#### SAFETY MANAGEMENT

Safety Management comprises the Emergency and Operational Safety areas, with a robust structure dedicated to identifying hazards and assessing and mitigating risks. In 2023, we highlight, among other indicators:

- Carrying out ten simulated emergency exercises;
- Implementing the APP for inspecting towable equipment;
- Holding the 1<sup>st</sup> edition of the MOPS ZOOM training (focused on specific topics in the Operations Manual) in person;
- Carrying out educational visits through the SGSO in Action Program, focusing on raising awareness together with the Sustainability area, schools in the community around the airport, and the municipalities in the Airport Security Area (ASA);
- 99% positive satisfaction with the topics covered at the Integrated **Operational Safety Symposium** (SISO 2023), held on August 15<sup>th</sup>, 2023, together with the DTCEA-GL, to disseminate the Operational Safety Culture to the various Civil Aviation Stakeholders;



SGSO in Action Programme



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SGSO in Action Programme

- 68% reduction in the time taken for civilian firefighters to arrive at alarm points (cases of suspected fire);
- Participation in the Subgroup on External Aviation Risks (balloon, kite, balloon, and drone risks) of the Brazilian Airport Infrastructure Operational Safety Group (BAIST);
- ZERO records of non-compliance and/or notices of violation for RIOgaleão;
- Joining the National Fauna Risk Commission (CNRF) and holding regular meetings of the Fauna Risk Management Commission (CGRF), with the active participation of the municipalities in the Airport Security Area (ASA), the Brazilian Air Force (FAB), the Brazilian Navy / Port Authority, among other guests.

It should be noted that implementing a Safety Department has favored integrating emergency response and operational safety services, taking preventive action, covering risk analyses, and complying with regulatory recommendations (RBAC 153-amendment 07).







Integrated Operational Safety Symposium (SISO 2023)



Integrated Operational Safety Symposium (SISO 2023)



Safety Team

Operational Safety Management System (SGSO): RELPREV, SGSO Magazine, and Operational Safety Index (ISO)

Our Operational Safety Management System (SGSO) has RELPREV, a voluntary civil aviation prevention reporting system responsible for identifying hazards and potential risks that could threaten the safety of operations in the airport's operational area.



We published three (03) editions of the SGSO in the Focus magazine, covering actions carried out by the Safety area (SGSO & Emergency), incidents recorded in the operational area, negotiations with RELPREVs, and reinforcement of Operational Safety recommendations.



In our 2023 Operational Safety Index (ISO), the

compiled data shows that 1,462 people were observed, the number of deviations reduced over four (04) sequential months, and the companies involved obtained an EXCELLENT grade (between 95% and 100% adherence to the requirements observed).



#### **APRON CONTROL**

With Apron Control, RIOgaleão inaugurated a new era in airport management. In 2016, we became the first in Latin America to implement Apron Control, a station that controls and coordinates the movement of aircraft, vehicles, and people in the apron. This sector was created to increase safety and speed in taxiing operations, allowing the Control Tower to focus entirely on air traffic control.

With the new structure—the implementation of which involved a working group set up by ANAC, involving various authorities in the sector to establish new rules-management is carried out by a specific cell, which is part of the Airport Operations Centre (COR). This cell uses advanced technology such as the multilateration system and high-definition cameras, ensuring greater efficiency and operational safety.

#### AIRSIDE

At the airport, security is divided into airside and landside. The landside stretches from the airport entrance to the airside access control, while the airside covers the airport security area, where aircraft movements are carried out.

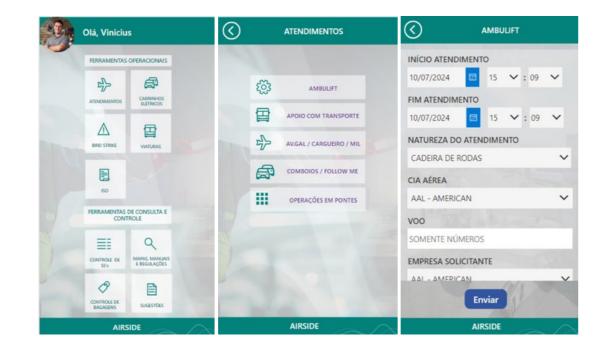
The Airside Chat was created with a view to ensure cohesive action, where discussions take place every fortnight to align, suggest changes, and clarify doubts in partnership with various sectors of RIOgaleão: Airside, COR, Safety, Occupational Safety, Security, Maintenance, Sustainability, among other areas. The Apron and Runway Supervision and Inspection teams are responsible for assisting the Airside Coordination.







18/05/23



Some of the topics covered: Works and inspections, PPSP (Program for the Prevention of Risk Associated with the Misuse of Psychoactive Substances in Civil Aviation—RBAC 120 ANAC), SIPAT (Internal Week for the Prevention of Accidents at Work), escape routes, FOD (foreign object damage), inspection of towable equipment, selective collection, prevention reports, climate change, and environmental emergencies.

Moreover, we highlight the creation, in 2022, of the Airside Management App, an essential tool for optimizing operations in the Galeão's apron, providing various benefits for the company and its employees, centralizing the activities of the RIOgaleão's apron, using historical records for analysis, increasing the efficiency and productivity of the teams, saving time and resources, efficiently collecting data, and reducing the use of paper.

Among its functions, we list: Transport support; General Aviation, freighter, and scheduled aviation parking; Vehicle convoys and aircraft follow me; Boarding bridge operations; Vehicle checklists; luggage processing time measurement; Control of service requests; And document library.

#### **AVIATION SECURITY (AVSEC)**

Through a rigorous risk management system, the security team identifies, assesses, and mitigates potential threats to the airport operations security. Our focus main areas include:

- AVSEC Security: Strict control of passengers, luggage, and cargo in the airport's restricted area, with measures such as inspections, surveillance, and state-of-the-art technology.
- Physical protection: The airport perimeter is constantly monitored by security guards, police, and electronic security systems.
- Emergency management: Detailed action plans for various emergencies, such as fires, break-ins, and accidents.
- Cyber security: Protection against cyber attacks that could compromise the airport's systems and data.
- Business continuity: Plans to ensure the airport's operation even during disruptive events, such as power or water shortages.

## **Highlights and** Initiatives

In 2023, we fully resumed pre-pandemic supply, with 26 openings and reopenings. Our actions include:

#### AIR CARGO TERMINAL AND OPERATIONS **DURING THE COVID-19 PANDEMIC**

The Air Cargo Terminal (learn more about TECA) has and continues to play a key role for RIOgaleão, being one of the main gateways to Latin America, responsible for receiving 26% of the goods incoming to the state of Rio de Janeiro.

During the COVID-19 pandemic, TECA took several actions to promote social distancing and preserve the health of its members, partners, and customers so that it could continue operating 24 hours a day, with heavy traffic. Medicines, vaccines, medical equipment, and various supplies passed through this facility daily, supporting the demands of Rio de Janeiro's primary industries.

With the increase in demand during the pandemic, RIOgaleão Cargo also saw a significant increase in cargo flights, both regular and charter, and the resumption of regular commercial operations.

During a crisis, the airport played a key role in maintaining the logistics and supply of the health system in the state of Rio and in Brazil.











Receipt of the API (Active Pharmaceutical Ingredient) used to produce vaccines to prevent COVID-19

The cargo transported value reached a record R\$55.6 bn in 2023. Despite the international cargo scenario showing a drop in the main blocs compared to 2022, Latin America showed an increase of 1.3 percent in 2023 first half.

The logistics complex has a total area of 250,000 m<sup>2</sup>, of which 55,000 m<sup>2</sup> is dedicated to bonded warehousing. The other areas include space for domestic cargo operations by airlines, for real estate projects focused on general warehousing and for the Post Office distribution center, and an administrative building that houses the Federal Revenue Service, ANVISA, and VIGIAGRO, which act as foreign trade consenting bodies, and other entities, including Ibama, the Army, SEFAZ/RJ, and the Federal Police.

The Cargo Terminal also stood out in the average 30% reduction in the time it takes to receive imported goods, with the adoption of the new Cargo and Transit Control system, CCT Modal Aéreo, launched by the Federal Revenue Service in August 2023, which made the processing of international air cargo fully digital, following international IATA standards, making import processes into Brazil faster and more efficient. The outstanding performance in implementing this project was recognized by the World Customs Organization (WCO), which nominated RIOgaleão to receive a certificate of merit for the excellent results achieved in implementing the air CCT:



We consider the transition at our Cargo Terminal a success. All the planning that involved the air modal logistics's chain integration, with the participation of importers, airlines, freight forwarders, road haulers, customs brokers, and the Federal Revenue Service, as well as *RIOgaleão as a Bonded Warehouse, was essential to the result achieved* while bringing the least possible impact to customers. It took almost three years of hard work, from technical specifications, contracting of suppliers, process mapping, change management, risk assessment, more than 1,000 scenarios tested, and, above all, extensive internal and external training with partners,' says Eduardo Calderelli, Cargo Operations Manager at RIOgaleão.

RIOgaleão's Cargo Terminal, TECA, stands out for handling high-value goods. The Pharmaceutical, Oil & Gas, and Aerospace sectors lead the ranking. Together, these segments account for more than 60% of the total value of cargo imported by the terminal.

Rio de Janeiro's excellent supply of cargo space makes air freight rates more competitive, while reducing air freight rates attracts cargo from other regions, thus making, in turn, the state also more competitive. It also favors local industry, which can work with better margins. Furthermore, lower freight rates allow for the market to use air freight for some commodities, increasing competitiveness, especially when the cost of sea freight is rising, a characteristic mode for logistics in this cargo segment.



#### MORE ACCESSIBLE AVIATION

We are committed to promoting an airport environment accessible to individuals with special assistance needs (PNAE).

In 2015, we assessed the airport's compliance rate with accessibility requirements, and since then, we have undertaken various actions to adapt the airport facilities, such as purchasing elevators and specific platforms and making modifications to stairs, ramps, restrooms, and other airport facilities.

In 2021, the SAC (Secretariat of Civil Aviation) and UFscar (Federal University of São Carlos) launched the "Accessible Aviation" Project. In 2022, RIOgaleão earned the "Accessible Aviation" seal, granted to concessionaires participating

in the Accessible Aviation Program, based on a self-assessment platform and an on-site visit to verify infrastructure, training, and other airport initiatives, rating it in compliance with best practices adopted for the accessibility of individuals, passengers, and communities. The platform, open for new information submissions, encourages RIOgaleão to continue implementing actions aimed at increasing its accessibility level and improving the status of its seal in the accessible Brazilian airports ranking.



5

To keep this momentum going, we rely on RIOgaleão's Accessibility Committee, which assesses the service quality provided to passengers and works on resolving main barriers encountered during their air travel cycle.

We strive to provide conditions and opportunities for individuals with special assistance needs, ensuring priority access, safety, and autonomy at the airport.



**AIRPORTS** Videos on screens available at boarding gates

Banners/stickers to be displayed at lift entrances, waiting areas, near self-service totems



**FLIGHTS** Video for dissemination via the entertainment system

Dissemination of the project by key users flyer to make available



**KEY USERS** Dissemination by SAC, on their profiles/pages (Instagram, etc.) (list of users under construction) along with a safety information card in the seat pocket



ANAC and SNDPcD in their mailings (digital banner)

Disclosed by disability-related associations and NGOs

Areas of action for the Accessible Aviation Project

#### **COMMITMENT TO DIVERSITY**

In 2023, we reinforced our commitment to diversity and inclusion. Aware of our social and environmental responsibilities, we continuously seek initiatives that enhance our members' awareness of the being vigilant importance regarding inclusion.

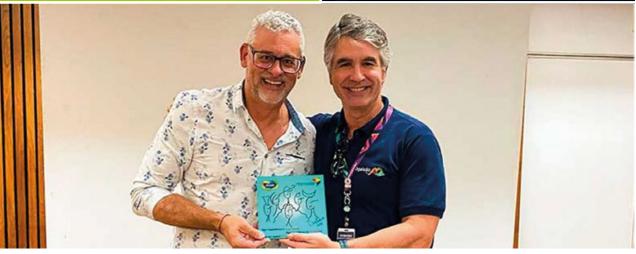
As part of this effort, the Tom Jobim International Airport became the first Brazilian airport associated with the non-profit organization LGBT Commerce and Tourism Chamber of Brazil. This collaboration promotes diversity and inclusion, making the airport a more welcoming environment for LGBT+ passengers and staff. The partnership was officially announced during the LGBT+ Tourism Expo 2022, which marked the first time an airport took part in the event. This partnership has also led to awareness sessions for RIOgaleão leaders and frontline staff in the passenger terminal.

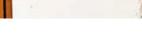
To celebrate the annually-renewed partnership, the LGBT Chamber presents RIOgaleão with an exclusive tile designed by an artist from the community. This artwork symbolizes the airport's commitment to creating free of prejudice and discrimination space, where everyone feels respected and valued. This initiative reinforces the representation's importance and the fight against LGBTphobia in the tourism and aviation sectors, encouraging other companies to follow suit.

For the second consecutive year, in 2023, RIOgaleão joined the Rio de Janeiro tourism trade in the campaign led by Visit Rio and the LGBT Chamber called <u>Circuito RIO de Cores.</u> Throughout June, this initiative offers unique benefits to visitors at various establishments, including hotels, bars, restaurants, and tourist attractions, while also reinforcing actions that promote respect for diversity and inclusion.

"RIOgaleão is one of the main gateways for tourism we must take part in this dialogue to enhance further our connection with the people who pass through our airport. This partnership can only contribute to a more inclusive society."

RIOgaleão CEO





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#### **CULTURE INCENTIVE**

To achieve our goals of making the experience at RIOgaleão unforgettable and highlighting the national culture, we focus on campaigns like "Art at RIOgaleão" featuring artistic expressions created by carioca and Brazilian artists, displayed along the boarding and disembarking journey, filling the corridors of the city's largest public facility.

At the end of 2023, the sounds of Brazilian culture set the tone for arrivals and departures at RIOgaleão. The "Music in the Air" project returned to airport in December, allowing travelers to enjoy a daily lineup of live performances. In the international departures area, from 6 PM to 8 PM, a piano and vocal duet brought bossa nova to the repertoire, mixing in international classics. Meanwhile, in the domestic departures area, from 7 PM to 9 PM, performances showcased hits from MPB, samba, chorinho, and bossa nova.

Art in RioGaleão and Music in the Air projects



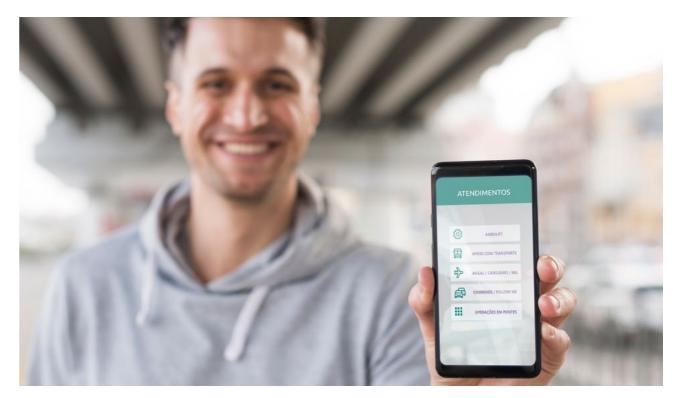












#### **CONNECTIVITY WITH THE CITY**

Integration and collaboration are critical aspects of our identity. The Rio de Janeiro Local Government and RIOgaleão have implemented several initiatives to enhance airport's access and connectivity with the city.

Among the infrastructure and signage initiatives, we highlight, in 2023, the signage revitalization along Linha Vermelha, including an exclusive lane for Ilha do Governador, the restoration of acoustic barriers, access roads repaving, public lighting modernization, along with an increase in security cameras.

We also celebrated, in 2023: The executive buses resumption to the South Zone and Barra with direct routes and fewer stops; the regular bus and BRT lines expansion with extended operating hours; and the new 2,000 m<sup>2</sup> lounge in partnership with Uber, which offers exclusive pick-up points for app users, providing greater convenience, safety, and efficiency for trips to and from the airport.

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#### **RIO DE JANEIRO LOCAL GOVERNMENT** AND RIOGALEÃO CONCESSIONAIRE HAVE **IMPLEMENTED SEVERAL ACTIONS TO IMPROVE GIG ACCESS.**

#### Infrastructure and Signage

- LED panels revitalization of the signage along Linha Vermelha and airport`s road.
  - Repaving of access roads noise barriers restoration in Maré.
  - Exclusive lane on Linha Vermelha.
- Street lighting modernization and security cameras increased number.

#### 🖶 Transport

Bus

- » Executive buses to South Zone and Barra resumption with direct routes and fewer stops.
- » Increased regular and BRT lines with extended operating hours.
- » New GIG-TIG service.

 New UBER lounge with a 2,000m<sup>2</sup> pick-up area.

Customer Satisfaction and Recognition





GRI 2-5, 2-6, 2-7, 2-8, 2-22, 2-23, 2-24, 2-26, 2-27, 2-28, 2-29, 203-1, 203-2, 413-1, 416-1

## Customer Satisfaction and Recognition

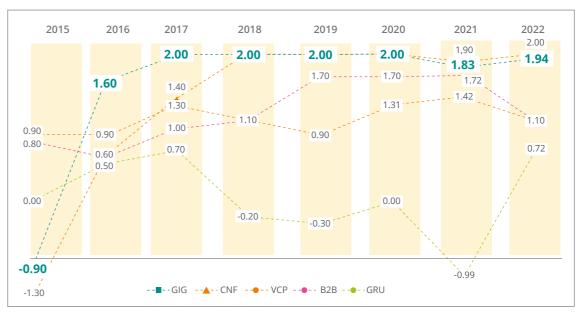
#### **CUSTOMER SATISFACTION**

At the RIOgaleão logistics complex, we invest in infrastructure, computerized system technology, and continuous review and improvement of processes to deliver excellent services, as well as trust and transparency in our relationship with customers, always adhering to regulatory standards.

This is how the efforts made since the concession was granted have resulted in very high customer satisfaction rates:

Since 2015, according to the service quality indicators (IQS) set out in Concession Agreement by ANAC, we have ranked among the best airports in Brazil in terms of the Service Quality Factor (Q Factor) and have been recognized for the excellence in service offered to users. We invest in technology that makes traveling easier, high services, stores, product standards, and a dedicated and trained team to provide the best experience.

#### Evolution of the ANAC Quality Factor (2015 - 2022, in %)



Source: ANAC Service Quality Indicators Monitoring; airport websites.



According to the IBRC (Ibero-Brazilian Institute of Customer Relations), we are the 1st Customer-Friendly Airport in Brazil, an international quality seal in service and customer care (2017 and 2022) awarded to airports that have made significant efforts to collect customer feedback to understand their needs and ensure a better travel experience.

Based on the Passenger Satisfaction Survey conducted by the Civil Aviation Secretariat (SAC), we have been nationally recognized with the Aeroportos + Brasil award as (i) the most comfortable airport with the most amenities for passengers in 2017, (ii) the most efficient security screening (according to agility, inspection reliability, and staff courtesy and helpfuness criteria), (iii) the airport with the most passenger services in 2018 and 2019, and (iv) the most accessible airport in 2021.

MR.

We have implemented a Governance Agenda for direct relationships and communication with the Cargo Terminal's customers, which has resulted in an increase in the Net Promoter Score (NPS) by 83% in 2023, keeping RIOgaleão Cargo in the Excellence Zone.

We are an airport that never closes (99.98% time operational), punctual, and comfortable.

Our Sustainability Projects have received several honorable mentions at the Airports Going Green international conference in 2016, 2017, and 2018.

#### **CERTIFICATIONS AND RECOGNITIONS**

Since the concession was granted, the awarded certifications and recognitions reinforce RIOgaleão's commitment and philosophy.



#### According to Skytrax, we have the best staff in Brazil and the 6th best in Latin America (2022).

Institution	Title	Year	Classification
Chico Mendes Institute	Certification Green Seal Chico Mendes - Category "Responsible Socio-Environmental Action" - Aircraft Ground Environmental Inspectors	2015	National
Airports Going Green Award	Honorable Mention for Sustainability of the Employees at Rio de Janeiro International Airport. Recognized for the training program and outstanding leadership in pursuing sustainability within the aviation sector	2016	International
Airports Going Green Award	Honorable Mention to Rio de Janeiro International Airport: Solid Waste Management and Leadership in Pursuing Sustainability in Aviation	2016	International
IATA CEIV Pharma	Requirements Focused on the Pharmaceutical Industry. Recognizes the quality and reliability of the airport's services to the pharmaceutical industry. The first airport in Latin America to obtain this certification	2016	International
ANAC Q Factor   The Service Quality Factor comprises objective Service Quality Indicators (Operations and Engineering) and subjective indicators (Passenger Satisfaction Surveys)	Partial Bonus	2016, 2021 a 2023	National
Honorable Mention Airports Going Green	Organic Cycle Project (Composting)	2017	International
SO 9001:2015	Process Quality Requirements: ISO 9001:2015 Certification recognizes the quality of operations management at the cargo terminal	2017	International
ANAC Q Factor   Service Quality Factor, composed of objective Service Quality Indicators (Operations and Engineering) and subjective indicators (Passenger Satisfaction Surveys)	Maximum Bonus	2017 to 2020	National
Airports Going Green Award	Honorable Mention to the School Connection Project at Rio de Janeiro International Airport, highlighting outstanding leadership in pursuing sustainability in aviation	2018	International
National Tourism Award	Marketing and Commercial Support - Ministry of Tourism of Brazil	2018	National
Honorable Mention Airports Going Green	Going Green – School Connection Program	2018	International
Ministry of Tourism - National Tourism Award	Title for the Passenger Development Plan in Marketing and Commercial Support	2018	National

Institution	Title	Year	Classificatio
ANAC Public RFP 69/12/19	Sustainable Aerodromes Project - ANAC SBGL Advanced Level	2019	National
Authorized Economic Operator (Secretariat of the Federal Revenue of Brazil) / Certificação Operador Econômico Autorizado (AEO)	Certification in the OEA Program – Security Modality, recognizing RIOgaleão as a low- risk and reliable airport operator and cargo custodian in international trade. It is the largest airport certified in cargo handling.	2019	National
Airports Council International – ACI	ACI Health Accreditation - AHA - COVID-19 Best Practices in Public Health and Safety	2020	International
Routes Americas Marketing Awards	2 <sup>nd</sup> Place in the ranking for airports with 4-20 million passengers, recognizing excellence in airport and destination marketing	2020	International
ABNT- Certifiera	Statement of Compliance / Verification of GHG Inventory - ABNT NBR ISO 14064-1:2007 and Brazilian GHG Protocol Program	2021	National
Brazilian Identities Institute	"Yes to Racial Equality" Seal GIG	2022	National
Foundation for Childhood and Adolescence (FIA) - Government of the State of Rio de Janeiro	Public Education and Awareness Campaign - Focused on Preventing the Disappearance of Children and Adolescents.	2022	National
Airports Council International - ACl / Latin América e Caribe (LAC)	"Green Airport Recognition" Mitigation and adaptation to Climate Change / "Reconhecimento de Aeroporto Verde" Mitigação e adaptação às Mudanças Climáticas	2022	International
Bureau Veritas Certification	ISO 9001:2015 - Security area	2022	National
Airports Council International - ACl / Airport Carbon Accreditation – ACA	"Airport Carbon Accreditation" level of Optimization - Tom Jobim International Airport / "Acreditação de Carbono em Aeroportos" - Nível de Redução - Aeroporto Internacional Tom Jobim	2023	International
Bureau Veritas Certification	ISO 9001:2015 - strategic diagnosis, company culture, and planning of interactions throughout all stages.	2023	National
Brazilian Health Regulatory Agency	Requirements focused on the Pharmaceutical Industry: The first airport in Brazil to meet Good Storage Practices Certification that attests to excellence in storing medications and health products.	2023	National
Airports Council International - ACI / Airport Carbon Accreditation – ACA	Optimization level accreditation, in recognition of the airport's exemplary work in reducing its CO2 emissions and engaging other stakeholders to do the same, as part of the global airport industry's response to the	2023	InterNational



#### **RIOGALEÃO CERTIFICATIONS AND RECOGNITIONS**



First airport in the Americas to be CEIV Pharma certified by IATA



GaleON

International award for best innovation in trade and travel

Brazil's largest airport certified as an Authorized Economic Operator (**AEO**) Level 3 Highest level in the country



9001:2015 Certifications ISO 9001:2015

WORLD CUSTOMS ORGANIZATION

Certificate of Merit for

the implementation of the CCT – Air Modal

ØBRO

Brazil's first customerfriendly airport by the IBRC (Brazilian Institute of Customer Relations)

ISO





outes America **Marketing** Awa

Excellence in airport marketing - 2nd place in the ranking of the category competing with airports with 4-20 million passengers





## 1 2 3 5 6 7 8

#### OPERATIONAL EXCELLENCE AND LOGISTICS EFFICIENCY PROGRAMS

The direct relationship and collaboration of all our partners are essential for an airport to be recognized for its efficiency, operational excellence, sustainability, and safety. Therefore, we maintain specifically designed programs to continuously improve services and recognize the efforts of those working towards providing the best experience at RIOGaleão.

#### **OPERATIONAL EXCELLENCE PROGRAM**

Our Operational Excellence Program aims to raise the standards of operational efficiency and quality of service. It establishes a Service Level Agreement (SLA) to achieve the agreed-upon results, with shared indicators between RIOgaleão and the Airlines. Measurements are constant and results shared individually to develop action plans and hold working meetings. The Program includes an annual awards event in Safety and Conduct, Cooperation, Timeliness and Efficiency, Highlights in Excellence, Handling, and GIGante RIOgaleão.

#### RIOgaleão Operational Excellence Award 2023

The aim of the program is to ensure operational excellence, taking into account demand, processing times, and the quality levels offered to customers, in addition to:

- Ensuring the best user experience in Brazil for RIOgaleão passengers;
- 2. Guaranteeing continuous improvement of services;
- 3. Establishing clear and measurable responsibilities for the Airport and Airlines;
- 4. Developing a communication channel with periodic meetings for presenting results and monitoring activities.





#### LOGISTICS EFFICIENCY PROGRAM

The airport's Logistics Efficiency Program (PEL) is the main tool for achieving improvements across the entire logistics chain. It allows our clients operating in the cargo sector of the Tom Jobim International Airport to identify bottlenecks, control their processing times, and consequently improve their clearance processes, resulting in significant time and cost savings.

RIOgaleão Cargo's continuous focus on operational efficiency has led to a 58% reduction in the average cargo clearance time since the concession was granted in 2014, as well as a 20% reduction in cargo dwell time at the terminal (from 43 hours and 33 minutes to 34 hours and 15 minutes).

The PEL analyzes the performance of participating importers over 12 months and culminates in a major annual awards event, recognizing companies' efforts and achievements in logistics efficiency and operational excellence. Awarded are the most efficient importers from 12 segments

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and their customs brokers, freight forwarders, and road transporters. Over the past eight years, the award has become a mark of efficiency and an important marketing tool for the winning companies.

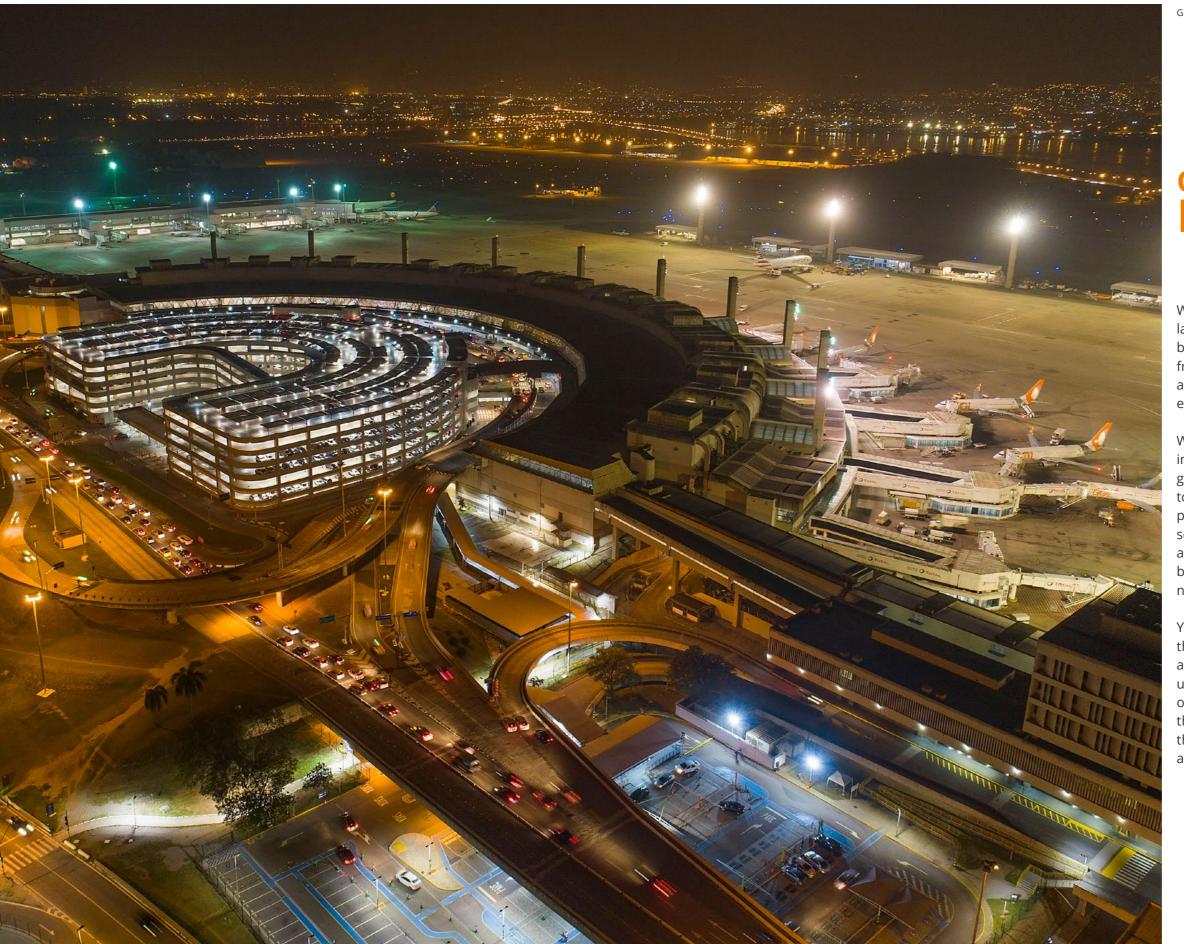
Since 2015, 1,141 companies have participated in the PEL, having been awarded 78 importers and 220 companies from the logistics chain. GE Aerospace, GSK, Peugeot, Zara, FMC, and Carl Zeiss are a few examples of companies recognized during this period. The PEL, which has the institutional support of

The PEL, which has the institutional support of Firjan, among others, had 300 guests at its latest awards ceremony - considered the largest event in the industry in Rio de Janeiro - including clients, partners, representatives from intervening bodies, and the main associations linked to foreign trade and cargo logistics. Watch the video of the awards ceremony held in 2023, celebrating the 25th anniversary of the Cargo Terminal.



Our History and Our Commitment







GRI 2-23, 2-24, 401-1, 405-1

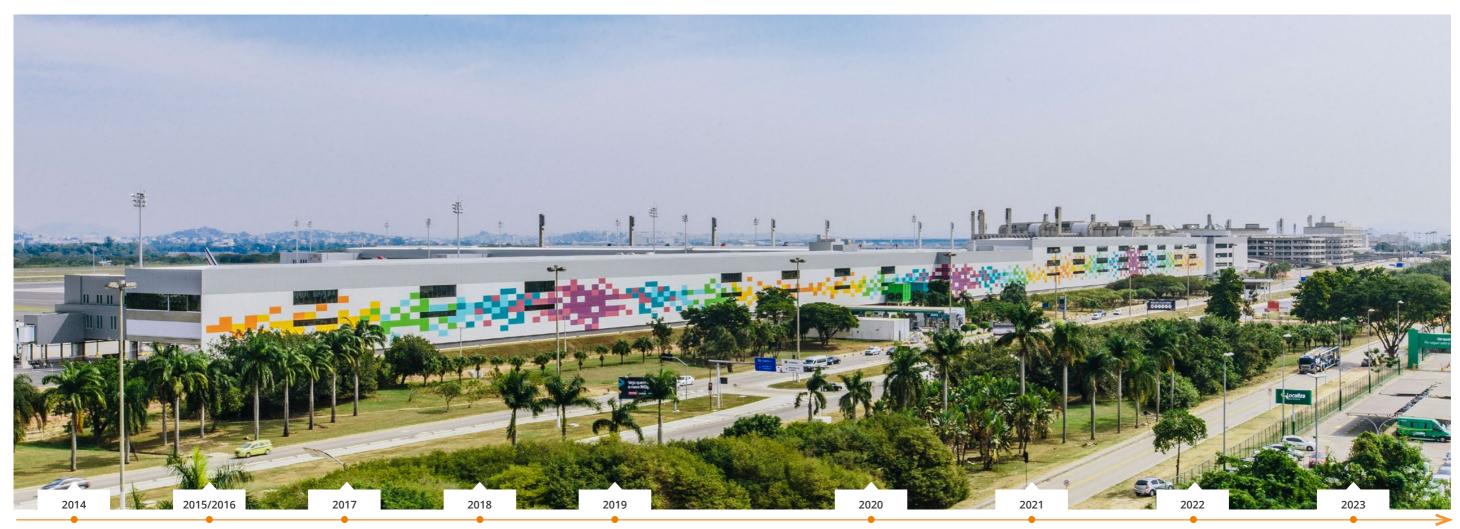
## <sup>Our</sup> History

We are more than just an airport: we are a historic landmark, a gateway to the world, and we have been playing a key role in the lives of the people from Rio and in the country's economy. Today, we are a hub of connections, a driver of the state's economy, and a social transformation agent.

We have reinvented ourselves to meet the increasing demands of a constantly evolving global market. With an unwavering commitment to excellence and innovation, we have made physical and operational improvements, solidifying our pursuit of efficiency. This is how a dream to connect Rio de Janeiro to the world became a reality, overcoming barriers and setting new standards for aviation and hospitality.

You will learn about the stages of our evolution, the challenges we have overcome and the achievements we celebrate, marked by our unique RIOgaleão's Spirit, our diversity, and our values. We will also present our vision for the future and the projects underway to ensure that RIOgaleão remains a benchmark airport and generates a positive impact even greater.

## **Timeline** 2014 to 2023



## **OLYMPIC AND**

PARA OLYMPIC AIRPORT

Several transformations to be the Official Airport of the Olympics and Paralympics and to

make our operation even more modern and secure, acting as Brazil's gateway to the Olympic and Paralympic Games in Rio de Janeiro.

MARIA DA PENHA

AIRPORT

For ten days, as part

of the International

Women's Day

celebrations, as a

way of contributing

to the visibility of

victims of domestic

violence.

#### AVIATION DEMOCRATIZATION AND HISTORICAL AND CULTURAL HERITAGE PRESERVATION

We were the Brazil first airport to welcome lowcost airlines.

We launched the Heritage Education Booklet "Archaeology on Ilha do Governador," promoting the symbiosis between operational modernization and preserving the airport site's historical and cultural heritage.



**GENERAL STORE** OPENING

We inaugurated the first general warehouse as part of the Logistics Condominium, with a gross leasable area of more than 8,000 square meters.

#### **COVID AND** RESUMPTION

We acted quickly to prevent the ecosystem from collapsing and launched the Concessionaire Connection program. Despite so many adversities, we launched a competition to open new stores, announced a new logistics warehouse with Hire Capital, and launched an e-commerce platform to support assignees in off-airport sales.



#### LEADING ROLE IN SHIPMENTS AND **ARRIVAL OF VACCINES**

in the second

TECA - Cargo Terminal remained active and stood out in the airport's revenue targets during the pandemic. In 2021, we contributed to tackling the COVID-19 pandemic, being one of the airports to receive vaccine batches imported by Brazil.

**CONNECTIONS** We organized actions to donate to those affected by Petrópolis rains. We innovated by being the world first airport to host a motor racing event, with an operational runway for take-off and landing. And we innovated in 2022 with the launch of GALEON, RIOgaleão's digital services platform.

N

A NEW ERA

Concessionária

Aeroporto Rio de

Janeiro S.A. (CARJ)

and the National

**Civil Aviation Agency** 

(ANAC) have signed

the concession

agreement for the

Galeão Airport.





#### ) A RIO WITH MORE



#### GROWTH

RIOgaleão Cargo achieved a record value of R\$55.6 billion in cargo transported. We celebrated the aircraft maintenance hub launch, inaugurated the first United Airlines hangar outside the United States, and stood out in international operations.



On April 2<sup>nd</sup>, 2014, the Concessionária Aeroporto Rio de Janeiro S.A. (CARJ) and the National Civil Aviation Agency (ANAC) signed the Galeão Airport concession agreement, resulting from Concession Notice No. 01/2013. This contract marked the beginning of a new era at the airport, where RIOgaleão took over operations entirely on August 12th, 2014, under an agreement that includes investments in infrastructure and service level improvements.

#### 2015/2016: OLYMPIC AIRPORT

We underwent various transformations to become the Olympics Official Airport and to make our operations even more modern and safe.

As the gateway to Brazil for the Rio de Janeiro Olympic Games, we accelerated the investment program, adding 33 new check-in positions, investing R\$1.4 million in the luggage conveyors renovation, acquiring new counters, among other changes.

We created the RIOgaleão Operations Center (COR) and the Apron Control and replaced the airport's operational management system.

A new boarding area was opening, covering 100,000 square meters, with 26 new boarding bridges, and international airlines were transferred from Terminal 1 to Terminal 2. We also inaugurated a new commercial area totaling 28,000 square meters, with 138 new operations, over 8,000 square meters of duty-free space, and 7 VIP lounges.

We made physical and operational improvements to welcome athletes, tourists, and everyone as the Rio Olympics official airport. Over one million people from 206 countries came to Brazil to attend the Olympics.



The event energized the city and the country. One day after Rio 2016, we recorded 524 landings and takeoffs, including 367 domestic and 157 international flights. We served around 85,000 passengers and handled 38,863 pieces of luggage from the sports delegations. We also welcomed the world's largest commercial aircraft arrival, the Air France Airbus A380.

Twenty days after the end of the Olympics, the Paralympics took place on September 7<sup>th</sup>, with 2.1 million tickets sold and 4,000 athletes from 162 countries.

We were the Brazil first airport certified as a Customer-Friendly

Store (which rewards and recognizes stores that excel in customer service and meet other operational requirements that ensure passengers have a memorable experience).

In the Air Cargo Terminal, we ensured the Olympic animals' comfort and safety. Dedicated teams specialized in IATA live animal regulations worked to provide the best animals care.

Support facilities were equipped with 500 square meters of stalls for large animals and air-conditioned areas for pets and small animals. In the largest live cargo operation ever conducted in Brazil, 414 horses were transported.

As the Rio 2016 host airport, we offered customized operation and special on-demand services, all achieved through solid partnerships and integrated planning with the RIO2016 Organizing Committee and government agencies (including IBAMA, MAPA, and PRF).





We changed our name to Maria da Penha Airport for ten days on March 8th, the International Women's Day celebrations, seeking to raise awareness for domestic violence victims and spark discussions on important issues related to women's rights, featuring a themed airport environment and special programming.

Still in 2017, we hosted the International Brazil Air Show (IBAS 2017), which featured debates, business opportunities, aircraft exhibitions, and leisure activities. The event brought together major civil aviation and airport infrastructure players in one single location.









#### P 2018: AVIATION DEMOCRATIZATION AND HISTORICAL AND CULTURAL **HERITAGE PRESERVATION**

This year, we celebrated a significant achievement that embodies our RIOgaleão spirit: we became the Brazil first airport to welcome low-cost airlines, reinforcing our commitment to providing the best experience and making air travel accessible to all. Low-cost operations began in November with Sky Airline, followed by Norwegian, Flybondi, and JetSmart.

We also launched the "Archaeology at Ilha do Governador" educational booklet as part of our Archaeological, Historical, and Cultural Heritage Rescue Program at RIOgaleão. Initiated during physical and operational improvements in the pre-Olympic period, this program highlights the site's historical occupation by sambaguieiro peoples, the subsequent presence of Tupi natives, and European colonizers. It aims to promote a synergy between operational modernization while preserving the airport's historical and cultural heritage.

### **2019: GENERAL WAREHOUSE OPENING**

We inaugurated the first general warehouse as part of the Logistics Condominium, featuring over 8,000 square meters of leasable area and more than R\$15 million in renovations—the RIOgaleãoLOG. This facility operates alongside cargo terminal, allowing importers and exporters to consolidate their activities in one single location, reducing logistics costs and generating significant time savings, strengthening our role as an efficient logistics platform for importers and exporters.

In 2019, we also launched initiatives like Free Parking, which offers free parking for residents of Ilha do Governador on weekends based on consumption, and Free Bus—Lunch Time, which targets workers and students from Ilha do Fundão, the University City.

### 2020: COVID-19 AND RECOVERY

The COVID-19 pandemic severely impacted the airport sector. In response to a health emergency being declared, we activated our COVID-19 response plan, implementing training, safety measures, and prevention protocols. Additionally, we developed a recovery and sustainability plan for all concessionaires, offering waivers on concession fees and renegotiating contracts. We acted quickly to prevent the ecosystem from collapsing and launched the Concessionaire Connection program.

From April to June, we experienced an average decline of 95% in regular landing and takeoff operations compared to the same period in 2019. In July, we strengthened our prevention measures against the spread of the virus in anticipation of a potential surge in flight and passenger demand. Throughout the

pandemic, our hallmark qualities were resilience and determination. Despite the challenges, we carried out a bid for new retail spaces, announced a new logistics warehouse in partnership with Hire Capital, and continued to develop and improve several airport projects in 2020. Notably, we launched an online service platform, initially focused on sales outside the airport, now known as GaleON.

During the pandemic, we also created the Concessionaire Connection portal in partnership with SEBRAE to provide concessionaires with clarifications and even financing options for small enterprises, best practices workshops, and new alternatives, including the e-commerce platform Shop.RIOgaleão. This channel kept up the connection and support between airport and all its concessionaires, and we are proud



to report that no legal action with our contracts was faced. This allowed us to respond and resume normal operations more swiftly and sustainably.

Moreover, all our social and environmental projects were sustained and/or expanded during the pandemic, as reflected in the data we presented and in one of our upcoming interviews in the following chapters.

#### 2021: CARGO AND VACCINE DELIVERY PROTAGONISM

In 2021, RIOgaleão Cargo gained prominence with a notable increase in cargo flow. The Air Cargo Terminal (TECA) remained active and was pivotal to the airport's revenue goals during the pandemic.

That year, we also played a crucial role in combating COVID-19 by being one of the airports receiving vaccine shipments imported by Brazil.

RIOgaleão Cargo significantly expanded its temperature-controlled storage capacity, striving to meet high international standards. We became the Latin America first airport certified by IATA with CEIV Pharma, with a dedicated team of pharmacists overseeing quality control to ensure that all processes are meticulously followed.

Additionally, with support from senior leadership, the corporate health team organized one of the most extensive COVID-19 vaccination campaigns, safely and effectively immunizing airport staff.

#### 2022: A RIO WITH MORE CONNECTIONS

As an affirmative measure in our social role, we carried out initiatives to donate to those affected by Petrópolis floods.







#### We continued to grow and expand our connections by:

- Inaugurating a new logistics warehouse in partnership with Hire Capital, with an approximately R\$ 50 million investment.
- Signing a contract with United Airlines, investing over R\$ 100 million for a new aircraft maintenance center.
- Starting the construction of the Aldeya Bay Mall in partnership with Technion, located at the airport access point, anchored by Estácio de Sá University.
- Launching operations for JetSMART, a new lowcost airline offering flights from GIG to South America.
- Resuming regular flights with Iberia, Emirates, and Flybondi and seasonal flights with Delta and Paranair.



Logistics warehouseco Hire Capital

We made history by becoming the first airport in the world to host a motorsport event on an operational runway: the GP Galeão - Circuito Cacá Bueno, part of the Stock Car series, held on April 10<sup>th</sup>, 2022.



Watch the GP Galeão

We also innovated in 2022 with the launch of GALEON, the digital service platform for RIOgaleão.

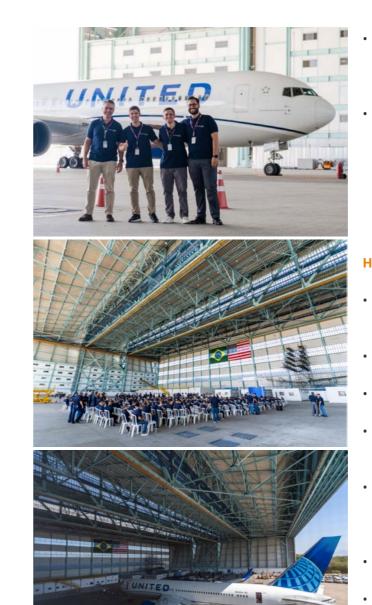


#### 2023: GROWTH

In 2023, we recorded a 35% growth compared to 2022, with 7.9 million passengers moving through the airport. RIOgaleão Cargo had a record R\$ 55.6 billion in cargo value transported.

We continue to develop the airport, now with the opening of the Aldeya Bay Mall, which features an Estácio de Sá University branch.

We celebrated the launch of the aircraft maintenance hub - inaugurating the first United Airlines hangar outside the United States, with an investment of over R\$ 100 million and generating around 1,000 new jobs -, also involving GE Aerospace and Drayton.



Inauguration of the company's first aircraft maintenance hangar outside the United States - United Airlines Hangar

Here are more notable actions from our teams

Reinforcement of educational initiatives on

Reduced time for receiving imported goods;

anniversary with an awards event for the

Celebration of the Air Cargo Terminal 25<sup>th</sup>

RIOgaleão Cargo Efficiency Award;

releasing balloons risks.

this year:



Participation in ABAV Expo 2023, largest event in Brazilian tourism market, with a stand themed "The Hub That Rio Deserves."

Inauguration, in December, of a designated area for app-based ride pickups, providing comfort and convenience for waiting passengers. Located near the domestic arrivals, this area features 27 parking spaces divided into three sectors, including exclusive spaces for people with disabilities (PNE).

#### Highlights in international operations:

- Resumption of daily flights to Rome with ITA Airways.
- Launch of a seasonal flight to New York.
- Resumption of flights to Atlanta by Delta.
- Introduction of a free stopover in Rio de Janeiro in partnership with Emirates.
- New British Airways route to Buenos Aires (EZE) with daily flights, enhancing the Rio-London segment.
- New JetSmart route to Montevideo.
- Increased frequencies to regional destinations in South America and, seasonally, to Europe and the United States.

In 2023, the Rio de Janeiro coordination of airports was announced, allowing a better use of the available infrastructure at both airports. The implementation of this public policy improves air network connectivity, restoring RIOgaleão's status as one of the country's leading hubs and allowing Rio de Janeiro to explore and expand its tourism and economic potential.

Following this path, we added ten new domestic destinations in the last quarter of 2023: Porto Alegre, Caxias do Sul, Navegantes, Florianópolis, Curitiba, Vitória, Confins, Goiânia, Campina Grande, and Porto Seguro.

Finally, we upheld and strengthened our commitment to diversity and inclusion through initiatives in partnership with Visit Rio and the LGBT Commerce and Tourism Chamber as part of the Circuito RIO de Cores. We also promoted actions celebrating Brazilian culture, such as the "Music in the Air" project.

## **OUR COMMITMENT TO THE**

## **FUTURE**

We are made by and for people, striving for genuine connection.

Everything we have experienced and celebrated—our challenges and achievements—would not be possible without the individuals who make up RIOgaleão and the broader airport community and the people we serve: our customers.

In this spirit, we aim to establish real connections and positively impact people's lives, starting with those who make RIOgaleão a reality: our GIGantes (Giants), the team members.

We see every RIOgaleão team member as an Agent of Their Destiny: someone who decides and acts in the present, recognizes trends, and strives to shape their desired future. They are responsible for their choices and can discern where they can make an impact. They empower themselves in their lives and careers, believe in their potential for growth, understand their values and talents, and identify areas for improvement. They seek allies and resources to develop the necessary skills and knowledge, interacting with peers, leaders, and teams in their quest for self-discovery.



Our policies reflect that training and development involve continuously expanding and deepening technical and behavioral competencies. However, it is only through understanding, accepting and practicing our values that we can ensure unity among our members.

This approach is part of our RIOgaleão's Spirit, representing our pursuit of excellence and passion for genuine connections. It embodies the carioca charisma and hospitality, promoting a Global Rio.

We aim to foster a Global Rio, recognizing that the passenger terminal is the most diverse place in the world. Every area is essential for RIOgaleão development and growth, but we all meet in the Passenger Terminal before departing or upon arriving in Rio de Janeiro.

In this environment, we experience the strength of diversity in our operations and relationships. Every day, we engage with cultural diversity at the gateway to Rio and numerous global destinations.

When we speak of culture, we refer to our RIOgaleão's Spirit. In 2023, we focused on revitalizing and recognizing this culture, sharing some equityrelated indicators:

**34 WOMEN** in leadership positions

**87 WOMEN** in operational roles

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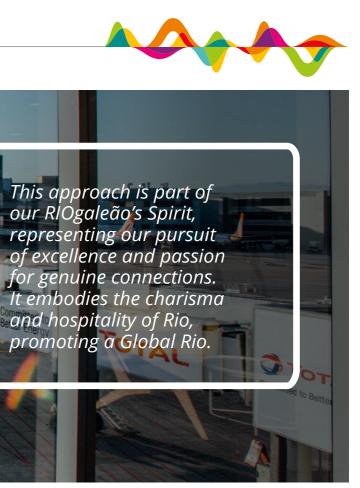
#### **26 PEOPLE WITH** DISABILITIES (PCDS) were hired and received

individualized support for adaptations and career development.

In our Cultural Awakening, we aim to expand this concept in 2024, focusing on Diversity, Equity & Inclusion (DE&I) as our central theme. We envision an empathetic approach that embraces listening and excellence of service, reflecting our care for customer and team member experiences.

We will continue implementing targeted actions and raising awareness among our members about how RIOgaleão positions itself regarding DE&I. This involves engaging our leaders in

We have shown that we are GIGantes not only in numbers, but also in building a culture of diversity and inclusion. Together, we take off, affirming our commitment to a better world for all.



this responsibility, equipping them to act as protagonists in fostering and proactively enhancing an inclusive environment. As part of our commitment and actions, our initiative also includes our customer/passenger-oriented business areas, guiding our members to always act respectfully and free of judgments, thus ensuring they also feel safe and respected at RIOgaleão.

In 2024, diversity will drive numerous actions, such as increasing the representation of women in operational roles, actively listening to our members with disabilities to understand their needs for accessibility and accommodations, and promoting a sense of inclusion and belonging.

ESG Report Trajectory



#### GRI 2-3, 2-6, 2-14, 2-22, 2-23, 2-24, 2-29, 3-1, 3-3

# The first GRI based Sustainability Report

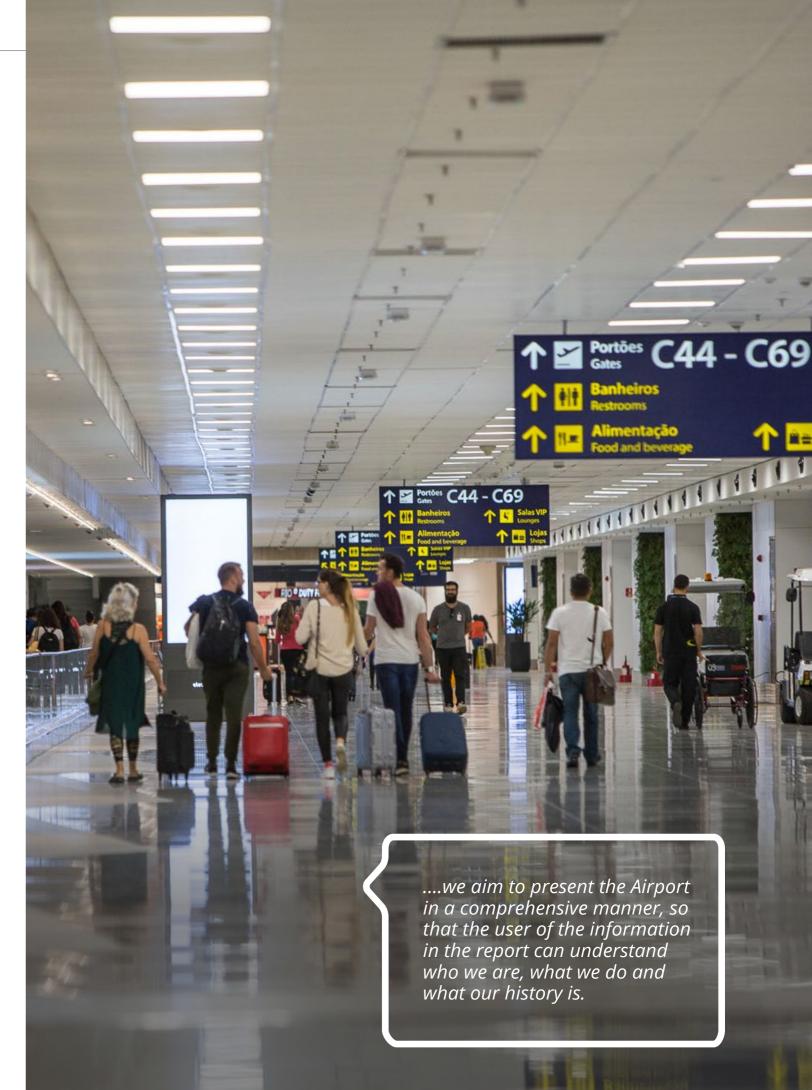
The Global Sustainable Airport Development Planning (Sustainability Masterplan) of RIOgaleão, launched in 2014 (the year concession was granted) and continuously updated, has included, since its inception, strategies related to environmental, health, and social factors linked to the economic aspects of the activity. Topics such as the socio-environmental axis in the business model, compliance, and studies on technologies and innovations applicable to the airport site related to financial and natural resources optimization were part of the Masterplan as early as 2014.

Preparing the first Sustainability Report according to GRI (Global Reporting Initiative) standards became part of the 2020 planning, achieving maturity and significant results throughout the concession. However, due to the COVID-19 pandemic, this vital step in reporting data related to sustainability was postponed.

However, as of 2023, we took this major step towards systematic disclosure, with the RIOgaleão's Spirit characteristic transparency of our results and commitments by publishing, in collaboration with specialized external consulting, the first GRI based Sustainability Report, which we named the ESG Report 2023, as it reflects the actions and the environmental, social, and governance impacts of our activities, and which, addressing Sustainability, also encompasses our economic impacts.

Regarding the first RIOgaleão sustainability report – our ESG Report 2023 – we aim to present the Airport comprehensively, including a historical overview of our operations since the concession, so that the reported information users can understand in a global, secure, and complete way who we are, what we do, and what our history is.





#### THE REPORT TRAJECTORY

The methodology employed in the RIOgaleão Sustainability Report development, aligned with GRI Standards guidelines, consisted of a comprehensive and multifaceted process that aimed to capture the organization essence, the various airport stakeholders perspectives and to map its activities and results in ESG.



#### RESEARCH

The drafting process included a study carried out by a multidisciplinary team based on various sources, including:

- Journalistic Articles: Collecting and analyzing journalistic articles, reviewing reliable and specialized periodicals, magazines, and news portals focused on sustainability, aviation, and airport infrastructure. The aim was to identify trends, innovative practices, and challenges faced by airports regarding sustainability. Such information served as a foundation to contextualize the development of RIOgaleão over the years.
- Airport Benchmarking: Extensive benchmarking of airports in Brazil and abroad. Airports of

different regions and sizes were selected to ensure a comprehensive and representative analysis.

- The review included sustainable policies and initiatives implemented at other airports; results achieved as to emissions reduction, waste management, and energy and water efficiency; organizational structure and governance in sustainability; community engagement initiatives and social responsibility.
- Data Collection and Analysis: From official statistical data released by regulatory bodies,

legal publications, reports, and technical documents provided by RIOgaleão, covering all the Airport sectors.

## STAKEHOLDER ENGAGEMENT AND TECHNICAL VISIT

We also carried out other stages that directly involved Internal and External Stakeholders:

 GRI Committee: We set up an internal committee comprised of 74 members to monitor and collaborate on defining material topics and preparing the report. The committee composition reflected the sectors and activities diversity at the airport, with 32 internal sectors represented.



Interviews, Meetings, and Questionnaires: Engagement and active listening were foundational pillars of entire process, integrating our entire staff and ensuring every team had an active role. Each team contributed with their initiatives and practices and had their space to voice their opinions in the report, ensuring a complete and inclusive representation. Collective participation allowed diverse perspectives and experiences to be incorporated, enriching the content and strengthening everyone's commitment.

This collaborative approach led to greater engagement among the members and ensured that the reported practices and initiatives were accurate, relevant, and aligned with the airport's operational reality.

We sent online questionnaires to members of focus groups, conducted interviews with diverse teams (chosen with a view to comprehensively comprising the RIOgaleão activities), and requested data and documents to gain a broad and in-depth organization understanding through the accounts of its members, highlighting the activities, impacts, and results.

- RIOgaleão Airport Technical Visit: A 3-day technical visit was conducted at RIOgaleão Airport by a Specialized Consultancy to assess on-site the implemented practices, to present and validate with Senior Management the material topics (topics with the most significant impact) to be addressed in the report, and to demonstrate GRI Commission the same topics. During the visit, the Consultancy observed and documented the following:
  - » Airport infrastructure;
  - Operational processes and their efficiency in terms of resource consumption and waste management;
  - Initiatives related to energy management;
  - Social responsibility projects and engagement with local community;
  - Interviews with managers and staff, conducted to obtain qualitative insights and understand internal perceptions regarding sustainable practices adopted.

#### Among teams that participated in interviews, questionnaires, and meetings and which were visited and consulted, we highlight the following:

- Sustainability •
- Risk and Internal Control
- Planning and Control Management
- **Operations Management OPS and Landside**
- Security / Crisis
- Communication and Marketing Management
- Cargo Terminal Operations TECA
- Cargo Terminal Commercial TECA
- People & Organizations Management (P&O) / Occupational Health
- Quality Management
- Occupational Safety
- Asset Management
- **Treasury Finance**
- **Financial Planning**
- Controllership
- Governance and Digital Transformation (IT)

- Supply Chain Management
- Legal Litigation and Arbitration
- Legal Contracts
- Legal Contract Administration Management •
- Operations (Airside, RIOgaleão Operations Center, Airport Operational Planning)
- Infrastructure Management
- **Commercial Retail Management**
- Commercial Development Management
- Commercial Dufry Management and • Innovation
- Management Communication and Marketing
- Safety
- Aviation Marketing Pax
- Aviation Business Development
- Aviation Development

#### **OUR JOURNEY IN NUMBERS:**

#### 32 AIRPORT SECTORS involved

**74** active participants

**OVER 200** analyzed documents

#### MORE THAN 80 HOURS of interviews, meetings, and technical visits

#### 06 EXTERNAL STAKEHOLDERS interviewed/visited

In our report development journey, we also highlight the external stakeholders engagement, selected based on an Airport Sector analysis, the RIOgaleão reality, and responses to questionnaires. In-person meetings and online interviews were conducted with various stakeholders who play a crucial role in airport ecosystem, including:

- Local Community: Community leaders and regional organizations representatives were consulted to assess the operations impact, the community's relationship with the airport, and the development and results of socio-environmental projects.
- Government Authorities: Meetings with representatives from regulatory and government agencies helped to understand the RIOgaleão practices aligned with public policies on sustainability and economic development, as well as to verify the partnership relationship among the stakeholders.

Among the regulatory agencies, the National Civil Aviation Agency of Brazil (ANAC) regulates and oversees civil aviation activities and aeronautical and airport infrastructure in Brazil, defining standards and regulations for the civil aviation sector. In addition to establishing regulations, ANAC is responsible for supervising, monitoring, and ensuring compliance with standards and regulations by airlines, airport operators, among other entities related to civil aviation; and for the safety, ensuring operational safety and structural integrity of aircraft and promoting a culture of safety in Brazilian civil aviation.

In the context of concession agreements, ANAC is responsible for bidding process for airport concessions coordinating, defining conditions and criteria interested parties to join the process, setting airport tariffs and other economic conditions airports operation who are granted the concession, seeking to balance users interests, concessionaires, and the development of the sector; and overseeing compliance with concession agreements by private operators, ensuring that the obligations assumed are properly fulfilled, including investments in infrastructure and improvements in service quality.





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#### EVERY PERSON, A STORY WITH RIOGALEÃO

Among the **interviews** with external stakeholders, we highlight:

#### Rosana Sobrinho, SENAC RIO representative:

"SENAC's mission is to transform people and their lives through education." The project, in partnership with RIOgaleão, "fully aligns with our guidelines, truly promoting life-changing opportunities. The project's structure includes socio-emotional approaches and technical training, empowering young people and their mothers and taxi drivers with training in English, ceremonial procedures, and hospitality. We positively impact personal and professional growth, job market insertion, income generation, and, consequently, socio-economic development in the surrounding community, which is our main objective, addressing various SDGs (Sustainable Development Goals) of the UN Global Compact with this action." The projects, in partnership with SENAC, target young people and their mothers and taxi drivers at RIOgaleão, offering training in English, ceremonial procedures, and hospitality.

Ana Luiza Sabbatino, Tubiacanga Community resident, student from the School Connection Project first class, now a scholarship recipient and teacher's assistant, and a university student taking International Relations at Rio de Janeiro Federal University says:

"It started in 2015, and the initial idea was simply to have a class once a week for the kids to get involved in sustainability, learn about the environment, and all these dynamics beyond the school setting. But the people in the neighborhood loved the idea so much that everyone wanted to get involved."

"It's a way to keep the kids off the streets. I think our interaction with the teachers and everything we learn there changes who we are. I didn't have much direction for studying before, but they showed to me, and I want to do this. It gives us a new perspective."

During the pandemic, RIOgaleão continued its initiatives and created an extension of School Connection, providing scholarships to keep adolescent students engaged in the activities:

"So we learn, but with the help of this scholarship, which supports us with food at home; for example, I use it to pay for my the commute to my college and for my meals there. It helps us a lot. I've been a scholarship recipient at the Propágulo Community Garden for three years. "

"Conexão Escola is really so much more; it's about stepping out of our bubble and seeing the world. I chose International Relations because I also want to work abroad."

Vânia Regina Câmara, Head of the Airport Post - Brazilian Health Regulatory Agency (ANVISA):

"... it is a partnership, but at the same time, ANVISA is a regulatory body. We have responsibilities at airports, ports, and borders, as well as at entry points into the country. Health control is managed at a federal level by ANVISA.

ANVISA's activities at the airport significantly impact sustainability. We are involved in vector control, waste management, water potability, and air quality throughout the airport, including transportation and aircraft, where sustainability plays a role.

And thus it is truly a partnership. We are always exchanging information. It is a relationship of trust, with regular reporting when problems arise. We report on any emergencies or contingencies concerning the public and the environment. Essentially, ANVISA works with sectors such as sustainability, maintenance engineering, i.e. those in charge of infrastructure.

RIOGaleão Concessionaire has been implementing exemplary practices in health procedures (handling, waste flow).

During the pandemic, it was indeed a significant partnership. An essential aspect of Galeão during the pandemic was handling vaccine arrivals and supplies, where TECA operated with specialized logistics due to the temperature requirements for vaccine production. We had the support from teams for the control of travelers, always in compliance with restrictive entry standards during the pandemic.

The communication channel between ANVISA and RIOgaleão has been effective regarding health issues, and it is crucial that this continues to ensure health safety at the airport.".

**Carla Pereira**, Ilha do Governador Women's Association (AMUIG) Vice-President:

"The Ilha do Governador Women's Association (AMUIG) will celebrate its 11th anniversary in January 2025, and the island is entirely indigenous; the warrior <u>Arariboia</u> was born here." The history of the association spans over 45 years, initially focused on female fishermen, and led efforts to develop the communities of Ilha do Governador, such as structuring "the largest community urbanization project in the world, covering sanitation, infrastructure, and landscaping."

Among the projects are: Incentive to Language (with the production of the samba "Ilha da Princesinha" for the Samba é Poesia 2022 Project)), Asas da Cidadania, and a Course in Ceremonial, Protocol, and Etiquette, in which "we have partners like RIOgaleão, providing all the necessary support, such as teachers and transportation, creating this connection. These magnificent projects have been a game-changer," and they are initiatives that promote "a human rescue: It's about taking someone who had no perspective or was fully used to their limited circle and expanding their vision. For those of us from communities in extreme vulnerability, stepping out and seeing certain places makes a difference. By empowering the children and bringing them together, they can become a positive force, benefiting all."



Graduates of the 2023 Incentive to Language Program (Courses Planning the Future and Basic English for Adolescents from Tubiacanga; Hospitality Service and Basic English Courses for Airport Taxi Drivers; and Protocol and Ceremonial Course for the Ilha do Governador Women's Association – AMUIG Praia da Rosa)

Another highlight from Carla was the Ilha do Governador UPA, which involves students from the School Connection Project. This UPA has been awarded for its focus on the 17 UN SDGs, featuring rainwater harvesting and a community garden with medicinal herbs, becoming a reference in the region.





Etiquette, Protocol, and Ceremonial Course

#### Paulo Cesar Picallo Marques, Brazil Federal Police representative:

"It is the Federal Police's responsibility to ensure compliance with these regulations so that the airport operates smoothly, does not negatively impact its commercial relationships with clients, and maintains the safety of all those passing through, including passengers, crew, and staff within the airport environment.

We maintain a very close relationship with RIOGaleão, daily communicating with the security team, exchanging ideas and providing support. Having been at the airport for 14 years, I believe that our relationship is currently in one of its best phases.

We have highly competent individuals in coordination (State Program for Security Integration)." roles and other positions at RIOgaleão, and their excellent team greatly facilitates everyone's work.

For us, RIOgaleão is crucial and has been helping us with their professionals' expertise. One of the tools used is CCTV monitoring, which greatly aids us in detecting any unlawful activities within the airport. We had excellent results in this regard in 2023,

conducting several operations, and through in-depth investigations, we were able to dismantle criminal gangs and reach the actual orchestrators and people who organize these criminal enterprises, many of whom do not even come near the airport. Therefore, we need this support and these resources from the concessionaire to achieve these results.

Another critical point to highlight is our partnership and excellent relationship with other police forces operating here within the site, such as the Civil Police, which handles judicial matters at the state level, and the Military Police, which is responsible for visible and preventive policing. Today, RIOgaleão has established two main agreements with the Military Police: the most recent being the Segurança Presente program and the previous one involving PROEIS

In the **questionnaire** to external stakeholders, we highlight the contributions of the Military Police of Rio de Janeiro - PROEIS (State Security Integration Program) representative at RIOgaleão, Major Frota:

"The relationship in deploying RIOgaleão's demands is based on direct communication and



Planning the Future and Basic English I Class

continuous coordination between the military police and the concessionaire. There is joint strategic planning for events and operations, regular training and capacity building, and coordinated responses to incidents. Logistical and operational support is vital for security at large events and sensitive movements. After-action reviews and continuous feedback ensure that operations are constantly improved.

Constant interaction with airport community strengthens security. This alliance is essential to keep Rio de Janeiro International Airport operating safely and efficiently."

As part of the **quality assessment processes**, we maintain a constant dialog with various bodies, holding regular meetings throughout the year in interactions aimed at strengthening relationships, collecting demands, and developing joint action plans. Within the scope of cargo operations, a satisfaction survey is carried out annually as part of this process. The last poll, conducted in 2023, collected valuable feedback, including contributions from the Federal Revenue Service:

"I congratulate the entire RIOgaleão cargo control team for their dedication and efficiency in carrying out their duties." (João Luiz de Lucca Sobrinho, Federal Revenue Tax Auditor and, at the time of the survey, Project Manager for the Import CCT Cargo and Transit Control system)



" Constant interaction with the airport community strengthens security. This alliance is essential to keep *Rio de Janeiro* International Airport operating safely and efficiently."



"What I most admire about RIOgaleão Cargo is the entire team's commitment to the quality of the services provided." (Luciana Almeida Nolasco, Federal Revenue Auditor and Head of the Section for Control of Interveners, Cargo, and Customs Transit)

"The efficiency and commitment with which RIOgaleão operates at the Galeão Airport is worthy of praise." (Patricia Miranda de Meneses Bichara Moreira, Customs Delegate at the International Airport of Galeão) "Excellent service." (Marcos de Jesus Santas de Oliveira)

"RIOgaleão is a modern and reliable company." (Ricardo José Nicolas de Mesquita, Federal Revenue Auditor and Head of the Customs Surveillance Service Section)



Hospitality Service and Basic English I Course

These interactions provided a comprehensive and diverse understanding of external stakeholders expectations and needs, contributing to a more complete and aligned sustainability report to all parties involved interests.

All phases allowed for an understanding of organization's context and activities, identification and assessment of its impacts, and thus, the material topics definition for the present report, i.e., the most significant results.



GRI 2-5, 2-6, 2-7, 2-8, 2-9, 2-12, 2-13, 2-16, 2-17, 2-22, 2-23, 2-24, 2-25, 2-26, 2-27, 2-29, 3-3, 201-2, 203-2, 205-2, 302-1, 302-4, 303-1, 303-2, 303-5, 305-2, 305-2, 305-3, 305-5, 306-1, 306-2, 306-4, 308-1, 401-1, 403-1, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 404-1, 404-2, 405-1, 406, 413-1, 418

# Our Results

We present our results in the Environmental, Social, and Governance spheres, selected according to our process for defining the material topics, following the GRI methodology discussed in previous chapter.

## OUR ESG (ENVIRONMENTAL, SOCIAL, AND GOVERNANCE) PRACTICES MEET THE FOLLOWING UN SUSTAINABLE DEVELOPMENT GOALS (2030 AGENDA):



Environmental : 1, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17 Social: 4, 5, 10, 11, 16, 17 Governance: 7, 8, 10, 12, 13, 14, 15 Readers should be aware that the data presented - from 2014 to 2023 - does not correspond to all of RIOgaleão's actions, initiatives, and results, which are more comprehensive.

## **OUR PLANET**

We work with our employees, their families, local community, public authorities, and society to improve quality of life, with a commitment to contributing to sustainable economic development. Compliance with legal obligations, healthy interaction with the environment, and investment in human capital are part of the day-to-day actions of airport activities, in the surroundings, and in the relationship with our interlocutors.

The airport operator's strategic socioenvironmental and health development plan, drawn up in 2014, is continually updated through monitoring, assessment, demand analysis, and adaptation to current legislation. This fosters the adoption of good practices and efficient management at the airport site.

#### RIOGALEÃO SUSTAINABILITY MANAGEMENT GUIDELINES



1 - Various companies under an area assignment agreement operate on the airport site and carry out various activities. Examples include airline companies, flight attendants, ground handling, car rental companies, fuel stations, car washes, restaurants, fuel pools, mechanical workshops, executive aviation hangars, aircraft maintenance hangars, storage of chemical products, aircraft refueling, and cleaning and sanitizing.

2 - Companies hired by RIOgaleão to carry out specific activities, such as maintaining green areas, collecting and transporting waste, treating waste, maintaining electrical and mechanical systems, operating water and sewage treatment plants, performing civil works—renovation, retrofitting, construction, and maintaining sidewalks, among others.

3 - Equator Principles: social and environmental criteria voluntarily adopted by financial institutions worldwide, referenced in the International Finance Corporation's (IFC) Performance Standards on Social and Environmental Sustainability and the World Bank Group's Environment, Health and Safety Guidelines.

4 - SDGs: The 17 goals comprise 169 global action targets established by the United Nations. They will be achieved by 2030 and address the main challenges of sustainable development.

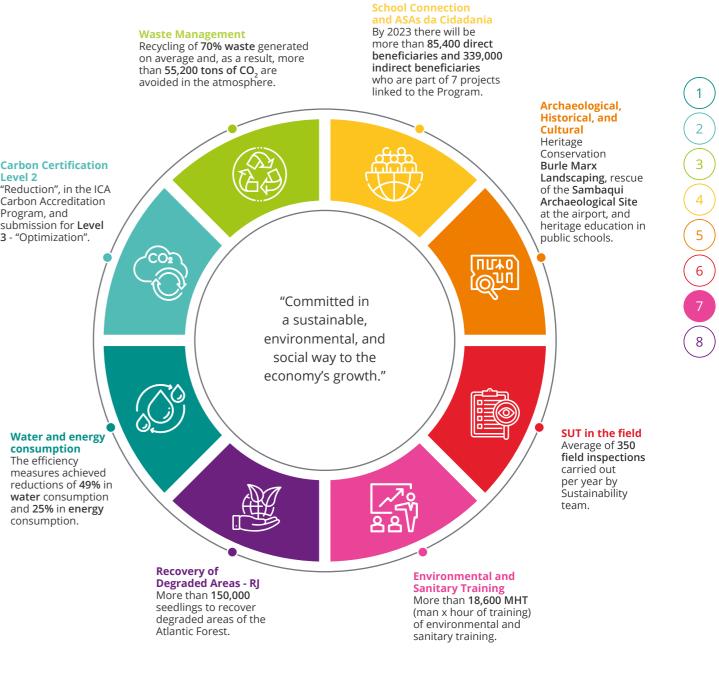


Considering that several players carry out activities on the airport site, from the operation of assigned areas<sup>1</sup> to the provision of various services<sup>2</sup>, Third Party Environmental Compliance is key in such a way that, according to current regulations and standards, as well as RIOgaleão's Sustainability Policy, all undertakings and their activities carried out on the airport site are required to be duly authorized by the competent bodies, when necessary. Moreover, the contractual instruments signed with these players provide for contractual clauses specifically related to compliance with the Equator Principles<sup>3</sup> and the Sustainable Development Goals ('SDGs')<sup>4</sup>, as well as the inclusion of the Environmental Responsibility Term ('TRA') as a contractual annex, containing guidelines, among others, on environmental standards, natural resources, energy efficiency, waste, health, polluting atmospheric emissions, particulates, and odors.

In line with the company's Sustainability Policies and other corporate and regulatory guidelines, we operate in three main areas: Environment, Health Safety and Sanitation, and Social and Environmental Development. These are conducted through 21 Sustainability Programs to ensure human development, sociocultural preservation, and the appropriate use of environmental and financial resources, thus ensuring sustainability.

Several challenges, studies, projects, and actions have shown that it is possible to manage the complex airport operation of one of the largest airports in the country, following good practices and focusing on efficiency, aiming at real, sustainable development, and combining RIOgaleão's operational activities with economic, social, environmental, and cultural impacts. Find out more here.

#### **RIOGALEÃO SUSTAINABILITY PANORAMA FROM 2014 TO 2023:**



ental control, risk, and emergency; ictency; ated areas management; management; nagement; I vegetation management; of degraded areas; environmental compli	Carb Leve "Red Carb Prog subr 3 - "(	el 2 luct pon grar mis
htrol, risk, and emergency; , GHG emissions, and climate change; e management; ene and safety; vector management; gularity.	Co Th me rec wa an	ate onsi e e eas duc ater od 2
cal Noise Management; nd Environmental Education - Training; nnection; Incentives; p ASAs - Socio-environmental Campaigns al Visits;		nsı

Historical, Cultural and Archaeological Heritage.

Environmental Programmes Environme

Contamina

Fauna risk

• Water man

Integrated

Recovery

Health cor Air quality

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Pest and v

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Aeronautio Training an

School Cor

Language

Citizenship

Education

.

Energy effi

**Health Safety** and Sanitation Programmes

#### Socioenvironmental Development Programmes



#### **OUR FIGURES IN 2023:**

- Socio-environmental training: 4,653 hours of environmental training;
- School Connection: 154 students benefited directly from regular hybrid classes (online and face-to-face);
- Solid Waste: 1,360.39 tonnes of recyclable waste sent for recycling and 425.96 tonnes of organic waste sent for composting;
- Procedure Compliance Verification Inspections: 429 inspections conducted, in which 11,954 items where checked with a 82% compliance rate.

We would like to highlight the results relating to Our Planet, i.e., environmental results, according to the process for defining our material topics:

#### PLAN TO TACKLE CLIMATE CHAGE

#### GHG inventory and management, and ACA certification

Our Plan to Tackle Climate Change<sup>5</sup> is one of the most significant implementation and execution challenges led by the Sustainability area. It aims to define guidelines and encourage the development of actions related to climate change to develop and improve actions to mitigate/neutralize greenhouse gas (GHG) emissions at the airport site.

Our Greenhouse Gas Inventory, a management tool that provides an annual profile of the aerodrome operator's GHG emissions, allows for developing strategic planning and comparability. Periodic monitoring is essential for setting and following up targets and assessing the performance of investments (low-emission equipment, technologies, and processes).

The GHG Inventory is prepared directly by RIOgaleão's in-house technical team. As of 2019, the annual inventories have been verified and validated by the Brazilian Association of Technical Standards ('ABNT') and accredited by the International Airport Carbon Accreditation ('ACA') program linked to the Airports Council International ('ACI'). The inventories are carried out using the Brazilian GHG Protocol Program's methodology for accounting and quantification according to ISO 14064-1, further considering the ACI/ACA's benchmark for the sector and the Intergovernmental Panel on Climate Change (IPCC), with a specific verification and accreditation process for airport operators based on internationally recognized principles.

RIOgaleão's GHG inventory data collection covers the sources of greenhouse gas emissions within the organization's operational boundaries<sup>6</sup>. They are separated into scopes 1, 2, and 3. Scope 1 refers to all emissions directly managed by the Concessionaire, scope 2 to emissions related to the Concessionaire's electricity consumption, and scope 3 to emissions from activities carried out by third parties within the airport site. For the latter (scope 3), we developed the Stakeholder Engagement Plan to structure the airfield's operations with a view to involving and commiting the airport community and the external community, where appropriate, within the scope of sustainability programs, emphasizing actions to raise awareness and tackle climate change.

Redu	cing GHG Emiss	sions	Construction	n and Operationa	al Projects
ACTION	SCOPE	REDUCTION	ACTION	SCOPE	REDUCTION
Publishing the emissions reduction target	All	-	Desalination plant	Adaptation	-
Solid Waste Management Program	3	7,050 t CO <sub>2</sub> /year 🖽	Energy Efficiency Plan	2	-
GHG Emissions Reduction Plan	All	- 46.03 percent per year 🖾	Reuse of Construction Waste - RCC CARJ	3	5,102 tonnes CO <sub>2</sub> /year <sup>[3]</sup>
GHG Emissions Inventory	All	-	Rainwater collection	Adaptation	-
Managing and reducing the emissions of polluting gases	1	2.309,56 t CO <sub>2</sub> / year <sup>[6]</sup>	Feasibility study for using solar energy	2	0,084 t CO <sub>2</sub> / MWh 🖾
Managing and reducing the use of fossil fuels	1	182,42 t CO <sub>2</sub> / year <sup>[5]</sup>	Biogas utilisation	1	-
Setting the GHG Emissions Reduction Target	All	-	Zero Waste - Solid Waste	3	20,504 t CO <sub>2</sub> / year <sup>[4]</sup>

<sup>[1]</sup> Based on the average carbon saved annually over the last seven years.

<sup>[2]</sup> Based on the average annual percentage reduction mapped since 2019.

<sup>[2]</sup> Based on the average generation of construction waste over the last seven years.

<sup>[4]</sup> Based on the average generation of solid waste over the last seven years.

<sup>[5]</sup> Based on the average carbon saved annually over the last three years (from stationary and mobile combustion).

<sup>[6]</sup> Based on the average carbon saved annually over the last three years (from fugitive emissions).

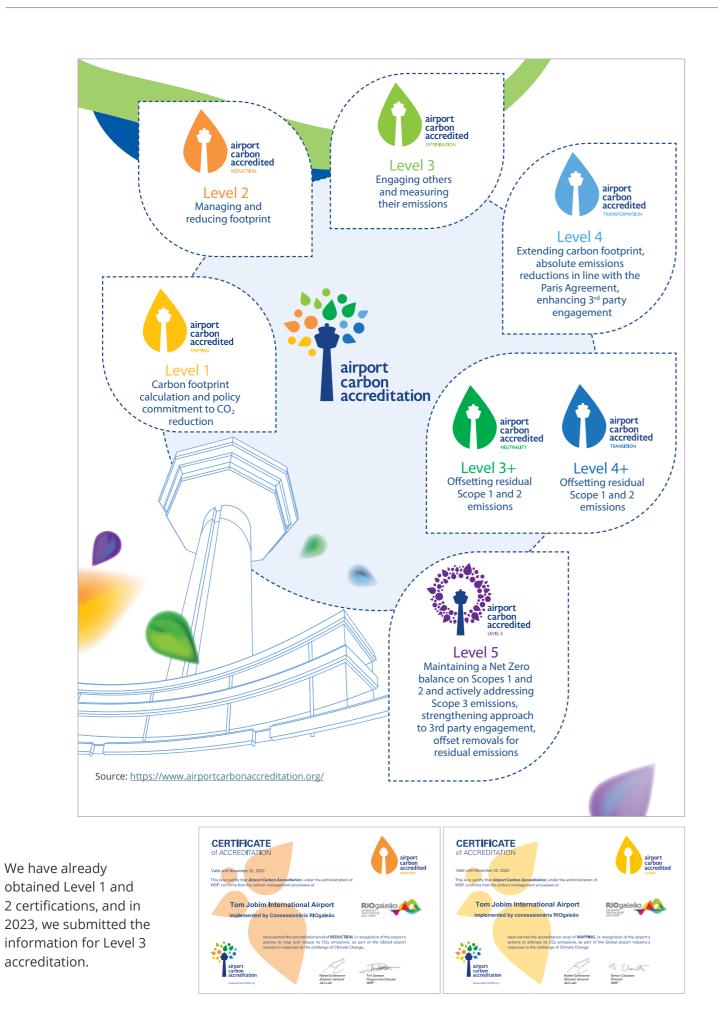
<sup>III</sup> Projected calculation base for reduction based on the possibility of installing the studied plate models for installation.

The Airport Carbon Accreditation (ACA) is the only global carbon management certification program specifically for airports. It independently assesses and recognizes airport operators' efforts to manage and reduce their carbon emissions through 6 levels of certification: 'Mapping,' 'Reduction,' 'Optimization,' 'Neutrality,' 'Transformation,' and 'Transition.'

5 - The plan is part of the Atmospheric Emissions, Greenhouse Gases (GHG), Climate Change, and Air Quality Program. It covers several thematic axes and connects actions, information, and targets, among other things, with the other Sustainability programs and management areas. The main axes of action are Legal Compliance, GHG Emissions Reduction, Conservation and Preservation, and Construction and Operational Projects.

6 - Operational limits of the inventory: direct activity of the airport operator and its service providers, ground support activities, and aircraft movement (landing and take-off).





<b>RIOGALEÃO REDUCTION TARGETS<sup>7</sup></b>	
Until 2025	
Until 2030	

#### **Waste Management**

We have adopted actions that directly impact the management and reduction of GHG emissions under various programs: Energy Efficiency, Solid Waste Management, Water Management, Recovery of Degraded Areas, Training and Environmental Education, Language Incentive, Conexão Escola, among others. However, it is worth highlighting the programs related to waste management, which make a significant contribution to reducing the airport operator's GHG emissions:

- Fifty-seven families linked to the Recyclers' Cooperatives are direct beneficiaries of the airport operation and maintenance Waste Management program, which sent more than 10,300 tonnes of recyclable waste between January 2015 and August 2022.
- Over 8,000 tonnes of organic waste from airport operations and maintenance (food waste and vegetation management) sent for composting<sup>8</sup>. The product derived from the process, an organic fertilizer, was used in:
  - (I) commercial production of organic food; >>
  - (II) RIOgaleão's recovery of degraded areas project; »
  - (III) production of organic food for the community garden set up by the Conexão Escola >> program in the surrounding community;
  - (IV) donations to the airport and surrounding community, fostering the production of organic >> food and urban agriculture.
- Over 35,000 hours of training/classes/discussions related, directly and/or indirectly, to solid waste management, among other topics, with the airport and surrounding community. The (i) Socioenvironmental Training and Capacity Building, (ii) Language Incentive, and (iii) Conexão Escola programs foster the development of non-formal education in an inclusive, quality, and equitable manner, further promoting lifelong learning opportunities for all through its central topic, "Solid Waste."

Airport operation and maintenance waste management works to substantially reduce waste generation through prevention, reduction, recycling, and reuse, among other aspects. It also adopts measures to tackle climate change and its impacts. Between 2015 and 2023, under the Solid Waste Management program, we ceased emitting approximately 56,400 tonnes of CO<sub>2</sub> equivalent.



15.00%	]
27.50%	

<sup>7 -</sup> The reduction targets are based on the SBTi (Science Based Targets Initiative) methodology, observing the Paris Agreement and the Brazilian NDC (Nationally Determined Contribution), with parameters defined according to the ACA manual. 8 - We manage the segregation and packaging process, and a specialized service provider carries out the treatment and composting process.

The data related to efficiency in waste management points to a significant contribution associated with the reduction of GHG emissions:









#### **Energy Efficiency**

The Integrated Efficiency and Sustainability Plan (PIES) is part of the Plan to Tackle Climate Change. Since PIES' creation, 59 actions have been mapped and pre-analyzed for potential implementation at the airport. Among the main actions underway are:

- Monitoring and Control System, which includes: energy meters integration, air conditioning valves control, construction sites and assignees measurement, temperature and humidity in Terminals and Assignees measurement, TECA cold rooms control, the New Pier's Lighting and the lighting in general control, and Integrated Automation and Control system;
- Lighting replacement with LED devices, including: Lighting of runways and aprons, the new Pier and Terminals 1 and 2, the Parking Lot, external areas, and the Air Cargo Terminal;

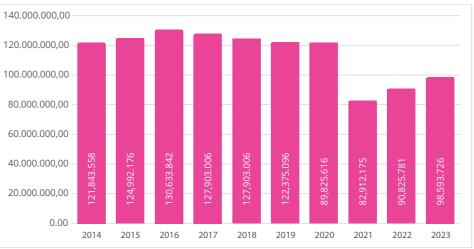
- Airport Air Conditioning System (HVAC), comprising: System calibrating according to environment, adjustment on temperature setpoints, adjusting and balancing water and facility air distribution, reducing cold losses due to external air leaks, Automation and Control projects, calibrating and optimizing sensors, amount of direct expansion equipment reducing, remedying water leaks, closing some of existing doors to outside, checking equipment tightness and voltage drops.
- Other 24 projects related to several types of efficiency, such as solar energy production or electrified fleet use.

We also highlight the study of 2 projects in 2024, adding the triad vision between **Technical** capacity, **Economic** vision, and **Sustainability** bias:

- Fleet electrification by analyzing the possibility of changing vehicles used by airport in partnership with specializing in these types of motor vehicles companies;
- A 400Hz source supply implementation for aircraft, using generating equipment that will replace current supply trucks, which are more polluting, and improve apron's operation flow.

These studies have guided investment and operational decision-making aimed at the conscious use of resources, contributing to controlling carbon emissions. Along these lines, despite the return of airport traffic to 2019 levels (pre-COVID-19 pandemic), energy consumption has remained below the maximum projected values (19.4% reduction compared to 2019), showing the airport's commitment to reduction targets set.

#### Energy Consumption (kWh) Evolution - Annual



December/2023 - Consumption in 2023 was 5.45% over budget. Closing the year with 98.59 MWh (8.6% higher than in 2022). The proportion of consumption by assignees in 2023 was 27.38%.

#### Energy Consumption (kWh) Evolution - Annual



December/2023 - Up 13.69% on projected consumption for the period, in line with the resumption of movement.

#### **AIR QUALITY**

Air quality control (PROCON Fumaça Preta) is another focal point. Within the Atmospheric Emissions Program scope, management includes compliance criteria for RIOgaleão's vehicles and pollutants and those of assignees and service providers, with 107 air quality control points and eight parameters assessed.

#### **AERONAUTICAL NOISE**

We have an internal Aeronautical Noise Management Committee (CGRA), whose duties include maintaining a communication channel accessible to everyone <u>through this</u> <u>link</u>, studying and implementing noise impact mitigation measures, holding regular meetings, drawing up an aerodrome map to identify sensitive sites, and preparation and monitoring of the noise monitoring project. The airport's Aeronautical Noise Monitoring Plan aims to characterize environmental noise impact of aircraft movements and guide



#### Ľ

7.0M	7.4M	8.0M	8.5M	8.8M	9.8M
7.2M	7.1M	7.5M	8.1M	7.8M	8.6M
7	8	9	10	11	12
<b></b> F	Projectio	n -	Co	nsumpti	on 2023



control actions, adopting a Balanced Approach to Airport Noise Control based on the ICAO (International Civil Aviation Organization) Resolution. The monitoring results can be seen <u>here</u>.

#### BIODIVERSITY

#### Wildlife

We have internal and external Wildlife Risk Management Committees and besides are members of the National Wildlife Risk Committee.

Our Wildlife Risk Management Program structures operations for risk posed by fauna permanent management to air operations and is drawn up based on Wildlife Hazard Identification Studies, which assess wildlife species present in and around aerodrome that pose a risk to air operations, as well as primary sources of attraction and measures to reduce the risk.

We have procedures which, combined with knowledge actions, training, and awareness-raising campaigns (for members, airport and surrounding community) described in Aerodrome Wildlife Management Plan<sup>9</sup>, aim to mitigate risks posed by wildlife at aerodrome.

In addition to these actions, we also promote research and participate, as partners and focus of study, in the Frigatebird Project: "Study of the avian risk of Fregata magnificens for Antônio Carlos Jobim International Airport and a risk reduction plan," authored by biologists Dr. Larissa S. Teixeira da Cunha and Dr. Gloria D. Augusto Castiglioni, whereby we monitor presence, movement, and behavior of Frigatebirds that fly over airport niche and its surroundings, from the perspective of their seasonal variations, to identify behaviors that imply risk, thus defining mitigation strategies.

We have adopted the practice of including animals in activities related to wildlife management, which also positively impacts educational activities. Animals can be essential partners for aviation, contributing to operational safety of airports and enhancing passenger experience. At the airport, 05 birds, 01 dog, and, since 2022, 01 goat work alongside the "human team" in Wildlife Management actions. They are the hawks Radar, Kaká, and Levi, the falcons Minerva and Ravena, the dog Hammer, and the goat Estrela.

Hawk Kaká

Hawk Radar



Falcon Ravena

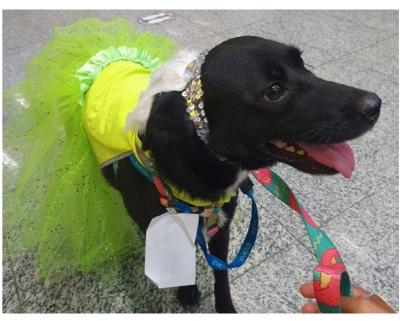
Dog Hammer

They chase away birds and other animals that could hinder airport operations. The goat also helps trim the shrubby vegetation around the terminal.

We are brazilian first airport to have a goat on its team, which will help reduce environmental impact of vegetation maintenance, as it will reduce fuel consumption by the motorized vehicles responsible for grass cutting.

We have had excellent results with animals use in our Wildlife Management program. Between 2015 and 2022, we saw a 48% reduction in number of incidents at the airport." Milena Martorelli, RIOgaleão sustainability manager.

**Gigi** has also been on our team since 2021 when she was rescued from cargo terminal's parking lot. She is a playful mutt who has been trained and circulates the terminal to ease passengers' phobias<sup>10</sup>.



Dog Gigi

9 - Mitigation procedures are classified as follows: (I) Habitat modification or exclusion (daily verification for the adoption of measures); (II) Fauna scaring (carried out daily in the operational area); (III) Fauna capture and translocation (carried out only occasionally); (IV) Elimination of specimens causing the risk (the need to adopt culling procedures was not identified); (V) Operational modification (the need to change flight schedules, close or reduce operations at certain times of the day or year, due to the behavior of the fauna, was not identified). A Bird Concentration Chart was drawn up and published as a safety measure for all operations in 2022.

10 - The action is in response to a survey by the Brazilian Institute of Public Opinion and Statistics (IBOPE), which found that 42% of Brazilians are afraid to fly by plane. However, it is considered the second safest means of transportation in the world.





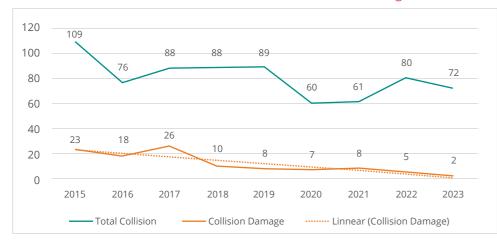
Hawk Levi

Falcon Minerva

Goat Estrela

All actions related to wildlife risk management have led to a drop in historical series of collisions:

Metric: historical series of total collisions and collisions with damage 2015 to 2023

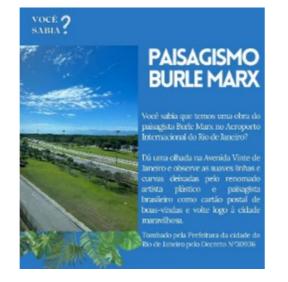


#### **Flora and Historical and Cultural Heritage**

Some of our actions related to vegetation are focused on reducing wildlife presence, as they are less impactful and bring excellent results, such as using agave and peanut grass.

Roberto Burle Marx's original landscaping project, dating from 1978, for the RIOgaleão Access Avenue, is part of our historical and cultural heritage, introducing national and exotic species of remarkable ornamental value, still little used in Brazilian landscaping<sup>11</sup>.

This project was provisionally listed by the Rio de Janeiro Local Government in 2009 (Decree 30936/2009). In 2015, a survey was carried out to support landscape revitalization project development, which today is part of Program's actions related to Historical, cultural, and Archaeological Heritage.



#### WATER MANAGEMENT

We have drinking water supply systems (CEDAE/Águas do Rio network, adduction systems, reservoirs, and QTA truck supply systems) and non-potable water supply systems (wells, water treatment plants, osmosis and reservoirs).

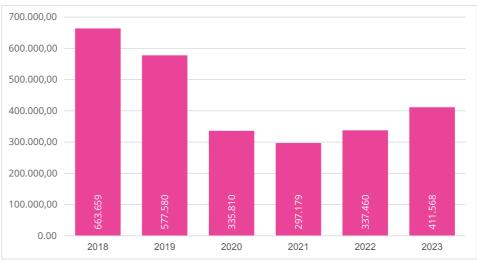
The Water Quality Control Plan provides for quality controls, with work instructions and periodic monitoring at previously established points.

Further, to improve efficiency and control consumption, third-party remote monitoring systems have been modernized, mirror metering systems installed at pipeline entrances, and water meters installed at all derivations, such as terminal entrances, support areas, and the Cargo Terminal, among others. A pilot project is underway to capture and reuse air-conditioning water at TPS-2.

11 - The basic concept of the original project was to plant different groups of trees, palms and shrubs, arranged in groups of the same species along the main avenue, with the aim of highlighting the particular characteristics of each species. Examples include some species of Clusias brought back from excursions to Brazilian forests (the Amazon, Bahia and Brasilia), Ficus pertusa and Carapa guianensis (Andiroba).

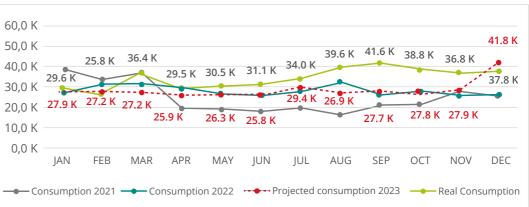
As with energy consumption, when we analyze the evolution over the last few years, especially after operations resumption after the pandemic, we can see an efficient use of water resources, generating a consumption reduction of 28.7% compared to 2019.

#### Water consumption evolution (m<sup>3</sup>) - Annual



December/2023 - Consumption in 2023 was 20.43% higher than budgeted, closing the year with 411.6 km3 (21.96% higher than in 2022)

#### Water consumption evolution (m<sup>3</sup>) - Annual



December/2023 - Variation of 9.69% below the budget for the period.





### OUR MEMBERS AND SOCIETY

In this topic, we highlight social results, according to our defining material topics process, which cover our internal community and relationship with society.

#### MEMBERS AND AIRPORT COMMUNITY

In 2023, it was already possible to experience a recovery and growth in the flow of passengers at the airport, and, as a result, RIOgaleão prioritized creating greater synergy and developing its teams, which is part of our commitment set out in Chapter 5.

#### Training

Thus, we resumed strengthening the culture of a spirit of service via training on RIOgaleão's Spirit for 85% of our members. The training module was customized and portrayed key corporate culture and brand aspects. This initiative aimed to engage and prepare internal audience to provide the best experience for our passengers and customers, always based on charisma and hospitality.

Investment in people development was a major pillar in social sphere during 2023. This front of action not only boosts team motivation; it also strengthens cohesion and dynamizes the work environment, further translating into more qualified services for passengers.

Along these lines, technical and functional training in 2023 totaled 48,484 hours of training for 16,826 participants, including Airport Community members and employees.

Training is carried out on a wide range of topics, all of which concern operational safety. One of its missions is to train and ensure compliance with the regulatory requirements essential to the business and offer knowledge that translates into better-prepared members for carrying out their duties and the organization's ethical compliance before regulatory bodies and society.

Within the scope of in-person environmental training, in 2023, we highlight the "HAZMAT"<sup>12</sup> training given to 15 RIOgaleão members working in the "sustainability," "emergency," security," "operations," and "cargo terminal" areas. The aim was to guide them on procedures for triggering and responding to environmental emergencies involving hazardous materials, excluding radioactive materials. The training focuses exclusively on disseminating knowledge about the products risks and calling on specialized teams.





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DDA - FORMAÇÃO EM DIREÇÃO **DEFENSIVA EM AEROPORTOS** 

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The people management model is based on collaboration and trust between teams and leaders, reinforcing our purpose: "We work for the true connection between people", fully confident in the human being and with decentralized action based on planned delegation and teamwork.

With this in mind, in 2023, our Planning Cycle and pact for annual priorities and goals focused on results management and members' high level of engagement.

Training matrix with more than 50 courses in

Accreditation, Technical and Functional, Customer

12 - Abbreviation for hazardous materials

Service, and Corporate areas.





Education is one of our pillars, and to foster our members growth, we maintain an Educational Incentive Program that offers educational opportunities and promotes career development.

&0	2023	INDI	CATO	RS

1 60 2023 11001					
Educational	Short term/	Technical			
Incentive 91	extension 30	training 2			
Postgraduate/	Private	Exchange -			
MBA 20	English 11	English 1			

We work on behalf of our entire Airport Community. In this sense, we maintain various programs for everyone, in addition to training and capacity-building actions and a honorable mention to the discount plan for products and services at the airport.

#### **Our team's growth**

Valuing and recognizing the potential of our employees continues to be a priority in our people management strategy. As a result, 88 internal moves were made based on leadership assessments, performance, and behaviors aligned with our culture. In addition, as a result of our Internal Opportunities Program, 31 moves were made as another way for our members to reposition themselves and grow in their careers, now in places more suited to member's profile and interests.

#### We took on 18 young apprentices in 2023, which

reflects a significant commitment on the part of the People & Organization area to the socioeconomic development of our state. By providing employment opportunities for apprentices, we invest in their individual professional growth and contribute to building a more inclusive society, strengthening talent training and promoting the rise of new professionals in the job market. In addition to meeting organizational demands, this practice is vital to foster employment and reduce social disparities.

## Seventy-two people were hired in 2023 to meet the high demand and airport operations resumption.

These hirings meet the operational demands of our terminals and contribute to creating local jobs, strengthening community and promoting economic growth. We believe that by investing in new talent, we consolidate our market position and play an active role in local sustainable development.

## WE HAVE DEVELOPED OUR INCLUSIVE SELECTION PILLAR:

- Five female members took up the position of Apron and Runway Inspector, a position never held by women;
- We maintained the PCD Program and the individualized actions to welcome, monitor, train, and develop our 26 members with specific needs to provide a healthy working environment that contributes to positive experiences and career development.

This data demonstrates our focus on maintaining an increasingly cohesive team focused on equity and inclusion.

#### The headcount at the end of 2023 was 691 members.

#### **Integral Health**

With the aim of looking at people holistically and acting preventively, we have maintained a H1N1 vaccination campaign in partnership with the health center, and **362 people were vaccinated among members and the airport community in 2023.** This adds to all our work during the COVID-19 pandemic, both in receiving vaccines for distribution throughout the country and in an immunization campaign at the airport.

Following the health agenda, we carried out a vaccination update campaign to create a healthy environment for all those traveling through our airport. Eight hundred and fifty-two vaccines were administered to airport staff, the airport community, and passengers.

The Corporate Health team focuses on comprehensive health with a humanized approach, promoting activities aimed at self-care and on body and mind working, helping to improve our members' physical and psychological health. Along these lines, we highlight:

- Primary Health Care Program: Based on the pillars of lifestyle medicine, with a focus on preventing health problems and promoting well-being, and including complementary tests during occupational ones, referrals to specialists, ongoing monitoring, education, and support in scheduling appointments and tests, these being carried out at the airport itself through partnerships with specialized companies.
- Mental Health Program: With a view to ensure a healthy and productive work environment, with awareness-raising campaigns, early identification, reception, referral, and ongoing monitoring.

ESG Report • 2023

 Under ANAC regulations, the Prevention of the Risk Associated with the Misuse of Psychoactive Substances in Civil Aviation Program (PPSP) focuses on humanized and welcoming care, including educational campaigns, referrals, and ongoing monitoring.

Moreover, to sustainably contribute to our society and align with our goal of acting as an engine for social development, in 2023 we had a Blood Donation campaign in the airport environment in



ESG Report • 2023



partnership with HemoRio. The campaign totaled 48 bags of blood and benefited 192 lives.

Themes of campaigns and talks in 2023: White January (Mental Health), Health and Nutrition, Prevention, and Hypertension and Diabetes Combat, Active Pause, Oral Health, Blood Donation, Pink October, Blue November, Oral Health (Bruxism), Have you drunk water today? Vaccinations.

#### SOCIETY

#### **Connecting people**

One of our priorities is a positive relationship with society. This relationship is not limited to seeking customer satisfaction; it aims to involve all parties and establish a transparent and collaborative relationship where all parties can contribute and enjoy the benefits of a sustainable, genuine connection with the whole community.

In the customer experience area, our results were highlighted in Chapter 4, in which we presented our customer-first philosophy, with an emphasis on our actions and the level of satisfaction considering RIOgaleão's various activities and work fronts.

Through our programs with the surrounding community, we develop numerous awareness-raising and educational actions on airport operations and safety; we encourage the growth and development of the people who are part of our programs; we establish partnerships that have a positive impact.

#### **School Connection Program**

The School Connection Program is RIOgaleão's oldest community program, and we are very proud to have made a positive contribution to countless children and their families education.

The School Connection Program's in-person activities were resumed with 154 students enrolled in the School Connection Regular's classes (Tubiacanga and Praia do Rosa communities), with activities related to health and food safety, recycling, COVID-19 prevention, among other topics. School Connection Regular's Social Assistance Project (PAS) assisted 85 families, referring their members to public social assistance programs. Propágulo Connection, linked to the School Connection Program, developed a community nursery to produce food, which was used to create the School Connection Regular's snack and distributed to community members.



Visit by the "School Connection" project to the airport facilities



Visit by the "School Connection" project to the airport facilities



Visit by the "School Connection" project to the airport facilities

<b>818 direct beneficiaries and 3,272 indirect beneficiaries</b> in the School Connection Prog in 2023 (including all related projects and actions).
<b>220 children and young people</b> visited the airport operation in 2022 and 2023.

#### Language Incentive Program

As part of the Language Incentive Program, a Partnership Agreement was signed with the National Commercial Learning Service (SENAC) to promote classes for the community:

(I) Ilha do Governador Women's Association - Ceremonial and Protocol course;

(II) students from School Connection Regular - Planning the Future and Basic English course.

The taxi drivers associated with the airport site also received SENAC courses in Hospitality Service and Basic English, with more than 120 vacancies.

#### ASAs (Wings) of Citizenship Program

The ASAs of Citizenship Program works in partnership with the Ilha do Governador Women's Association (AMUIG) and the School Connection Regular's students, carrying out campaigns aimed at food safety, visits to state and municipal public schools, and operational safety dissemination (addressing ballooning and wildlife risk, among others), environmental preservation, and collective health, among other topics.

#### Socio-cultural projects incentive

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Still within the scope of our relationship with the community, we would like to highlight our Sponsorship Policy. In it, inspired







by Rio's vibrant culture, we seek to strengthen ties with the local community through investments in socio-cultural projects that celebrate Rio's soul.

> We can receive projects qualified under Rio de Janeiro's Municipal Culture Incentive Law (ISS), and we prioritize initiatives that connect people, value the city's diversity and history, and express themselves through music, dance, and visual arts. We believe that culture is foundational in building a genuinely carioca airport and contributes to the region's social and cultural development. Find out more here.

## **OUR GOVERNANCE**

For us at RIOgaleão, the purpose of Corporate Governance is to ensure that best practices adopted by market are applied when conducting and managing business, providing growth and continuity with a return on the investment made by shareholders.

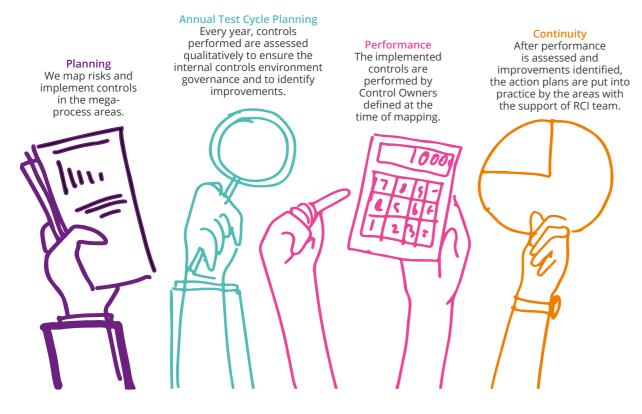
In line with the recommendations issued by existing regulatory bodies, we highlight main practices adopted:

#### **FINANCIAL STATEMENTS AUDIT**

It is our practice to hire an independent auditor for the financial statements, and it is worth noting that other areas are also audited frequently.

#### **RISK MANAGEMENT AND INTERNAL CONTROLS**

Our structure includes the Risks and Internal Controls (RCI) area, which is responsible for RIOgaleão's Risk Management Program, working at the strategic and business process levels, developing the Blueprint "methodology" based on ISO 31000 and the COSO Internal Controls Framework 2013.



The RCI area methodologically supports senior management and process managers in identifying, assessing, and prioritizing risks, as well as in identifying, assessing, and testing key internal controls in business processes with a view to identifying and implementing the appropriate treatments.

We have also set up a Risk Committee, which meets quarterly and is attended by senior management. It has the focus on sharing on an alternating basis, updates on actions linked to risks managed at strategic levels and updates on Risk Management Program in business processes.

In addition to the structure mentioned above, several other areas also have direct responsibility for risk management on specific topics, such as environmental issues, operational safety, and crises, among other various risk-related topics.

#### **ETHICS AND CONDUCT CODE - ETHICS LINE**

VISION	MISSION	BEI
Promoting a real connection between people.	We work with a spirit of service, operating with excellence and business vision, so flying through RIOgaleão is always pleasant.	We tog dire cult refl
		•
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		•

#### Integrity is a non-negotiable value here.

Our Ethics and Conduct Code defines RIOgaleão's business principles and standards of conduct, applicable to all members and representatives.

The Concessionaire has a communication channel - Ethics Line - available 24 hours a day and accessible <u>here</u>. It is more than just a reporting channel; it represents an ongoing commitment to dialogue and to building an organizational culture based on integrity and the active participation of all its members, promoting a safe and transparent workspace.

Reports can be made in an identified or anonymous manner and, once received, they are assessed and dealt with initially by the Compliance area and then by the Ethics Committee<sup>13</sup>. In 2023, there were 90 complaints and 100% of them were investigated and measures were taken by the responsible departments.

Moreover, all new members undergo periodic training every two years and are later assessed to ensure they are fully aware of the Code contents.

#### 98% of members were instructed on the Company's Code of Ethics provisions by 2023.

13 - Based on the Procedure for Investigating Reports and Irregularities, within the scope of the Policy for Investigating Irregularities and Applying Disciplinary Measures.



#### LIEFS AND ATTITUDES

e know where we want to go. We must work gether to achieve this, looking in the same rection and acting as one. This is the RIOgaleão lture, whose convictions and attitudes we flect:

- Our members are our greatest asset
- Spirit of service
- Humility and Simplicity Posture
- Takes responsibility and rises to the proposed challenges
- Transparent and frank communication
- Permanent dissatisfaction with the results obtained

#### **GENERAL DATA PROTECTION LAW** (LGPD) COMPLIANCE

The General Data Protection Law (LGPD - Federal Law 13.709/2018) aims to protect the fundamental rights of freedom and privacy and free development of citizens' personalities.

We carry out various activities involving processing citizens' data, including passengers, clients, website users, members, service providers, and legal representatives. November 2019 saw the being of the project to adapt to LGPD with the support of a specialized consultancy, which carried out a detailed mapping of the company's processes<sup>14</sup> and having found that, in general, and to a large extent, we collect personal data for our legitimate interest, compliance with legal/regulatory obligations, or execution of contracts<sup>15</sup>.

We have since dedicated ourselves to structuring the necessary adjustments by

(I) setting up working groups;

(II) mapping activities in the RIOgaleão various areas, resulting in documents adjustment;

(III) drafting several policies on the matter to mitigate risks and inform passengers, clients, website users, members, service providers, legal representatives, etc.;

(IV) including data protection provisions in all contracts; and

(V) monitoring demands made through the communication channel regarding possible requests from data subjects and incidents.

#### **ATLAS DIGITAL PLATFORM AND INFORMATION TECHNOLOGY (GREEN IT)**

To implement the best governance practices, achieve effective gains in time, optimize resources, speed, transparency, and ease of access to RIOgaleão's documents, data, and information for the members of the collegiate management bodies and shareholders, we hired the Atlas Governance platform, which automates the entire routine of managing the process of meetings, monitoring and implementing the decisions of the boards, assemblies, and committees, thus making the activities even safer<sup>16</sup>.

The Information Technology team, our Green IT<sup>17</sup>, is transforming our operations through innovative initiatives promoting sustainability<sup>18</sup>. Our commitment is to a greener future where technology and environment go hand in hand. By optimizing our systems and processes, we are reducing energy consumption, cutting costs, improving operational efficiency, and, consequently, offering an even more positive experience.

14 - The analysis included checking documents, intervewing specific teams, and issuing a mapping report summarizing the main data flows and recommendations for improvements regarding the flows assessed.

15 - Thus, no personal data processing activities were found that could imply a high risk from a data protection perspective, if the general recommendations of the mapping were observed.

16 - The adoption of the platform provides security for activities and allows its users to (I) record and prepare of meetings of collegiate bodies practically and securely; (II) consolidate all meeting materials in a single electronic book with unique pagination and watermark; (III) control permission to access documents for consultation, printing, and editing by type of user; (IV) protect the organization's confidential documents, data, and information with the use of highly reliable information security mechanisms; (V) optimize communication and the sharing of data, information, and documents between board members, auditors, and members of the Company's other collegiate bodies; and (VI) index and search for materials, information, and data relating to the activities of the Concessionaire's collegiate bodies.

17 - The Information Technology area, after adopting various sustainable measures that optimize the use of natural resources, adopted the concept of Green IT to raise awareness of practices aimed at reducing the impact on the environment caused by technological resources. We have also adopted an internal policy to formalize and publicize the Green IT concept at the RIOgaleão airport.

18 - We calculated an estimated carbon reduction associated with the use of 410 virtualized servers with Dell EMC VxRail P570F All Flash in an optimized Stretched Cluster, integrated with clouds such as GCP, Azure, and AWS, obtaining the following results:

Carbon Reduction: Between 156.65 and 479.09 tonnes of CO<sub>2</sub>/year, with clouds that use renewable energy

Better use of resources: Optimization of the physical space and reduction in water consumption (acquisition of equipment optimized for not only energy efficiency, but also space and cooling efficiency, reducing the need for large cooling systems (which can reduce water consumption by up to 50% compared to conventional data centers) and larger physical spaces).

Contribution to Sustainability Goals: By combining the energy efficiency of Dell servers with the use of sustainable clouds, RIOgaleão's datacenter can achieve significant reductions in its carbon footprint and improve its sustainability profile.

#### SOME OF ACTIONS UNDER DEVELOPMENT:

	Action	Operation	Benefi
	M-Files eD4sign	M-Files is an information management system that organizes and facilitates access to various documents, such as contracts, letters, and official documents. D4sign is an electronic signature platform that simplifies the formalization and authentication of digital documents.	We no brough ink cost contrib resourc
	"Sustainable clouds"	Resources optimization and energy consumption reduction.	We hav platforr efficien compar
	Electronic equipment donation <sup>19</sup>	Instead of disposing equipment pieces in good condition, we now propose donating them to a non-governmental organization (NGO), contributing to social and environmental causes.	We war impact disposa
	Server fleet virtualization	Accompanied by obsolete machines decommissioning, it represents a significant advance in IT infrastructure modernization and optimization.	We aim increas
	Energy efficiency <sup>20</sup>	Acquisition of new, more efficient machines, which has significantly reduced heat generation and energy consumption.	This ini more s enviror



19 - Activity in the legal assessment and structuring phase.

- 20 New equipment with a sustainable label or equivalent usually relates to third-party certifications, such as:
- Energy Star: Certification for energy efficiency.
- EPEAT: Register that assesses the environmental impact of products throughout their life cycle.
  - RoHS Compliance: Restriction of hazardous substances in the manufacture of electronic components.
  - Carbon Neutrality: Some Dell products are manufactured in facilities that offset their carbon emissions.



longer print more than 20,000 documents, which ht significant benefits, such as reducing paper and ts, reducing space needed for physical storage, and buting to environment preservation by reducing natural rces consumption.

ve migrated our data and operations to cloud computing rms, which use renewable energy sources and energy nt technologies. This move has significantly reduced any's carbon footprint.

ant to promote digital inclusion, reduce environmental by reusing electronic equipment, avoid improper al, and reduce electronic waste generation.

m to improve operational efficiency, reduce costs, and se IT operations sustainability.

itiative reduces operating costs and promotes a sustainable IT environment based on the principles of nmental responsibility and conscious resource use.



# GRI Content Summary

#### Declaration of use

RIOgaleão reported the information cited in this GRI content summary January 1 to December 31, 2023 based on the GRI Standards.

#### GRI 1 used

GRI 1: Fundamentals 2021

GRI Standard	Contents	Location
	2-1 Organization details	8 to 16, 20 to 44,
	2-2 Entities included in the organization's sustainability report	8 to16,
	2-3 Reporting period, frequency, and point of contact	76 to 87
	2-5 External check	48 to 54, 90 to 113
	2-6 Activities, value chain, and other business relationships	8 to 16, 20 to 44, 48 to 54, 76 to 87, 90 to 113
	2-7 Employees	8 to 16, 48 to 54, 90 to 113
	2-8 Workers who are not employees	8 to 16, 48 to 54, 90 to 113
	2-9 Governance structure and its composition	20 to 44, 90 to 113
	2-11 Chairman of the highest governance body	20 to 44
	2-12 Role played by the highest governance body in overseeing impact management	90 to 113
GRI 2:	2-13 Delegation of responsibility for impact management	90 to 113
General Contents 2021	2-14 Role of the highest governance body in sustainability reporting	76 to 87
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	2-22 Declaration on sustainable development strategy	48 to 54, 76 to 87, 90 to 113
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	2-25 Processes to repair negative impacts	90 to 113
	2-26 Mechanisms for advice and raising concerns	20 to 44, 48 to 54, 90 to 113
	2-27 Compliance with laws and regulations	20 to 44, 48 to 54, 90 to 113
	2-28 Participation in associations	48 to 54
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<b>GRI 3:</b> Material	3-1 Process of defining material themes	76 to 87
Topics 2021	3-3 Management of material issues	76 to 87, 90 to 113
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Economic Performance 2016	201-2 Financial implications and other risks and opportunities arising from climate change	90 to 113
GRI 203:	203-1 Investments in infrastructure and services	8 to 16, 20 to 44, 48 to 54
Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	8 to 16, 20 to 44, 48 to 54, 90 to 113
<b>GRI 205:</b> Fighting Corruption	205-2 Communication and cooperation in anti-corruption policies and procedures	90 to 113

GRI Standard	Contents	Location
GRI 302:	302-1 Energy consumption within the organization	90 to 113
Energy 2016	302-4 Reducing energy consumption	90 to 113
GRI 303: Water and	303-1 Interactions with water as a shared resource	90 to 113
	303-2 Management of impacts related to water disposal	90 to 113
Wastewater 2018	303-5 Water consumption	90 to 113
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	90 to 113
	305-1 Direct emissions (Scope 1) of greenhouse gases (GHG)	90 to 113
GRI 305: Emissions 2016	305-2 Indirect emissions (Scope 2) of greenhouse gases (GHG) from energy purchases	90 to 113
	305-3 Other indirect emissions (Scope 3) of greenhouse gases (GHG)	90 to 113
	305-5 Reducing greenhouse gas (GHG) emissions	90 to 113
	306-1 Waste generation and significant impacts related to waste	90 to 113
GRI 306: Waste 2020	306-2 Management of significant impacts related to waste	90 to 113
110300 2020	306-4 Waste not destined for final disposal	90 to 113
GRI 308: Environmental Assessment of Suppliers 2016	308-1 New suppliers selected based on environmental criteria	90 to 113
GRI 401: Employment 2016	401-1 New hires and employee turnover	61 to 73, 90 to 113
	403-1 Occupational health and safety management system	20 to 44, 90 to 113
	403-2 Hazard identification, risk assessment, and incident investigation	20 to 44
	403-3 Occupational health services	90 to 113
GRI 403:	403-4 Worker participation, consultation, and communication with workers regarding health and safety at work	20 to 44, 90 to 113
Saúde e Segurança do Trabalho 2018	403-5 Training workers in occupational health and safety	20 to 44, 90 to 113
	403-6 Promoting workers' health	90 to 113
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	20 to 44, 90 to 113
	403-8 Workers covered by an occupational health and safety management system	90 to 113
GRI 404:	404-1 Average hours of training per year per employee	90 to 113
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<b>GRI 405:</b> Diversity and Equal Opportunities 2016	405-1 Diversity in governance bodies and employees	61 to 73, 90 to 113
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<b>GRI 413:</b> Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	20 to 44, 48 to 54, 90 to 113
<b>GRI 416:</b> Consumer Health and Safety 2016	416-1 Assessment of health and safety impacts caused by categories of products and services	20 to 44, 48 to 54
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	20 to 44
<b>GRI 418:</b> Customer Privacy 2016		90 to 113





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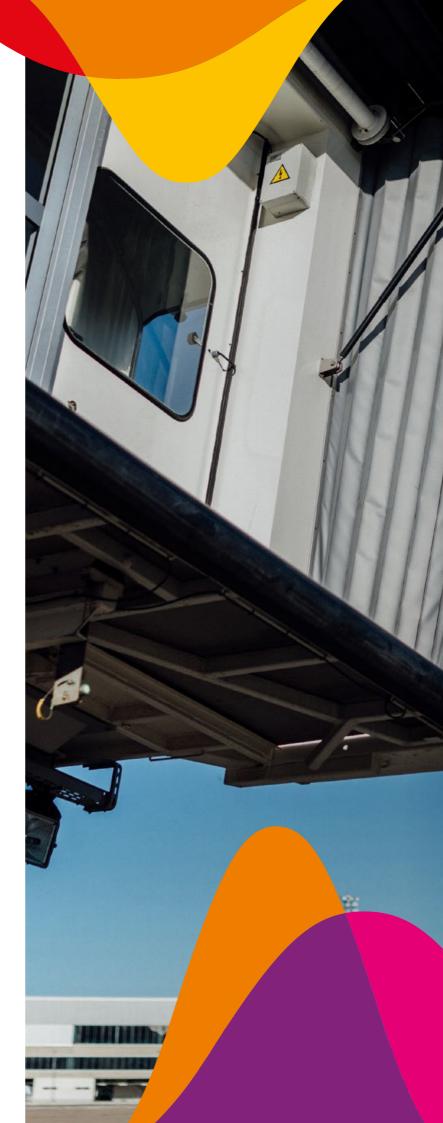
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# List of abbreviations

List of abbreviations	
ABAV	Brazilian Association of Travel Agencies
ABAV	
ACA	Brazilian National Standards Organization Airport Carbon Acreditation
ACI	Airports Council International
AEO	Authorized Economic Operator
AMUIG	Women's Association of Ilha do Governador
ANAC	National Civil Aviation Agency
ANVISA	Brazilian Health Regulatory Agency
ASA	Airport Security Area
AVSEC	Aviation Security
B2C	Business to consumer
BAIST	Brazilian Aviation Security Team
BRT	Bus Rapid Transit
BSB	Business to business
CAG	Changi Airport Group
CARJ	Rio de Janeiro Airport Concessionaire S.A.
CCT	Cargo and Transit Control
CDA	Continuous Descent Approach
CEDAE	State Water and Sewage Company of Rio de Janeiro
CEIV	Center of Excellence for Independent Validators
CFTV	Closed-Circuit Television
CGRA	Internal Aircraft Noise Management Commission
CGRF	Wildlife Risk Management Committee
COR	Airport Operations Center
COSO	Committee of Sponsoring Organizations of the Treadway Commission
СРРІ	Investment Partnership Program Council
DE&I	Diversity, Equity and Inclusion
DTCEA-GL	Airspace Control Detachment - Galeão
EMBRATUR	Brazilian Tourism Board
ESG	Environmental, Social, and Governance
EVTEA	Technical, Economic and Environmental Feasibility Study
EZE	Buenos Aires Airport
FAB	Brazilian Air Force
Fator Q	Service Quality Factor
FIA	Foundation for Childhood and Adolescence
FOD	Foreign object damage
GEE	Greenhouse Gases
GIG	Rio de Janeiro-Galeão International Airport
GP	Grand Prix
GRI	Global Reporting Initiative
HAZMAT	hazardous materials
HVAC	Heating, Ventilation, and Air Conditioning
IATA	International Air Transport Association
IBAMA	Brazilian Institute of Environment and Renewable Natural Resources
IBAS	International Brazil Air Show
IBOPE	Brazilian Institute of Public Opinion and Statistics
ICAO	International Civil Aviation Organization
INFRAERO	Brazilian Airport Infrastructure Company
IPCC	Intergovernmental Panel on Climate Change
IQS	Quality of service indicators
ISS	Municipal Culture Incentive Law of Rio de Janeiro
ISSO	Operational Safety Index
LAC	Latin America and the Caribbean
LBI	Brazilian Law on the Inclusion of People with Disabilities

LED	Light Emitting Diode
LGBT	Lesbians, Gays, Bisexuals and Transgen
LGPD	General Data Protection Law
MAPA	Ministry of Agriculture, Livestock and Su
MICE	Meetings, Incentives, Congress, Exibiliti
MPB	Brazilian Popular Music
NADP	Noise Abbatment Departure Procedure
NDC	Nationally Determined Contribution
NPS	Net Promoter Score
OACI	International Civil Aviation Organization
ODS	Sustainable Development Goals
OMA	World Customs Organization
ONG	Non-Governmental Organization
ONU	United Nations
OPS	Pan American Health Organization
P&O	People and Organizations
PAS	Social Assistance Project
PCD	People with disabilities
PEL	Logistics Efficiency Program
PIES	Integrated Efficiency and Sustainability
PNAE	People with special care needs
PPC	Prevention and Control Plan
PPSP	Psychoactive Substances in Civil Aviatio
PRAD	Degraded Area Recovery Plan
PRF	Federal Highway Police
PROCON	Consumer Protection and Defense Prog
PROEIS	State Security Integration Program
QTA	Quality of Air Transportation
RBAC	Brazilian Civil Aviation Regulations
RCI	Risks and Internal Controls
REF	Restructuring and Efficiency
RELPREV	Prevention Report
SAC	Civil Aviation Secretariat
SBGL	IATA code for Rio de Janeiro/Galeão Inte
SBTi	Science Based Targets Initiative
SDU	Santos Dumond Airport
SEBRAE	Brazilian Micro and Small Business Sup
SEFAZ/RJ	Rio de Janeiro State Treasury Departme
SENAC	National Commercial Learning Service
SESCINC	Social Service of Commerce
SGSO	Operational Safety Management Syster
SIPAT	Internal Week for the Prevention of Acc
SISO	Integrated Operational Safety Symposiu
SLA	Service Level Agreement
SMA-RJ	Rio de Janeiro's multi-airport system
TCU	Federal Court of Auditors
TECA	Air Cargo Terminal
TI	Information Technology
TPS	Passenger Terminal
TRA	Environmental Responsibility Statemen
UFSCAR	Federal University of São Carlos
UPA	
-	Emergency Care Unit
VIGIAGRO	Agricultural Surveillance



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