

ANNUAL  
**SUSTAINABILITY**  
REPORT

20

20

**ASUR**

AEROPUERTOS DEL SURESTE

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# 1.0

# Message from Our CEO

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





## Welcome to ASUR's Annual Sustainability Report.

The year 2020 has been an extraordinary one for ASUR, as it has been for companies all over the globe. In circumstances like these, we must focus on the continuity of our business and our core responsibilities to our employees and airport users. Therefore, despite the upheaval caused in the worldwide aviation industry by the Covid-19 pandemic, we have maintained as our main priority the provision of safe airport services to passengers, as well as job security and safety in the workplace for our own employees and those of the other companies that operate in our facilities.

Beginning in March 2020, the company took swift action to implement measures intended to safeguard the wellbeing of both passengers and staff members, including systems to remotely measure body temperature, enforce social distancing, and ensure regular sanitisation of our facilities, among many others. A decision was also made at the start of the pandemic that no redundancies would be made in airport staff despite the drop in the number of flights, and it is our pleasure to note that the number of full-time employees actually increased slightly across the organisation between 2019 and 2020. We also re-worded our Code of Ethics to include employment protections for staff members under pandemic conditions.

The information in this report should be viewed within this context of the disruption in normal operations caused by the epidemic. Our environmental indicators, for example, are atypical: generally speaking, total consumption figures for water, electricity, fuel, and so on, have decreased considerably, but the per-passenger figures are much higher due to the fact that airports remained open and operational while receiving far fewer travellers. The pandemic has also had significant impacts on other areas like social programmes, as locally mandated restrictions on public gatherings made many of these activities impossible.

Going forward, we want to reconfirm our commitment to supporting our local communities and our workforce for the mutual benefit of all. We are looking forward to getting back to normal!

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

**Adolfo Castro Rivas,**  
Chief Executive Officer

2.0

# Company Profile

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

## 2.1 BUSINESS ACTIVITIES

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

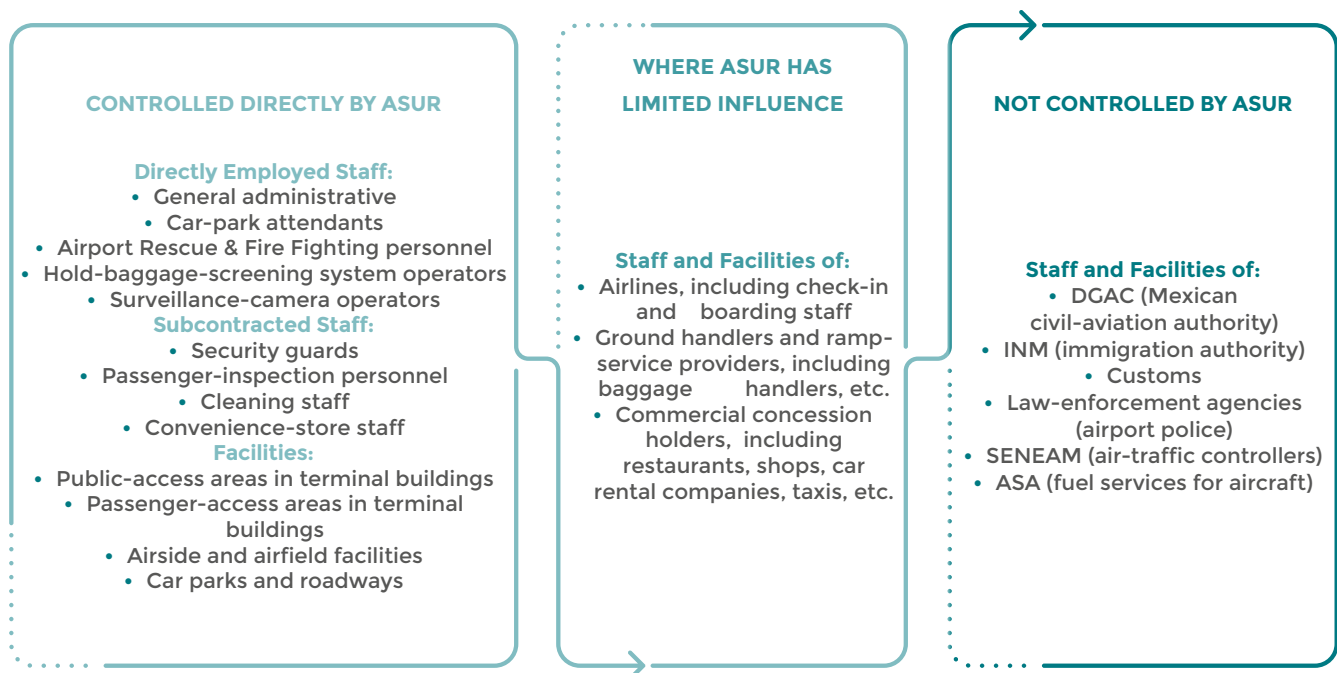
In addition to the above, the company enters into agreements with external providers for a range of additional services, which may include complementary services for aircraft (such as baggage handling

and ramp services) and commercial services for passengers (such as restaurants, shops and car rental, among other business lines). The company's aeronautical, complementary and commercial activities represent its three revenue streams.

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



FIGURE 1:  
**Summary of operational boundaries, ASUR airports**







## 2.2 COMPANY HISTORY

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

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

In February of 2013, the concession for the operation of Luis Muñoz Marín International Airport in San Juan, Puerto Rico, was granted to Aerostar Airport Holdings, LLC, a company in which ASUR holds a 60% stake. Between October 2017 and May 2018, ASUR acquired 100% of the shares in Airplan, S.A., the company that holds the concessions to operate a group of six airports in Colombia, located in Rionegro, Medellín, Montería, Carepa, Quibdo, and Corozal.

## 2.3 SHAREHOLDER STRUCTURE

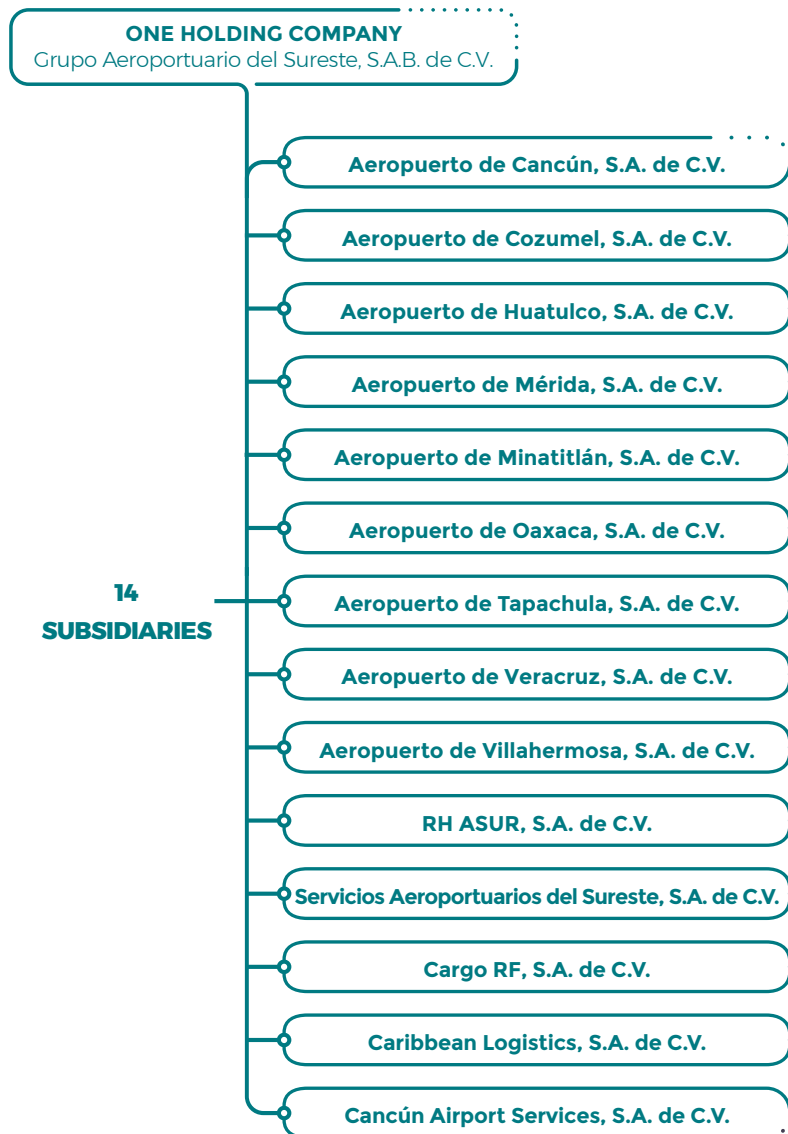
In June 2007, the strategic partner ITA reduced its shareholding in the company from 15% to 7.65%. As of the 31st of December 2020, ITA is owned by Fernando Chico Pardo, a Mexican investor, who has a 50% stake in the company; and by Inversiones Productivas Kierke, S.A. de C.V., a subsidiary of the Mexican bus transport company Grupo ADO, S.A. de C.V., which also has a stake of 50%.

The 92.35% of ASUR's shares that are not held by ITA are traded on the New York Stock Exchange (NYSE: ASR) and the Mexico City Bolsa (BMV: ASUR). As of the 31st of December 2020, Fernando Chico Pardo directly or indirectly owns a stake of 18.30% in ASUR (including the stake held via ITA); and Grupo ADO, S.A. de C.V. directly or indirectly owns a stake of 16.13% in ASUR (including the stake held via ITA).

## 2.4 ORGANISATIONAL STRUCTURE

As of the 31st of December 2020, ASUR directly employs a total of 1,077 people. Our organisational structure may be summarised as follows: each of the nine airports of ASUR is a subsidiary of the holding company, Grupo Aeroportuario del Sureste, S.A.B. de C.V. In addition, there are two subsidiary service companies, one that directly employs the Group's unionised staff (RH ASUR, S.A. de C.V.) and another that directly employs all the Group's non-unionised staff (Servicios Aeroportuarios del Sureste, S.A. de C.V.), as well as three other subsidiaries that provide a freight-handling and commercial services.

FIGURE 2:  
**Structure, Holding Company and Subsidiaries**



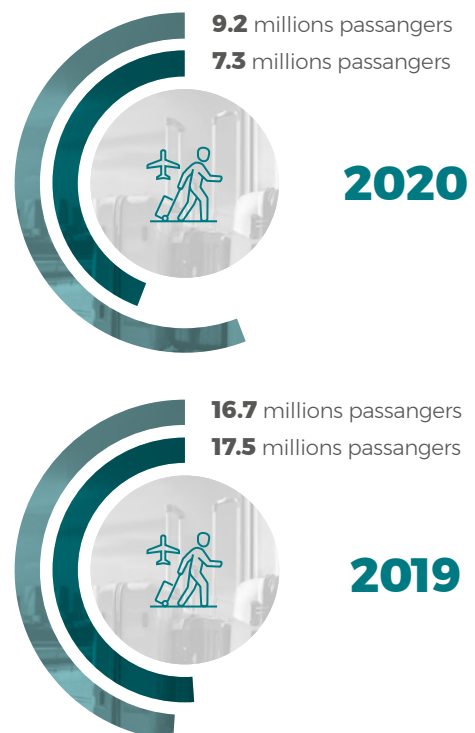
## 2.5 OPERATING AND FINANCIAL DATA

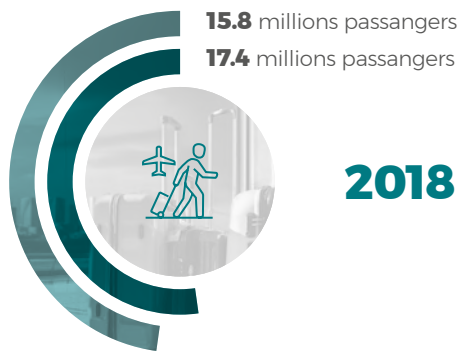
In 2020, a total of 16,528,658 passengers passed through ASUR's Mexican airports (not including private aviation or transit passengers), of which 7,282,546 (44%) were international and 9,246,112 (56%) were domestic passengers.

The total passenger figure for 2020 decreased by 17,633,184 (51.6%) compared to the year 2019, due to the disruption caused in the international travel industry by the coronavirus pandemic. The company's largest airport is the one located at Cancún, which accounted for 74% of total passenger traffic in 2020.

FIGURE 3:  
**Breakdown of International and Domestic Passenger Traffic**  
(Million passengers; not including general aviation and transit passengers)

- International
- Domestic

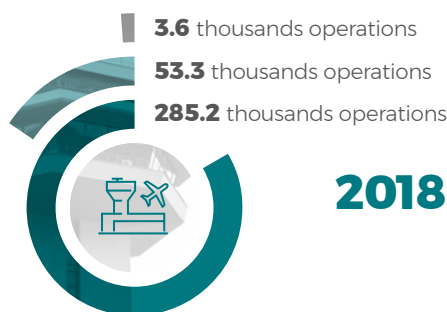
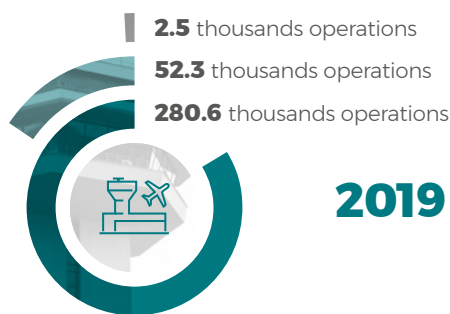
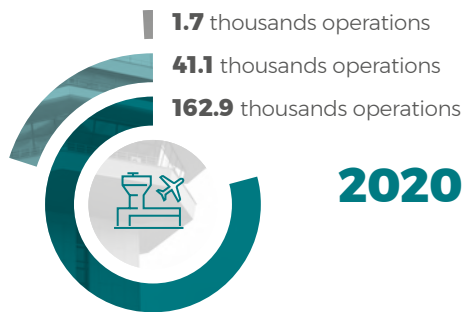




In 2020, ASUR's nine Mexican airports handled a total of 205,594 air-traffic movements (landings and takeoffs), of which 79% were commercial flights, 1% were charter flights, and 20% were general aviation (private) flights.

FIGURE 4:  
**Breakdown of Air-Traffic Movements by Aviation Category**

■ Commercial aviation ■ General aviation ■ Charter aviation



Together, the nine airports of ASUR serve passengers arriving from every continent, although a considerable majority of passengers arrive from North American destinations: in 2020, passengers from the United States of America and Canada accounted for 81% of international passengers.

In 2020, the net income of the company was 2.1 billion Mexican pesos (equivalent to approximately 99 million US dollars). The company ended the year with total assets worth 60.4 billion pesos (approximately 2.8 billion US dollars), total liabilities of 18.7 billion pesos (approximately 871 million US dollars) and total equity of 41.7 billion pesos (approximately 1.9 billion US dollars).\*

\* Figures in US dollars calculated at an exchange rate of 21.50 Mexican pesos per dollar (2020 average).

FIGURE 5:  
**Summary of P&L and Balance Sheet**

(Figures stated in millions of Mexican pesos)

	2019	2020
Assets	57,516	60,411
Liabilities	18,745	18,718
Equity	38,771	41,693
Revenues	16,822	12,625
Operating costs	8,545	9,507
Net income	5,684	2,127

## 2.6 SIGNIFICANT CHANGES IN OPERATIONS DURING REPORTING PERIOD

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In 2020, the most significant infrastructure projects under way in the company's airports were remodelling and expansion works in the terminal building and other facilities at Mérida Airport, and the programmed expansion of Terminal 4 at Cancún Airport. Neither of these projects involved major expansions of the built-up surface areas or "footprint" of the airports in question.

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

## 2.7 SOCIAL RESPONSIBILITY AWARDS AND EXTERNAL PROGRAMMES

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During 2020, ASUR maintained its status as an active signatory of the United Nations Global Compact (UNGC) by complying with the UNGC's reporting requirements. The Global Compact is an initiative established by the United Nations to promote the values of social responsibility and respect for human rights in businesses around the world.

Additionally, for the thirteenth year running, we were awarded recognition as a Socially Responsible Company by the Mexican Centre for Philanthropy, known by its Spanish initials CEMEFI. CEMEFI bases its awards on self-assessments of internal practices and programmes carried out by the companies themselves, which are required to submit adequate documentation of the corresponding activities. The assessments monitor performance in four key areas: quality of life for company employees; business ethics and anti-corruption practices; community support and relations; and environmental protection.



In the reporting period, ASUR received Environmental Quality Assurance certificates for five of its airports from the Mexican Environmental Protection Agency, Profepa. The certification in question represents official confirmation by the Mexican environmental authorities that the recipient has complied in full with all observations resulting from the audits conducted by the authorities to enforce Mexican environmental legislation. The airports certified were Cozumel, Huatulco, Oaxaca, Tapachula and Villahermosa. Certificates are valid for a period of two years; the remaining airports in the Group—Cancún, Mérida, Minatitlán and Veracruz—are due for recertification in 2021.

As of the 31st of December 2020, the environmental management systems in place in all of ASUR's airports have valid ISO 14001 certification. The airports at Cancún, Huatulco and Oaxaca were recertified for the period 2019–2022, and those at Cozumel, Mérida, Minatitlán, Tapachula, Veracruz and Villahermosa were recertified for the period 2020–2023.



## 2.8 DESCRIPTION OF COMPANY'S VALUE CHAIN

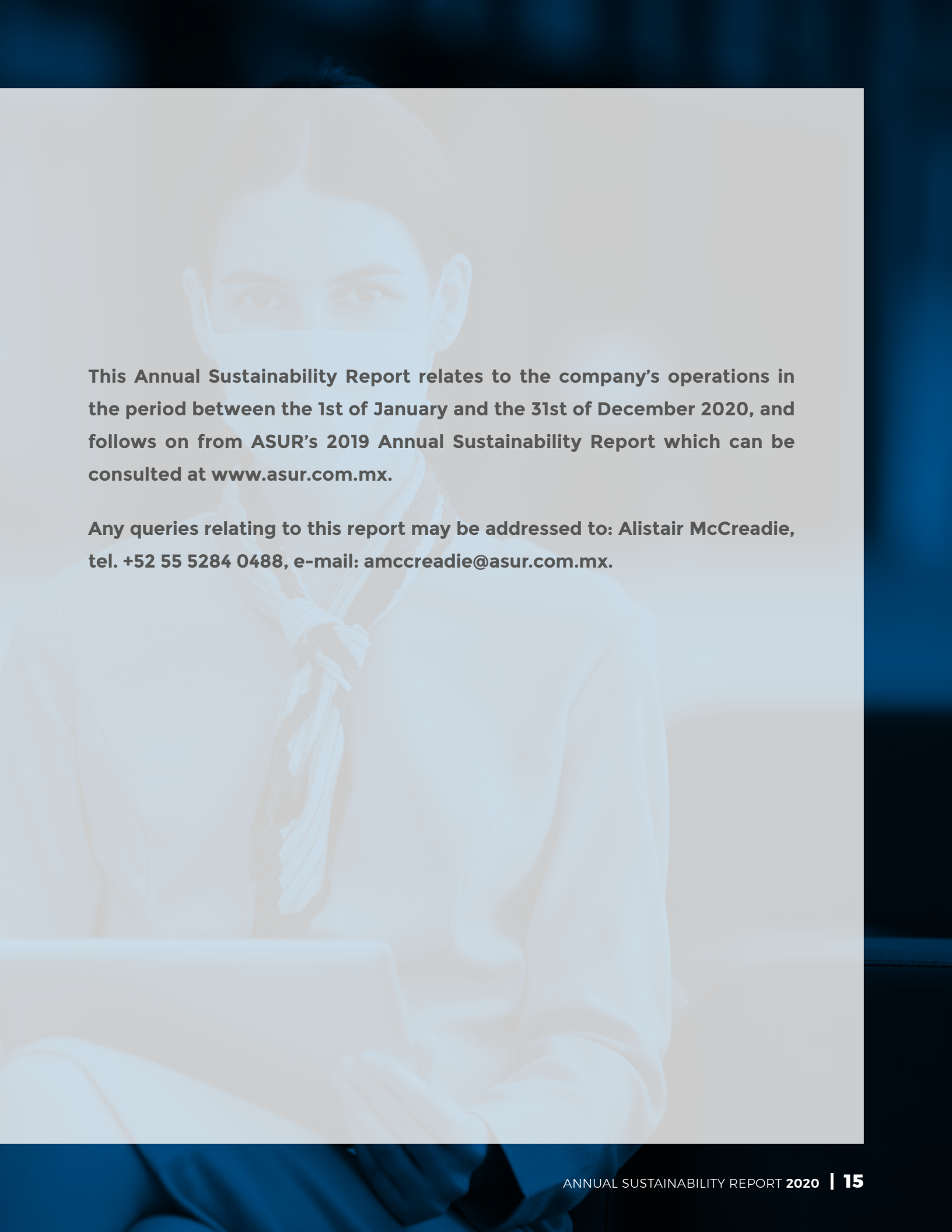
Con el fin de mantener las instalaciones de To maintain the facilities at its airports and a high standard of passenger service, ASUR contracts goods and services with a wide range of suppliers. Among the most important of these are: contractors hired to carry out construction work for the maintenance,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

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

During 2020, of the 20 biggest contracts for goods and services entered into by the company, eight were for the acquisition of equipment, six were for construction services, and six were for other services (security services, cleaning services and insurance, among others).

3.0

# Report Parameters



**This Annual Sustainability Report relates to the company's operations in the period between the 1st of January and the 31st of December 2020, and follows on from ASUR's 2019 Annual Sustainability Report which can be consulted at [www.asur.com.mx](http://www.asur.com.mx).**

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

### 3.1 STAKEHOLDER ENGAGEMENT AND IDENTIFICATION OF MATERIAL ASPECTS

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

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

Each airport has a Consultation Committee made up of representatives of the airport operator, state and municipal governments, and other stakeholders from local communities. Committees meet regularly and exist to provide community input on the airports’ operations and how they affect local businesses and the environment. Each airport has a five-yearly Master Development Programme that sets out all the infrastructure projects to be undertaken in that period, including construction of new facilities and upgrades and extensions to existing facilities; the Master Development Programme for each airport is subject to

approval by the local Consultation Committee, and local stakeholders therefore have a period of six months once every five years in which to express concerns about or request changes to the airports’ development plans.

Below is a summary of the main stakeholder-engagement activities carried out by ASUR during 2020:

**FIGURE 6: Stakeholder Groups Engaged and Engagement Method**

Stakeholder Group	Principal Engagement Method
Company employees	Internal communications and campaigns; feedback and grievances received via internal reporting system
Community groups	Identification of priority issues through local committees and direct communications; interaction with community groups at the local level
Business groups and associations	Identification of priority issues through local committees and direct communications; interaction with community groups at the local level
Passengers	Airport-service-quality surveys; feedback and grievances received via direct communications and internal reporting system
Shareholders	Direct communications with institutional investors and other shareholders



## 3.2 SCOPE AND LIMITATIONS OF REPORT

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

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

FIGURE 7:  
**Material Aspects for Sustainability Reporting**

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

This report is intended to complement ASUR's Annual Financial Statements and communications to the stock-market authorities of Mexico and the United States of America for 2020, which contain in-depth information on the financial performance of ASUR during the period in question. It will therefore focus in particular on social and environmental matters without including detailed financial data, except insofar as they relate to the standard disclosures contained in the company profile (Section 2) and to economic performance indicators (Section 8).

The environmental performance indicators mentioned in Section 6 include data from the Group's nine airports in Mexico only, which in 2020 represent approximately 71% of the company's total revenues. All other indicators refer to the nine airports, the company's head offices in Mexico City and other company subsidiaries in Mexico, as described in Section 2.4.

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

This report has been prepared on a consistent basis with ASUR's Annual Sustainability Report for 2019 in terms of measurement methods, and contains no restatements or reinterpretations of data contained in that report. At this time, it is not company policy to seek external assurance of our Annual Sustainability Report.

4.0

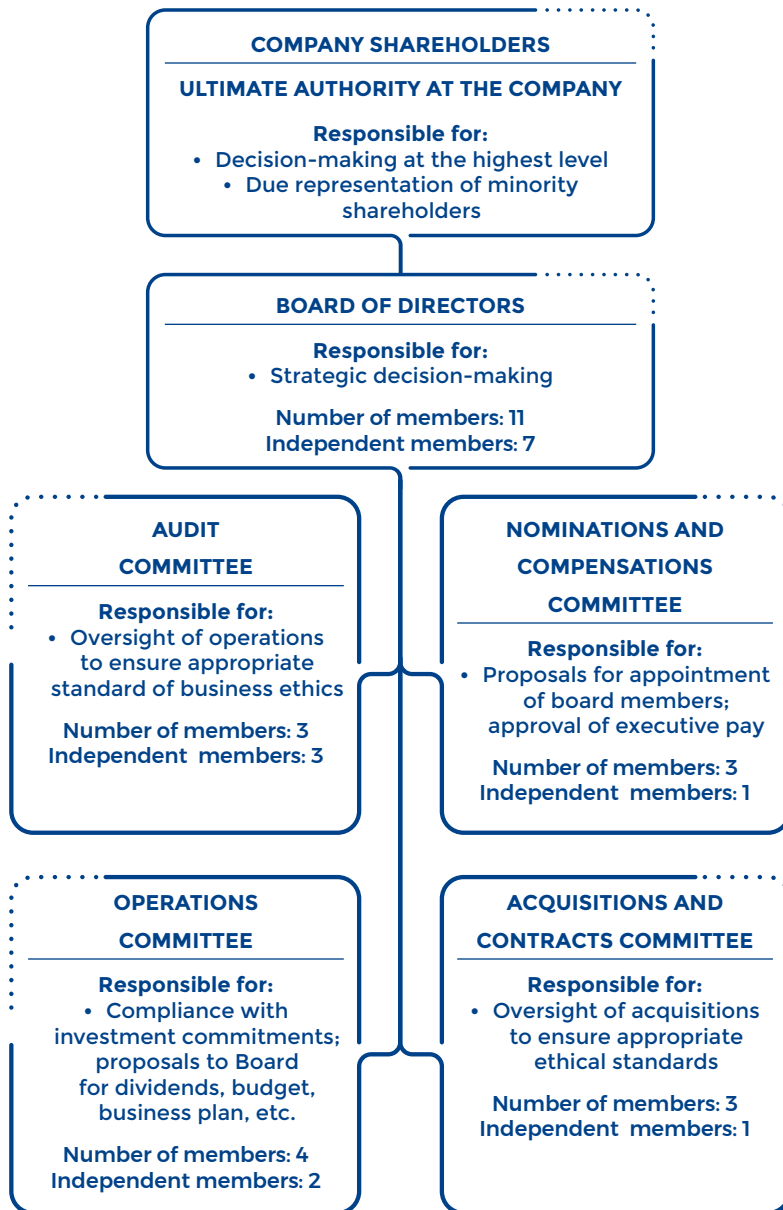
# Corporate Governance

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

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

## 4.1 SHAREHOLDERS' RIGHTS AND DUTIES OF THE BOARD OF DIRECTORS

FIGURE 8:  
**Overview of Corporate Governance Structure of ASUR**



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

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

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

## 4.2 DUTIES OF THE **CORPORATE GOVERNANCE COMMITTEES**

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### 4.2.1 **Audit and Corporate Practices Committee**

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

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

### 4.2.2 **Nominations and Compensations Committee**

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

### 4.2.3 **Operations Committee**

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

### 4.2.4 **Acquisitions and Contracts Committee**

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

## 4.3 COMPOSITION OF CORPORATE GOVERNANCE BODIES AND EXECUTIVE REMUNERATION

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

As of the date of publication of this report, the company's Board of Directors is made up of 11 members, of whom three are women. There is one female member on the Nominations and Compensations Committee.

All Board and Committee members are paid a fixed fee for each session they attend, which is proposed each year by the Nominations and Compensations Committee in line with market standards and is submitted for the approval of the company shareholders. The aggregate sum paid out by the company to Board and Committee members is reported in the relevant section of the Annual 20-F Report submitted to the Securities Exchange Commission, and amounted to 8.6 million pesos in the year 2020.

The compensation payable to the company's executive officers is subject to approval by the Nominations and Compensations Committee, and is reported to the independent Audit Committee. Compensation for all of the company's executive officers includes a fixed part and a performance-indexed part linked to a series of strategic objectives. Fixed compensation generally represents 70% of total compensation, while variable compensation represents 30%. The performance parameters for variable executive compensation are also determined annually by the Nominations and Compensations Committee. The aggregate sum paid out in compensation to the company's 29 executives is reported in the relevant section of the Annual 20-F Report submitted to the Securities Exchange Commission, and amounted to 137.2 million pesos in the year 2020.





## 4.4 FREQUENCY OF SESSIONS **AND ATTENDANCE RATE**

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

In 2020, the Company's Board of Directors held five sessions, the Audit Committee held five sessions, the Operations Committee held four sessions, the Acquisitions and Contracts Committee held four sessions, and the Nominations and Compensations Committee held two sessions. There was a 94% attendance rate at these meetings.

5.0

# **Code of Ethics and Anti- Corruption Measures**







## 5.1 CODE OF ETHICS

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ASUR has a written Code of Ethics that sets forth the ethical standards the company expects its employees, executives and corporate governance officials to adhere to. This Code of Ethics is provided to each new employee as part of the company's induction procedures. On an annual basis, awareness campaigns are carried out for all employees; together with the members of the company's Board of Directors and corporate governance committees, company employees are required to certify that they have not incurred any violations of the Code. The Code of Ethics was most recently updated in November of 2020.



## 5.2 ANTICORRUPTION MEASURES

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

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

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

During 2020, 100% of the company's employees were provided with training relating to the Code of Ethics. ASUR's Internal Auditing Department carried out audits in all nine airports in the Group, as well as the airports located in San Juan, Puerto Rico, and Colombia, and several commercial concession holders operating at the airports. Due to the Covid-19 pandemic and the resulting restrictions on travel to ensure safety, much of the programme of audits was performed remotely. These audits resulted in a total of four critical observations, out of a total of 99. A total of 27 reports were submitted via the internal reporting system during the year, of which 16 were considered to be of critical importance, six were of medium importance and five were of minor importance.

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

6.0

# **Environmental Responsibility**

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



## 6.1 SIGNIFICANT ISSUES AND MANAGEMENT STRATEGY

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

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

ASUR is a company whose business depends largely on the tourism industry: our airports at Cancún, Cozumel and Huatulco serve primarily tourist markets, and significant numbers of tourists also travel through our airports at Mérida, Oaxaca, Veracruz, and Villahermosa. Together, these airports accounted for 98% of our Mexican passenger traffic in 2020. Therefore, it is clearly in the interests of the company to contribute to the preservation of the natural beauty of these areas, in order for them to continue to be attractive to visitors.

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

ASUR has a series of initiatives to reduce carbon emissions, discussed in more detail in Section 6.2.2 of this report. Additionally, the company has instituted programmes intended to ensure that the airports' water consumption does not put excessive pressure on the water supplies for local habitats and populations; to protect



and promote plant and animal biodiversity in the undeveloped areas surrounding the airports; and to ensure that the waste water discharged and storm water runoff do not constitute a source of pollution for local bodies of water.

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

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



## 6.2 OVERVIEW OF PRINCIPAL MITIGATION MEASURES

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### 6.2.1 Mitigation of Infrastructure Expansion

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

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

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

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

In 2020, the most significant infrastructure expansion project under way in the airports in the Group was being carried out in Mérida Airport. This project involves an extensive reconfiguration of terminal buildings and airside aviation aprons, in order to increase the number of passengers that the airport is able to handle while maintaining standards of service, but does not entail any major extensions to the built-up surface areas or "footprint" of the airport. The scopes of most other planned infrastructure expansion projects are currently being reassessed given the nature of the worldwide downturn in global aviation as a result of the Covid-19 pandemic.

## 6.2.2

### Management of Carbon Emissions

ASUR is committed to contributing to the success of the long-term objectives of the Paris Agreement to limit global temperature rises to less than 2% compared to preindustrial levels. In the medium-term, the company has set itself the target for the year 2028 of reducing carbon emissions per passenger by 50%, compared to a baseline of the relevant emissions in 2018. This objective is mainly being pursued through the search for alternative sources of electricity, and a contract has been entered into with the operator of a solar energy plant.

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

In 2020, ASUR's nine Mexican airports produced a total of 48,912 tonnes of carbon dioxide (CO<sub>2</sub>) or the equivalent in other greenhouse gases. Indirect GHG emissions resulting from the airports' electricity consumption constitute by far the largest

source of emissions: 46,785 tonnes of CO<sub>2</sub> in 2020, representing 96% of total emissions. The company's direct GHG emissions were comparatively low; emissions from facilities or equipment directly operated by ASUR accounted for 2,127 tonnes of CO<sub>2</sub>, or 4% of total emissions. The most significant sources of direct GHG emissions in ASUR's airports are the refrigerants used in air-conditioning systems and fuel for vehicles such as airside buses and utility vehicles.

It should be noted that the 23% decrease in year-over-year emissions between 2019 and 2020 is an anomaly: 2020 was an extremely atypical year in terms of the company's operations and the numbers of passengers served, due to the Covid-19 pandemic.

FIGURE 9:  
Summary of Carbon Emissions by Source

#### CARBON EMISSIONS REPORT

All figures expressed in tonnes of CO<sub>2</sub> equivalent, all airports

	2019	2020
<b>Scope 1 Emissions (Direct)</b>		
Diesel	1,391.52	934.94
Gasoline	600.18	588.87
Liquid Petroleum Gas	30.59	26.90
Refrigerants	4,566.96	575.93
<b>Total Scope 1 Emissions</b>	<b>6,589.25</b>	<b>2,126.64</b>
<b>Scope 2 Emissions (Indirect)</b>		
Electricity Consumption	57,224.41	46,785.31
<b>Total Scope 2 Emissions</b>	<b>57,224.41</b>	<b>46,785.31</b>
<b>TOTAL EMISSIONS, ALL SOURCES</b>	<b>63,813.66</b>	<b>48,911.95</b>



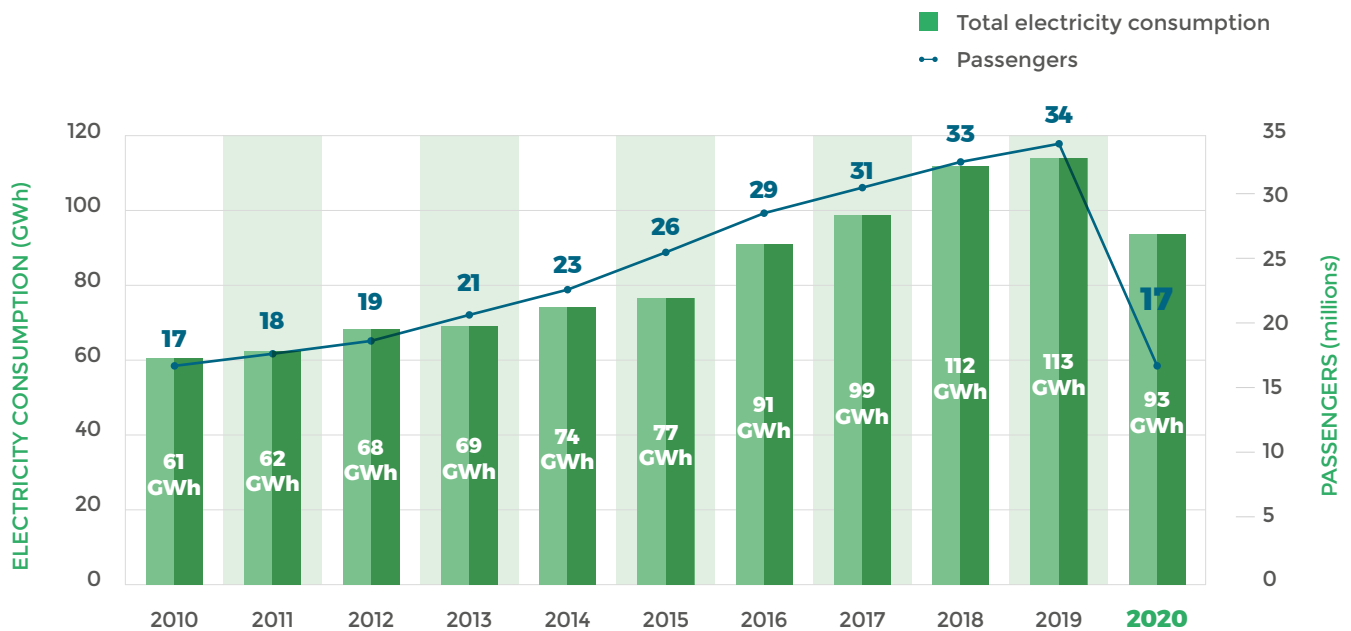
### 6.2.3 Energy Efficiency

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

The total amount of electricity consumed in all airports in the Group decreased year-over-year by 18.2% from 2019 to 2020, while per-passenger consumption increased by 68.1% over the same period.<sup>1</sup> This variance may be explained by the disruption caused in the company's normal operations by the Covid-19 pandemic.

These figures state only the intermediate energy produced by Mexico's Federal Electricity Commission and purchased by ASUR. At this time, data are not available that allow a calculation of the amount of direct energy from primary sources consumed in order to produce this electricity. ASUR does not generate any of the electricity it consumes; one hundred per cent of the company's electricity requirements are covered by purchasing from the Federal Electricity Commission. According to figures published by the International Energy Agency, in 2019 (the most recent estimated data available), 89% of the electricity generated in Mexico was produced from non-renewable sources (natural gas, oil, coal and nuclear energy) and 11% was produced from renewable sources (hydroelectric, geothermal, biomass and wind power).<sup>2</sup>

FIGURE 10:  
Total Electricity Consumption vs. Passenger Growth



<sup>1</sup> Source: Internal ASUR data. See tables in Section 6.3 Environmental Management System.

<sup>2</sup> Source: International Energy Agency website, at:

<https://www.iea.org/data-and-statistics/data-tables?country=MEXICO&energy=Balances&year=2019>

## 6.2.4 Water Management

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

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

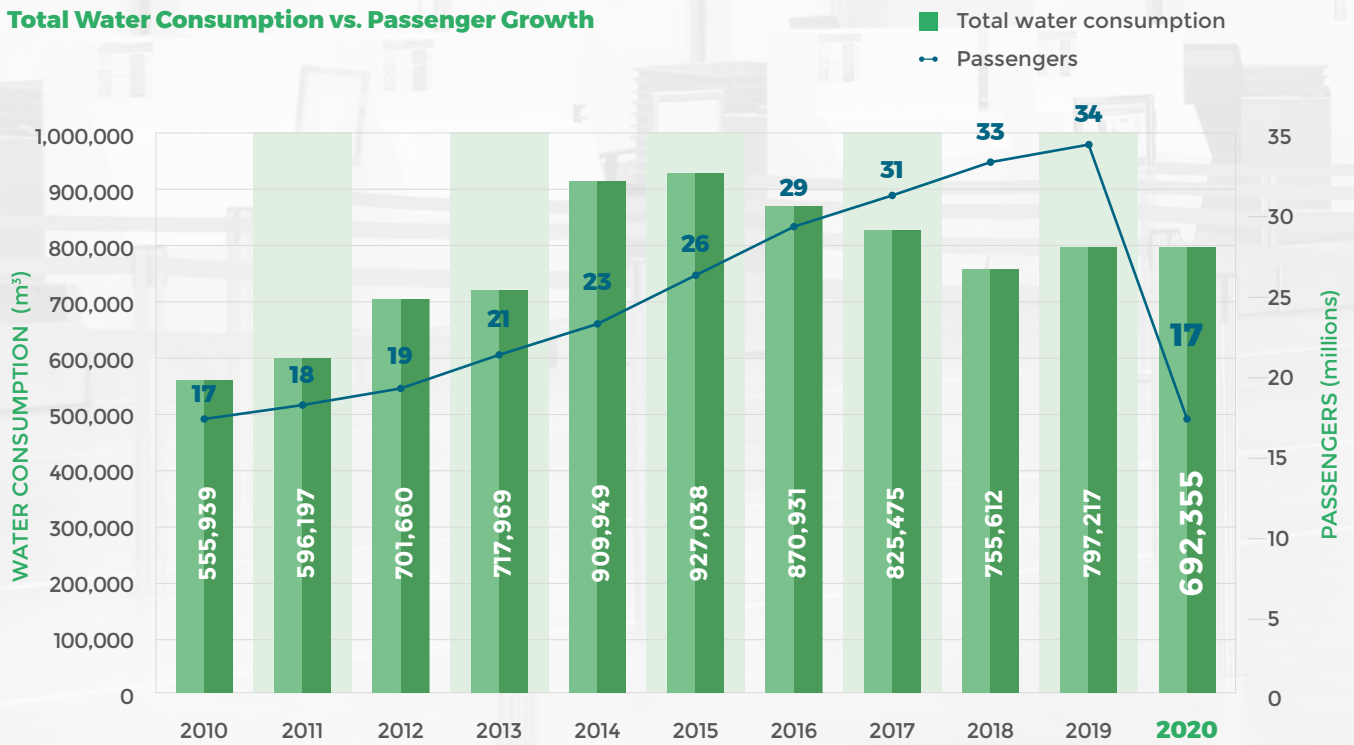


ASUR also takes care to ensure that the quality of the storm water that runs off our airport facilities is in full compliance with local regulations. Given the weather conditions in the southeast region of Mexico, no de-icing or anti-icing fluids are used in any of the airports in the group. Furthermore, the company has equipment in place on the aircraft aprons of each of our airports to ensure that any spills of liquids such as fuels or oil are appropriately eliminated before they can be flushed into local water sources.



Overall, in 2020 ASUR's total water consumption in the nine airports decreased by 13.2% from 797,217 to 692,355 cubic metres (m3). Water consumption on a per-passenger basis (measured in litres per passenger) increased by 78.6%. The amount of metered discharge decreased by 42.4% in absolute terms (from 457,066 to 263,128 m3), and increased by 18.4% in litres per passenger.<sup>1</sup> This variance may be explained by the disruption caused in the company's normal operations by the Covid-19 pandemic.

FIGURE 11:  
**Total Water Consumption vs. Passenger Growth**



<sup>1</sup> Source: Internal ASUR data.

See tables in Section 6.3 Environmental Management System.

## 6.2.5 Waste Management

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

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



Non-hazardous waste is handled in separate facilities at ASUR's airports to avoid cross-contamination. Cancun Airport, which currently generates approximately 86% of all the non-hazardous waste in the Group, has a dedicated refuse-recycling plant, where materials such as glass, PET plastic, cardboard and aluminium are sorted and sent for recycling. Altogether, in 2020 Cancun Airport recycled 16% of the refuse it produced. All the other airports in the Group have now established similar, smaller-scale recycling programmes.

Overall, in 2020 the nine airports produced 3,239 tonnes of non-hazardous waste, which represented a decrease of 51.5% compared to 2019. Of this total amount, 501 tonnes (15%) was recycled and the rest was sent for final disposal at municipal waste-handling facilities.<sup>1</sup> This variance may be explained by the disruption caused in the company's normal operations by the Covid-19 pandemic.

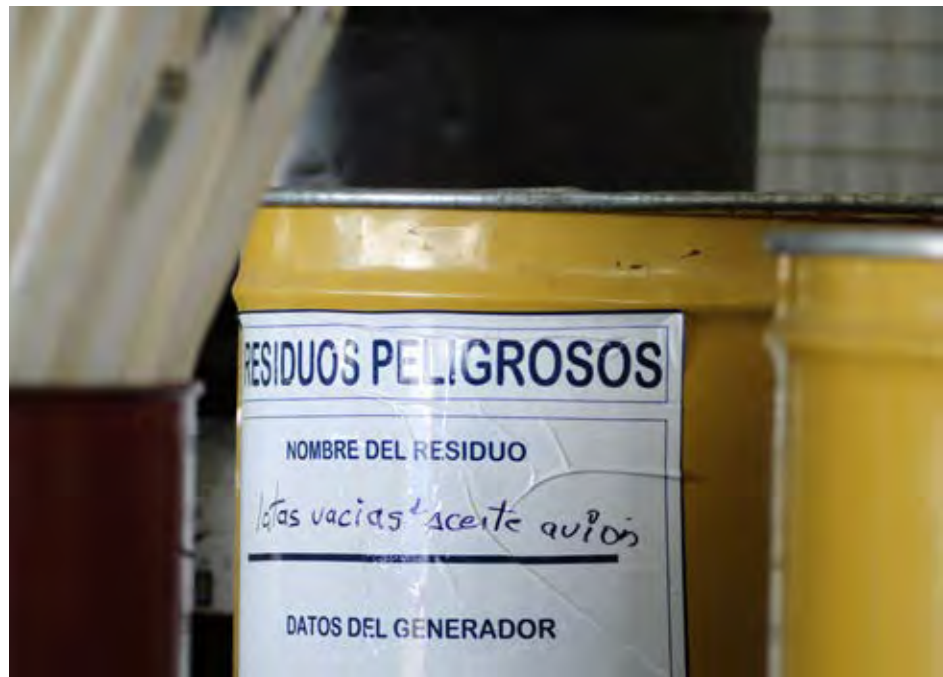
<sup>1</sup> Source: Internal ASUR data. See tables in Section 6.3 Environmental Management System.



## 6.2.6 Fuel Consumption

Petrol (gasoline) and diesel fuels are consumed to operate emergency electricity generators, as well as a range of support vehicles, including shuttle buses for transporting passengers to various parts of the airports, utility vehicles, and so on. The total amount of fuel consumed by ASUR's airports decreased from 2019 to 2020 by 21.9%, from 744,961 to 582,065 litres. This represented an increase on a per-passenger basis of 60.6%.<sup>1</sup> This variance may be explained by the disruption caused in the company's normal operations by the Covid-19 pandemic. It is worth noting that fuel consumption is relatively insignificant in terms of the company's overall carbon footprint: even after this increase, the total amount of all fuels consumed in the airports represented just 3% of total carbon emissions.

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



<sup>1</sup> Source: Internal ASUR data. See tables in Section 6.3 Environmental Management System.

## 6.2.7

### Biodiversity Issues

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

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



## 6.3 ENVIRONMENTAL MANAGEMENT SYSTEM

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

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

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



The Environmental Management Systems in each of ASUR's airports are certified according to ISO 14001. The tables below provide an overview of the performance in all nine of ASUR's airports with regard to some of the most relevant environmental parameters established by the System. It should be noted that in all cases, the data for 2020 are anomalous due to the disruption caused in the company's operations by the Covid-19 pandemic.

FIGURE 12:

**Summary of Environmental Performance Indicators for All Airports**

<b>Total Figures</b>					
<b>Parameter</b>	<b>Unit mmt</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>% change ('20 vs '19)</b>
Total water consumption	m <sup>3</sup>	755,612	797,217	<b>692,355</b>	-13.2%
Total water discharged	m <sup>3</sup>	417,450	457,066	<b>263,128</b>	-42.4%
Total electricity consumption	kWh	111,744,821	113,315,672	<b>92,644,182</b>	-18.2%
	GJ	402,281	407,936	<b>333,519</b>	-18.2%
Total hazardous waste produced	kg	15,655	14,391	<b>13,628</b>	-5.3%
Total non-hazardous waste produced	t	6,796	6,680	<b>3,239</b>	-51.5%
Non-hazardous waste recycled		1,067	1,119	<b>501</b>	-55.2%
% non-hazardous waste recycled		16%	17%	<b>15%</b>	
Total fuel consumption	l	604,608	744,961	<b>582,065</b>	-21.9%

<b>Per-Passenger Basis</b>					
<b>Parameter</b>	<b>Unit mmt</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>% change ('20 vs '19)</b>
Water consumption per passenger	l/pax	22.6	23.3	<b>41.7</b>	78.6%
Water discharged per passenger	l/pax	12.5	13.4	<b>15.8</b>	18.4%
Electricity consumption per passenger	kWh/pax	3.3	3.3	<b>5.6</b>	68.1%
	MJ/pax	12.1	11.9	<b>20.1</b>	68.1%
Hazardous waste produced per passenger	g/pax	0.5	0.4	<b>0.8</b>	94.7%
Non-hazardous waste produced per passenger	kg/pax	0.20	0.20	<b>0.19</b>	-0.3%
Fuel consumption per passenger	ml/pax	18.1	21.8	<b>35.0</b>	60.6%

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

The parameters measured are described in more detail below:

### 1. Water Consumption:

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

### 2. Water Discharged:

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

### 3. Electricity Consumption:

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

### 4. Hazardous Waste Produced:

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







## 6.4 ENVIRONMENTAL CERTIFICATION

As of the 31st of December 2020, the environmental management systems in place in all of ASUR's airports have valid ISO 14001 certification. The airports at Cancún, Huatulco and Oaxaca were recertified for the period 2020-2023, and those at Cozumel, Mérida, Minatitlán, Tapachula, Veracruz and Villahermosa were recertified for the period 2017-2020.

Mexico's Environmental Protection Agency (Profepa) also performs audits once every two years to ensure that ASUR's airports are in full compliance with the country's environmental legislation. Following the inspection procedure, provided that no violations of environmental legislation are identified, the individual airports are issued certificates confirming their compliance with the law. All nine of ASUR's airports currently have valid environmental compliance certification: the airports at Cozumel, Huatulco, Oaxaca, Tapachula and Villahermosa were recertified during 2020, and those at Cancún, Mérida, Minatitlán and Veracruz are due to be audited during 2021.

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

### 5. Non-hazardous Waste Produced:

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

### 6. Fuel Consumption:

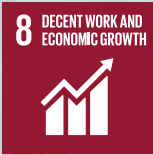
This parameter refers to the total amount of petrol (gasoline) and diesel consumed by the airports during the year, for example in utility vehicles and shuttle buses to transport passengers for boarding. Data are provided on total consumption (stated in litres), as well as consumption on a per-passenger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

The background of the page is a blurred photograph of several workers wearing white hard hats and high-visibility safety vests. One worker in the foreground is holding a clipboard. The image is overlaid with a semi-transparent teal filter.

7.0

# Quality of Life for Employees

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



## Response to Covid-19 Pandemic

As has been the case for almost all companies around the world, ASUR's operations were severely affected in 2020 by the Covid-19 pandemic. The company implemented immediate measures to protect both the passengers travelling through our airports and our staff members. There have been no staff layoffs or wage cuts for the people employed by the company. Wherever possible, especially for administrative positions, a scheme of working from home has been applied. For those positions where work must necessarily be carried out on site, staff numbers were kept to a minimum, with most staff members being given paid time off, and protective measures were implemented including: the compulsory use of face masks inside airport buildings, the installation of dispensers for hand sanitiser, the provision of personal protective equipment such as face shields and gloves, the implementation of distancing measures, the installation of physical barriers for people serving members of the public, and regular disinfection of public and restricted indoor areas.

As a fundamental part of ASUR's duty of care toward its employees, we aim to provide decent working conditions in all the subsidiaries that form part of the Group. The company's main goal in relation to human resources is to ensure that our airports constitute a reliable source of safe employment for local populations. Between 2019 and 2020, the number of full-time employees in our organisation increased slightly by 0.2% from 1,075 to 1,077, while our agency-hired employees decreased by 16.2% from 278 to 233. During the period, we have achieved a low level of staff turnover and an excellent occupational health and safety record. Further information on these aspects is available in Sections 7.1 and 7.2 of this report.

Positive relations between the company's employees and management are also a priority for ASUR. 35% of the company's employees are unionised, and the company enjoys a good working relationship with the union. The principle of freedom of association is guaranteed in our Code of Ethics and company policies; this information is provided to all new hires in the induction process and is reinforced on a yearly basis with information campaigns. The company has a written "open-doors" communication policy, according to which all staff members are free to approach any member of management with consultations or complaints at any time. Employees are also given the option of submitting any grievances they have via the internal reporting systems of the Human Resources Department or the Internal Auditing Department; these reports are investigated confidentially to identify any instances of inappropriate behaviour on the part of those involved and to reach amicable solutions whenever possible.

The company has a permanent training programme for employees in all ten locations where we have operations in Mexico (the head offices in Mexico City and the nine airports). During 2020, training was provided to staff members in a wide range of areas, covering topics such as technical systems training, aviation security, fire safety, handling hazardous materials, and first aid. However, due to the Covid-19 pandemic, a total of just 31,772 man hours of training was provided for the company's 1,077 employees and other key members of the airport communities during the year, down from 137,261 hours in 2019.<sup>1</sup>

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<sup>1</sup> Calculated on the basis of the total duration of training courses, multiplied by the number of trainees.

## 7.1 DESCRIPTION OF WORKFORCE

In addition to the professional development of staff members, the company normally plans a series of activities, to provide an opportunity for employees to socialise and to support local cultural traditions, including celebrations of Children's Day, Mothers' Day, Father's Day, Christmas, and the traditional Mexican festivities of the Epiphany (Día de Reyes) and the Day of the Dead (Día de Muertos). Due to the restrictions on in-person gatherings in 2020, all of these activities were cancelled.

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

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

As of the 31st of December 2020, the majority of ASUR's workforce was employed on a permanent, full-time basis; of a total workforce of 1,310 people, 1,077 (82.2%) had indefinite, written labour contracts for full-time employment. Among full-time employees, a staff turnover rate of 3.6% was achieved during the year; this is calculated on the basis of the number of people who left the company for whatever reason, including retirements, resignations, and dismissals, as a percentage of total employees.

Of the 1,077 workers directly employed by the company, 857 are male (80%) and 220 are female (20%). All of the company's six executive officers are male. Of the 64 employees in managerial positions, 55 are male (86%) and 9 are female (14%). Of the remaining 1,013 employees, 802 are male (79%) and 211 are female (21%).



The following table shows a breakdown of the 1,077 permanent employees of the company according to the location where they work:

**FIGURE 13:**  
**Breakdown of ASUR Workforce on Geographic Basis**  
(Permanent Employees)

City	State	No. of employees	Unionised	%	Non-unionised	%
Cancún	Quintana Roo	558	165	30%	393	70%
Mérida	Yucatán	110	45	41%	65	59%
Villahermosa	Tabasco	63	28	44%	35	56%
Cozumel	Quintana Roo	62	36	58%	26	42%
Veracruz	Veracruz	61	27	44%	34	56%
Oaxaca	Oaxaca	49	21	43%	28	57%
Cd. de México	Cd. de México	48	0	0%	48	100%
Tapachula	Chiapas	48	24	50%	25	50%
Huatulco	Oaxaca	42	19	45%	23	55%
Minatitlán	Veracruz	36	16	44%	20	56%
<b>Total</b>		<b>1077</b>	<b>381</b>	<b>35%</b>	<b>699</b>	<b>65%</b>

The remaining 233 workers (17.8% of total workforce) were employed on a temporary basis via an employment agency. These temporary workers are distributed among the airports on an ad hoc basis, as needed. As of the 31st of December 2020, the geographic distribution of ASUR's 233 agency workers was as follows: 183 at Cancún Airport; 11 at Mérida Airport; 10 at Villahermosa Airport; 9 at Cozumel Airport; 7 at Oaxaca Airport; 7 at Veracruz Airport; and 6 at Huatulco Airport.

ASUR's unionised workers all belong to the National Airport Industry Workers Union (Sindicato Nacional de Trabajadores de la Industria Aeroportuaria y de Servicios Similares y Conexos de la República Mexicana). Once every two years, the company management and the union undertake a collective bargaining procedure to determine employment conditions for unionised employees and the benefits that they are entitled to.

The agreements reached in this negotiation are formalised in a written collective labour agreement that is signed by the representatives of the company and the union. The renegotiation process was undertaken during 2020, and the current collective bargaining agreement will be valid until 2022.

Among the benefits negotiated with the union for the 2020-2022 period are: the wage increase applicable for the period; life and disability insurance; Christmas bonuses and holiday entitlements; support for childcare; support in the event of a death in the family; and scholarships to enable employees and their children to complete their basic education, as well as an allowance for their books, stationery, and other school equipment.

## 7.2 SAFETY IN THE WORKPLACE

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

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

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

The right to physical integrity, and therefore a safe workplace that does not expose employees to unnecessary risks, is included in the company's written policies. During 2020, the 1,077 permanent employees of ASUR worked a total of 3,126,456 hours, equivalent to 390,807 days (eight-hour shifts). In the period in question, the total number of lost days resulting from workplace risks was 472, equivalent to 0.12% of total days worked. There were no cases of fatalities resulting from workplace risk.

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

In the same period, the absentee rate (defined as the total number of days that employees were absent from work due to general, non-work-related illness or when no justification was presented for the absence) corresponded to a total of 2,428 days, or 0.62% of total days worked.

These data refer exclusively to the 1,077 direct, full-time employees of ASUR as of the 31st of December 2020. At this time, there are no systems in place that require subcontractors, service providers or other parties with employees working at the airport to provide ASUR with accident, injury and absenteeism data.



8.0

# **Community Involvement and Support**



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



## Response to Covid-19 Pandemic

As has been the case for almost all companies around the world, ASUR's operations were severely affected in 2020 by the Covid-19 pandemic. The company implemented immediate measures to protect both the passengers travelling through our airports and other airport users. The protective measures implemented for members of the public included: the compulsory use of face masks inside airport buildings, the installation of dispensers for hand sanitiser, the use of thermographic cameras to remotely measure body temperature, the implementation of distancing measures, the installation of physical barriers at checkpoints and counters, and regular disinfection of public and restricted indoor areas.

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

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

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

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

It is company policy not to make contributions of any kind, whether monetary or not, to any political party. We also do not carry out lobbying activities of any nature. Since the company was founded in 1998, no budget has been assigned for such activities.

To protect the health and safety of our airport users, as well as local inhabitants and potential passers-by, all of our airports have an Operational Safety Manual that is subject to approval by the aviation authorities, as well as a Local Airport Safety Programme that contains emergency and contingency procedures and response plans in the event, for example, of an accident involving an aircraft. All airports have public address systems, and a programme of emergency drills is established to be implemented in the event of an evacuation due to fires, hurricanes, earthquakes, or other disasters.

We aim to ensure operational continuity in the airport infrastructure that we operate. All terminal buildings have the requisite fire detection systems and a dedicated Airport Rescue and Fire Fighting team. Those airports in seismically active areas are built to withstand earthquakes, and airports in areas susceptible to tropical cyclones have hurricane shutters and other such protective equipment.

All airport infrastructure is also fully accessible for users with disabilities, as required by the relevant Mexican standards. Disabled facilities include wheelchair ramps, designated parking spaces, tactile paving and guide strips for the blind, low-level check-in counters, appropriate bathroom installations, designated access points to security filters, designated seating in boarding lounges, elevators, and aircraft boarding ramps.

## 8.1 DIRECT ECONOMIC BENEFITS

The table below provides a breakdown of the economic value generated, distributed and retained by ASUR in 2020.

FIGURE 14:  
**Economic Value Generated, Distributed and Retained**

(Figures stated in millions of Mexican pesos)

<b>Economic value generated</b>	
Total economic value generated	<b>12,624.7</b>
<b>Economic value distributed</b>	
Operating costs	<b>8,855.6</b>
Employee wages & benefits	<b>619.8</b>
Payments to providers of capital	<b>289.9</b>
Payments to governments	<b>927.0</b>
Community investments	<b>32.0</b>
Total economic value distributed	<b>10,724.4</b>
Total economic value retained	<b>1,900.3</b>

As per the methodology established in the Global Reporting Initiative's sustainability reporting guidelines, the figures in this table are based on ASUR's audited financial statements for the year 2020, which are prepared in accordance with Mexican financial reporting standards. The item "Total economic value generated" corresponds to the company's revenues. Under "Economic value distributed", the item of "Payments to providers of capital" includes interests on loans and dividends paid to shareholders. "Payments to governments" correspond to taxes, and the figure for community investments includes all cash donations, as well as the estimated values of donations in kind and man hours used for volunteer projects.

During the year 2020, ASUR did not receive any financial assistance from the Mexican government.

## 8.2 COMMUNITY INVOLVEMENT


The nine airports of ASUR are involved in various community projects at the local level. These projects are selected and administered by each airport individually, to respond to local needs and to promote a sense of ownership and greater commitment. Support is provided monetarily and in the form of donations of goods and services, as well as volunteering. In 2020, as a direct result of the health emergency, it was not possible to carry out most of these activities.

Of ASUR's total community investments in 2020, a considerable percentage was destined to cultural projects under the government-run initiatives Eficine and Efiartes. The sum donated to theatre, film production, and film distribution projects under these initiatives was \$29.9 million pesos.



9.0

# Commitment to Human Rights



The goal of ASUR's management in relation to human rights is to ensure that the company and its employees do not incur any human rights violations, and that in those cases where possible abuses are detected, the corresponding steps are taken to resolve them quickly, efficiently and transparently. Our Internal Auditing Department is entrusted with investigating any potential human rights abuses, and reports directly to the independent Audit Committee.

Since 2007, ASUR has a written policy in which the company formally sets forth its commitment to upholding and promoting human rights. This policy is available to all members of the workforce and establishes respect for human rights as one of the most fundamental criteria for our operations. We have been a signatory of the United Nations Global Compact since 2005, whose principles focus largely on the protection of Human Rights.

Finally, we have a detailed Code of Ethics approved by our Audit Committee and Board of Directors that establishes the obligations of the company both internally to its employees, and externally to its supply chain and local communities at large. All newly hired staff members are provided with the text of the Code of Ethics as part of the employee induction process, and are required to certify their knowledge of and adherence to the Code of Ethics on a yearly basis. The Code of Ethics includes a reporting system that may be used by employees and others to communicate potential violations of the company's ethical standards and other complaints.

Among the other rights guaranteed by the company, our human rights policy and Code of Ethics expressly state that the company will guarantee its employees the right to personal integrity, which means that workers may not be subjected to physical or verbal abuse of any nature, and that sexual harassment of any kind is strictly forbidden. The documents also contain statements of the company's position on gender equality and non-discrimination: they contain clauses that guarantees equal opportunity for all in hirings, promotions, salary levels, training and day-to-day treatment, regardless of ethnicity, nationality, gender, marital status, physical ability, religion, sexual orientation, social circumstances or political affiliation.



The company also assumes the obligation to protect its employees' right to freedom of association. As mentioned in Section 7.1 of this report, the company management and the airport workers' union adhere to a regular collective bargaining procedure to establish employment conditions and benefits for unionised employees. Currently 35% of the company's full-time employees are unionised, and during 2020 no threats were identified to the freedom of association or collective bargaining rights of the company's employees.

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

The company's human rights standards are also applicable throughout its supply chain. The companies within tier 1 of our supply chain provide airport security services (which we are required by law to subcontract with a security company authorised by the Mexican aviation authorities), airport cleaning services, and construction services for upgrades or extensions in airport infrastructure. Given the nature of our business, and the fact that we and our major suppliers are all mostly service providers, our supply chains are short. We have no standing orders or permanent contracts for the acquisition of supplies, for example.

All of the contracts entered into for these services stipulate that workers must be registered with the Mexican social security institute, which ensures that the work they do is formal and remunerated, and the corresponding social security contributions are paid in full. Failure to register workers or to pay contributions is ground for immediate rescission of any contract. Supplier audits are carried out by the Internal Auditing Department in accordance with a quarterly programme approved by the Audit Committee. Reports may also be submitted by any supply-chain employee via our Internal Reporting System. Any and all audit observations identified and internal reports received are logged, and their resolution is followed up on by the Audit Committee.

During 2020, a single case of harassment was identified that involved infringement of the victim's human rights. The appropriate disciplinary action was taken. No instances of human rights violations have been identified in the company's supply chain.





10.0

# External Programmes





## 10.1 SUSTAINABILITY INDICES

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In 2011, ASUR was selected as one of the first group of companies to be part of the Mexico Stock Exchange Sustainability Index. To be considered for inclusion in the index, companies' practices and procedures in the areas of environment, governance and stakeholder issues are subject to a rigorous evaluation process, with the intention that the index can be used as a responsible-investment guide for ethical investors. As of the 31st of December 2020, ASUR continues to form part of the Mexico Stock Exchange Sustainability Index.



## 10.1 UNITED NATIONS GLOBAL COMPACT

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

The UNGC asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment and anti-corruption; these core values are the Ten Principles. Below is a table that states what the Ten Principles are and where they are addressed in the text of this report.

FIGURE 15:

**United Nations Global Compact Principles**

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

11.0

# **GRI Standard Disclosures and Performance Indicators**

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

**In future annual sustainability reports, ASUR is intending to transition to the reporting standards published by the Sustainability Accounting Standards Board (SASB).**

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

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

FIGURE 16:

**Index of GRI Standard Disclosures and Performance Indicators**

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

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

**GRI**

**Reporting Description**  
**Parameter**

**Refer to**

**DISCLOSURES ON MANAGEMENT APPROACH**

<b>DMA</b>	Disclosure on Management Approach; Environment	<b>Section 6.1: Significant Issues and Management Strategy</b>
<b>DMA</b>	Disclosure on Management Approach; Labour	<b>Section 7.0: Quality of Life for Employees</b>
<b>DMA</b>	Disclosure on Management Approach; Economic	<b>Section 8.0: Community Involvement and Support</b>
<b>DMA</b>	Disclosure on Management Approach; Society	<b>Section 8.0: Community Involvement and Support</b>
<b>DMA</b>	Disclosure on Management Approach; Human Rights	<b>Section 9.0: Commitment to Human Rights</b>

**PERFORMANCE INDICATORS**

<b>G4-EN1</b>	Materials used by weight or volume	<b>Section 6.2.6: Fuel Consumption</b>
<b>G4-EN2</b>	Percentage of materials used that are recycled input materials	<b>Section 6.2.6: Fuel Consumption</b>
<b>G4-EN3</b>	Energy consumption within the organisation	<b>Section 6.2.3: Energy Efficiency</b>
<b>G4-EN6</b>	Section 6.2.6: Fuel Consumption	<b>Sección 6.2.6: Consumo de combustibles</b>
<b>G4-EN8</b>	Reduction of energy consumption	<b>Section 6.2.3: Energy Efficiency</b>
<b>G4-EN15</b>	Section 6.2.6: Fuel Consumption	<b>Sección 6.2.6: Consumo de combustibles</b>
<b>G4-EN16</b>	Total water withdrawal by source	<b>Section 6.2.4: Water Management</b>
<b>G4-EN23</b>	Direct greenhouse-gas emissions (Scope 1)	<b>Section 6.1: Significant Issues and Management Strategy</b>
<b>G4-EN27</b>	Energy indirect greenhouse-gas emissions (Scope 2)	<b>Section 6.1: Significant Issues and Management Strategy</b>
<b>G4-EN29</b>	Total weight of waste by type and disposal method	<b>Section 6.2.5: Waste Management</b>
<b>G4-LA6</b>	Extent of mitigation of environmental impacts of products and services	<b>Section 2.6 Significant Changes in Operations during Reporting Period</b>
<b>G4-EC1</b>	Direct economic value generated and distributed	<b>Section 8.1: Direct and Indirect Economic Benefits</b>
<b>G4-EC4</b>	Significant financial assistance received from government	<b>Section 8.1: Direct and Indirect Economic Benefits</b>



<b>GRI Reporting Parameter</b>	<b>Description</b>	<b>Refer to</b>
<b>G4-SO3</b>	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	<b>Section 5.2: Anticorruption Measures</b>
<b>G4-SO4</b>	Communication and training on anti-corruption policies and procedures	<b>Section 5.2: Anticorruption Measures</b>
<b>G4-SO5</b>	Confirmed incidents of corruption and actions taken	<b>Section 5.2: Anticorruption Measures</b>
<b>G4-HR3</b>	Total number of incidents of discrimination and actions taken	<b>Section 9.0: Commitment to Human Rights</b>
<b>G4-HR4</b>	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	<b>Section 9.0: Commitment to Human Rights</b>
<b>G4-HR5</b>	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	<b>Section 9.0: Commitment to Human Rights</b>
<b>G4-HR6</b>	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	<b>Section 9.0: Commitment to Human Rights</b>
<b>AO1</b>	Total number of passengers annually, broken down by passengers on international and domestic flights and broken down by origin-and-destination passengers and transfer, including transit, passengers	<b>Section 2.5: Operating and Financial Data</b>
<b>AO2</b>	Annual total number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation flights	<b>Section 2.5: Operating and Financial Data</b>
<b>AO4</b>	Quality of storm water by applicable regulatory standards	<b>Section 6.2.4: Water Management</b>
<b>AO6</b>	Aircraft and pavement de-icing / anti-icing fluid used and treated by m <sup>3</sup> and/or tonnes	<b>Section 6.2.4: Water Management</b>
<b>AO9</b>	Total annual number of wildlife strikes per 10,000 aircraft movements	<b>Section 6.2.7: Biodiversity Issues</b>



12.0

# Appendix

# APPENDIX A

**ENVIRONMENTAL POLICY**

# APPENDIX B

**ASUR ENVIRONMENTAL OBJECTIVES AND PERFORMANCE**

# APPENDIX C

**ENVIRONMENTAL INDICATORS**

## APPENDIX A:

# ENVIRONMENTAL POLICY

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**TITLE:** ENVIRONMENTAL PROTECTION

**AREA RESPONSIBLE:** CHIEF EXECUTIVE OFFICER

**CODE:** ORG-07

### 1. Objective:

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

### 2. Scope:

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

### 3. Policy:

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

ASUR will manage its operations with the aim of:

- preventing incidents that might have harmful effects on the environment;
- minimising emissions, effluents and the generation of solid waste as a result of the Group's operations;

- implementing measures that reduce the consumption of energy and natural resources within its facilities as far as possible;
- taking steps to reduce or compensate for greenhouse gas emissions due to the direct and indirect activities under the control of the Group; and
- adopting strategies to mitigate the effects of our operations on the environment.

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

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

## APPENDIX B:

# ASUR ENVIRONMENTAL OBJECTIVES AND PERFORMANCE

Airport	Objective	Activities	Measurement Parameter	Progress / Result
Cancún	Improve handling of hazardous materials	Construction of new storage facility for hazardous materials in compliance with regulations on separation of this kind of waste	Percent conclusion of project	100%
Cancún	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	100%
Cozumel	Improve measurement of water consumption	Installation of 5 additional meters to measure flows to different areas of the airport	Percent conclusion of project	100%
Cozumel	Promote reforestation of green areas	Use organic waste to produce compost for cultivation of 30 trees to be used in reforestation project	Percent conclusion of project	100%
Cozumel	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	100%
Huatulco	Reduce consumption of water	Use 25% of wastewater that is treated and authorised for discharge for watering green areas in the airport	Percent conclusion of project	100%
Huatulco	Reduce consumption of electricity	Replacement of fluorescent bulbs with LED lighting fixtures in various areas of airport	Percent conclusion of project	100%
Huatulco	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	100%
Mérida	Reduce consumption of electricity	Installation of solar water heaters in airport operations areas where hot water is required	Percent conclusion of project	100%
Mérida	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	100%
Minatitlán	Reduce consumption of water	Reduction of 15% in water extracted for consumption in airport facilities via various initiatives	Percent reduction in total water consumption	-23.1%
Minatitlán	Reduce consumption of paper	Reduction of 15% in quantity of paper used for printing in administrative areas of the airport	Percent reduction in total paper consumption	-44.7%
Minatitlán	Reduce consumption of fossil fuels	Reduction of 5% in diesel and gasoline consumed in vehicles and machinery (other than emergency generators) via various initiatives	Percent reduction in total fuel consumption	-14.3%
Minatitlán	Promote reforestation of green areas	Donation of 1,500 fruit tree saplings from airport plant nursery as gifts for staff members and general public	Number of trees given away	1,500

Airport	Objective	Activities	Measurement Parameter	Progress / Result
Minatitlán	Recycle non-hazardous waste	Recycling of 2 tons of non-hazardous waste (paper, aluminium and PET)	Tons of waste recycled	2.0
Minatitlán	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	100%
Oaxaca	Reduce consumption of electricity	Replacement of sodium vapour lamps with LED lighting fixtures in various areas of airport	Percent conclusion of project	100%
Oaxaca	Reduce consumption of water	Replacement of 7 flush urinals with non-flush urinals in lavatories in different areas of the airport	Percent conclusion of project	100%
Oaxaca	Improve handling of hazardous materials	Acquisition of two tanker trailers and construction of facility for storage of diesel and gasoline, to reduce risk of spills	Percent conclusion of project	100%
Oaxaca	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	100%
Tapachula	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	100%
Veracruz	Reduce consumption of electricity	Replacement of halogen lamps with LED lighting fixtures in various areas of airport	Percent conclusion of project	100%
Veracruz	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	100%
Villahermosa	Promote reforestation of green areas	Process solids produced by wastewater treatment plant for use as fertiliser for green areas of the airport	Percent conclusion of project	95%
Villahermosa	Promote reforestation of green areas	Planting of 200 trees of endemic species in areas outside airport premises	Percent conclusion of project	100%
Villahermosa	Improve quality of wastewater discharged	Remodelling and upgrades in wastewater treatment plant	Percent conclusion of project	80%
Villahermosa	Monitor and reduce greenhouse gas emissions into atmosphere	Completion of stage one of Airport Carbon Accreditation initiative with Airports Council International	Percent conclusion of project	100%

## APPENDIX C: ENVIRONMENTAL INDICATORS

### ASUR All Airports:

<b>Total Figures</b>					<b>% change</b>
<b>Parameter</b>	<b>Unit mmt</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>('20 vs '19)</b>
Total water consumption	m <sup>3</sup>	755,612	797,217	<b>692,355</b>	-13.2%
Total water discharged	m <sup>3</sup>	417,450	457,066	<b>263,128</b>	-42.4%
Total electricity consumption	kWh	111,744,821	113,315,672	<b>92,644,182</b>	-18.2%
	GJ	402,281	407,936	<b>333,519</b>	-18.2%
Total hazardous waste produced	kg	15,655	14,391	<b>13,628</b>	-5.3%
Total non-hazardous waste produced	t	6,796	6,680	<b>3,239</b>	-51.5%
Non-hazardous waste recycled		1,067	1,119	<b>501</b>	-55.2%
% non-hazardous waste recycled		16%	17%	<b>15%</b>	
Total fuel consumption	l	604,608	744,961	<b>582,065</b>	-21.9%

<b>Per-Passenger Basis</b>					<b>% change</b>
<b>Parameter</b>	<b>Unit mmt</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>('20 vs '19)</b>
Water consumption per passenger	l/pax	22.6	23.3	<b>41.7</b>	78.6%
Water discharged per passenger	l/pax	12.5	13.4	<b>15.8</b>	18.4%
Electricity consumption per passenger	kWh/pax	3.3	3.3	<b>5.6</b>	68.1%
	MJ/pax	12.1	11.9	<b>20.1</b>	68.1%
Hazardous waste produced per passenger	g/pax	0.5	0.4	<b>0.8</b>	94.7%
Non-hazardous waste produced per passenger	kg/pax	0.20	0.20	<b>0.19</b>	-0.3%
Fuel consumption per passenger	ml/pax	18.1	21.8	<b>35.0</b>	60.6%

## Cancún Airport

<b>Total Figures</b>					<b>% change</b> ( <sup>'20</sup> vs <sup>'19</sup> )
<b>Parameter</b>	<b>Unit mmt</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	
Total water consumption	m <sup>3</sup>	438,499	501,963	<b>462,036</b>	-8.0%
Total water discharged	m <sup>3</sup>	342,860	371,091	<b>189,735</b>	-48.9%
Total electricity consumption	kWh	84,460,554	85,484,189	<b>69,241,501</b>	-19.0%
	GJ	304,058	307,743	<b>249,269</b>	-19.0%
Total hazardous waste produced	kg	5,138	2,950	<b>7,973</b>	170.3%
Total non-hazardous waste produced	t	6,143	5,960	<b>2,801</b>	-53.0%
Non-hazardous waste recycled		994	1,036	<b>457</b>	-55.9%
% non-hazardous waste recycled		16%	17%	<b>16%</b>	
Total fuel consumption	l	336,906	436,876	<b>292,694</b>	-33.0%

<b>Per-Passenger Basis</b>					<b>% change</b> ( <sup>'20</sup> vs <sup>'19</sup> )
<b>Parameter</b>	<b>Unit mmt</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	
Water consumption per passenger	l/pax	17.4	19.7	<b>37.6</b>	90.7%
Water discharged per passenger	l/pax	13.6	14.6	<b>15.4</b>	5.9%
Electricity consumption per passenger	kWh/pax	3.3	3.4	<b>5.6</b>	67.8%
	MJ/pax	12.0	12.1	<b>20.3</b>	67.8%
Hazardous waste produced per passenger	g/pax	0.2	0.1	<b>0.6</b>	459.9%
Non-hazardous waste produced per passenger	kg/pax	0.24	0.23	<b>0.23</b>	-2.6%
Fuel consumption per passenger	ml/pax	13.3	17.1	<b>23.8</b>	38.8%

## Cozumel Airport

<b>Total Figures</b>					<b>% change</b> ( <sup>'20</sup> vs <sup>'19</sup> )
<b>Parameter</b>	<b>Unit mmt</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	
Total water consumption	m <sup>3</sup>	24,417	39,135	<b>25,906</b>	-33.8%
Total water discharged	m <sup>3</sup>	15,764	27,494	<b>23,243</b>	-15.5%
Total electricity consumption	kWh	2,484,775	2,621,930	<b>2,052,646</b>	-21.7%
	GJ	8,945	9,439	<b>7,390</b>	-21.7%
Total hazardous waste produced	kg	2,879	4,036	<b>1,397</b>	-65.4%
Total non-hazardous waste produced	t	48	50	<b>29</b>	-42.2%
Non-hazardous waste recycled		19	22	<b>12</b>	-47.8%
% non-hazardous waste recycled		40%	45%	<b>40%</b>	
Total fuel consumption	l	17,150	29,129	<b>22,750</b>	-21.9%

<b>Per-Passenger Basis</b>					<b>% change</b> ( <sup>'20</sup> vs <sup>'19</sup> )
<b>Parameter</b>	<b>Unit mmt</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	
Water consumption per passenger	l/pax	41.6	71.6	<b>94.7</b>	32.3%
Water discharged per passenger	l/pax	26.9	50.3	<b>85.0</b>	68.9%
Electricity consumption per passenger	kWh/pax	4.2	4.8	<b>7.5</b>	56.4%
	MJ/pax	15.2	17.3	<b>27.0</b>	56.4%
Hazardous waste produced per passenger	g/pax	4.9	7.4	<b>5.1</b>	-30.8%
Non-hazardous waste produced per passenger	kg/pax	0.08	0.09	<b>0.11</b>	15.6%
Fuel consumption per passenger	ml/pax	29.2	53.3	<b>83.2</b>	56.1%



## Huatulco Airport

### Total Figures

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Total water consumption	m <sup>3</sup>	15,436	18,944	11,402	-39.8%
Total water discharged	m <sup>3</sup>	8,304	8,981	5,399	-39.9%
Total electricity consumption	kWh	1,732,165	1,879,656	1,447,440	-23.0%
	GJ	6,236	6,767	5,211	-23.0%
Total hazardous waste produced	kg	1,860	1,672	263	-84.3%
Total non-hazardous waste produced	t	70	115	37	-67.7%
Non-hazardous waste recycled		7	6	2	-61.7%
% non-hazardous waste recycled		11%	5%	6%	
Total fuel consumption	l	27,744	39,059	41,820	7.1%

### Per-Passenger Basis

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Water consumption per passenger	l/pax	18.8	21.2	28.2	32.9%
Water discharged per passenger	l/pax	10.1	10.1	13.4	32.8%
Electricity consumption per passenger	kWh/pax	2.1	2.1	3.6	70.1%
	MJ/pax	7.6	7.6	12.9	70.1%
Hazardous waste produced per passenger	g/pax	2.3	1.9	0.7	-65.2%
Non-hazardous waste produced per passenger	kg/pax	0.08	0.13	0.09	-28.7%
Fuel consumption per passenger	ml/pax	33.8	43.8	103.5	136.5%

## Mérida Airport

### Total Figures

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Total water consumption	m <sup>3</sup>	148,895	110,355	92,647	-16.0%
Total water discharged	m <sup>3</sup>	1,755	3,171	3,725	17.5%
Total electricity consumption	kWh	10,058,008	10,423,878	9,302,305	-10.8%
	GJ	36,209	37,526	33,488	-10.8%
Total hazardous waste produced	kg	2,878	1,720	1,419	-17.5%
Total non-hazardous waste produced	t	92	120	91	-24.3%
Non-hazardous waste recycled		4	8	2	-75.0%
% non-hazardous waste recycled		4%	7%	2%	
Total fuel consumption	l	45,020	50,783	43,304	-14.7%

### Per-Passenger Basis

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Water consumption per passenger	l/pax	60.4	39.5	70.6	78.5%
Water discharged per passenger	l/pax	0.7	1.1	2.8	149.8%
Electricity consumption per passenger	kWh/pax	4.1	3.7	7.1	89.8%
	MJ/pax	14.7	13.4	25.5	89.8%
Hazardous waste produced per passenger	g/pax	1.2	0.6	1.1	75.4%
Non-hazardous waste produced per passenger	kg/pax	0.04	0.04	0.07	60.9%
Fuel consumption per passenger	ml/pax	18.3	18.2	33.0	81.3%

## Minatitlán Airport

### Total Figures

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Total water consumption	m <sup>3</sup>	10,803	8,621	6,627	-23.1%
Total water discharged	m <sup>3</sup>	6,402	4,082	2,836	-30.5%
Total electricity consumption	kWh	698,899	669,542	667,102	-0.4%
	GJ	2,516	2,410	2,402	-0.4%
Total hazardous waste produced	kg	436	280	479	71.0%
Total non-hazardous waste produced	t	5	4	4	-16.3%
Non-hazardous waste recycled		3	3	2	-19.6%
% non-hazardous waste recycled		56%	56%	54%	
Total fuel consumption	l	30,940	30,811	26,419	-14.3%

### Per-Passenger Basis

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Water consumption per passenger	l/pax	60.4	58.2	93.1	60.0%
Water discharged per passenger	l/pax	32.3	27.6	39.9	44.6%
Electricity consumption per passenger	kWh/pax	3.5	4.5	9.4	107.4%
	MJ/pax	12.7	16.3	33.7	107.4%
Hazardous waste produced per passenger	g/pax	2.2	1.9	6.7	256.0%
Non-hazardous waste produced per passenger	kg/pax	0.02	0.03	0.05	74.3%
Fuel consumption per passenger	ml/pax	156.1	208.0	371.2	78.5%

## Oaxaca Airport

### Total Figures

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Total water consumption	m <sup>3</sup>	27,958	22,952	17,400	-24.2%
Total water discharged	m <sup>3</sup>	12,133	8,670	7,959	-8.2%
Total electricity consumption	kWh	1,327,879	1,315,823	953,588	-27.5%
	GJ	4,780	4,737	3,433	-27.5%
Total hazardous waste produced	kg	731	1,059	585	-44.8%
Total non-hazardous waste produced	t	118	127	80	-37.2%
Non-hazardous waste recycled		8	8	4	-47.8%
% non-hazardous waste recycled		7%	6%	5%	
Total fuel consumption	l	30,546	34,751	30,111	-13.4%

### Per-Passenger Basis

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Water consumption per passenger	l/pax	29.0	19.2	29.0	51.4%
Water discharged per passenger	l/pax	12.6	7.2	13.3	83.3%
Electricity consumption per passenger	kWh/pax	1.4	1.1	1.6	44.7%
	MJ/pax	5.0	4.0	5.7	44.7%
Hazardous waste produced per passenger	g/pax	0.8	0.9	1.0	10.2%
Non-hazardous waste produced per passenger	kg/pax	0.12	0.11	0.13	25.4%
Fuel consumption per passenger	ml/pax	31.7	29.1	50.3	73.0%

## Tapachula Airport

### Total Figures

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Total water consumption	m <sup>3</sup>	11,771	15,598	13,244	-15.1%
Total water discharged	m <sup>3</sup>	6,056	7,940	5,276	-33.6%
Total electricity consumption	kWh	1,633,051	1,662,358	1,367,929	-17.7%
	GJ	5,879	5,984	4,925	-17.7%
Total hazardous waste produced	kg	423	656	320	-51.2%
Total non-hazardous waste produced	t	46	38	23	-40.9%
Non-hazardous waste recycled		2	2	1	-72.3%
% non-hazardous waste recycled		4%	5%	3%	
Total fuel consumption	l	28,702	33,507	44,754	33.6%

### Per-Passenger Basis

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Water consumption per passenger	l/pax	34.9	40.5	46.5	14.9%
Water discharged per passenger	l/pax	18.0	20.6	18.5	-10.1%
Electricity consumption per passenger	kWh/pax	4.8	4.3	4.8	11.4%
	MJ/pax	17.4	15.5	17.3	11.4%
Hazardous waste produced per passenger	g/pax	1.3	1.7	1.1	-34.0%
Non-hazardous waste produced per passenger	kg/pax	0.14	0.10	0.08	-20.0%
Fuel consumption per passenger	ml/pax	85.2	86.9	157.1	80.8%

## Veracruz Airport

### Total Figures

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Total water consumption	m <sup>3</sup>	39,690	41,804	29,992	-28.3%
Total water discharged	m <sup>3</sup>	10,470	11,784	10,914	-7.4%
Total electricity consumption	kWh	5,587,968	5,530,974	4,583,051	-17.1%
	GJ	20,117	19,912	16,499	-17.1%
Total hazardous waste produced	kg	457	220	197	-10.4%
Total non-hazardous waste produced	t	150	141	88	-37.6%
Non-hazardous waste recycled		17	19	9	-52.0%
% non-hazardous waste recycled		11%	13%	10%	
Total fuel consumption	l	51,891	49,717	45,156	-9.2%

### Per-Passenger Basis

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Water consumption per passenger	l/pax	26.3	28.3	41.3	45.7%
Water discharged per passenger	l/pax	6.9	8.0	15.0	88.0%
Electricity consumption per passenger	kWh/pax	3.7	3.7	6.3	68.2%
	MJ/pax	13.4	13.5	22.7	68.2%
Hazardous waste produced per passenger	g/pax	0.3	0.1	0.3	81.9%
Non-hazardous waste produced per passenger	kg/pax	0.10	0.10	0.12	26.6%
Fuel consumption per passenger	ml/pax	34.4	33.7	62.1	84.4%

## Villahermosa Airport

### Total Figures

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Total water consumption	m <sup>3</sup>	38,143	37,845	33,101	-12.5%
Total water discharged	m <sup>3</sup>	13,706	13,853	14,041	1.4%
Total electricity consumption	kWh	3,761,522	3,727,322	3,028,620	-18.7%
	GJ	13,541	13,418	10,903	-18.7%
Total hazardous waste produced	kg	854	1,798	995	-44.6%
Total non-hazardous waste produced	t	126	124	87	-30.2%
Non-hazardous waste recycled		13	16	13	-22.2%
% non-hazardous waste recycled		11%	13%	14%	
Total fuel consumption	l	35,709	40,328	35,057	-13.1%

### Per-Passenger Basis

Parameter	Unit mmt	2018	2019	2020	% change ('20 vs '19)
Water consumption per passenger	l/pax	30.8	30.4	51.4	69.0%
Water discharged per passenger	l/pax	11.1	11.1	21.8	95.8%
Electricity consumption per passenger	kWh/pax	3.0	3.0	4.7	57.0%
	MJ/pax	10.9	10.8	16.9	57.0%
Hazardous waste produced per passenger	g/pax	0.7	1.4	1.5	6.9%
Non-hazardous waste produced per passenger	kg/pax	0.10	0.10	0.13	34.9%
Fuel consumption per passenger	ml/pax	28.9	32.4	54.4	67.9%

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