

OPAIN_{S.A.}

THE YEAR OF REACTIVATION

2021 Annual
report



EL DORADO
New world. New connections.



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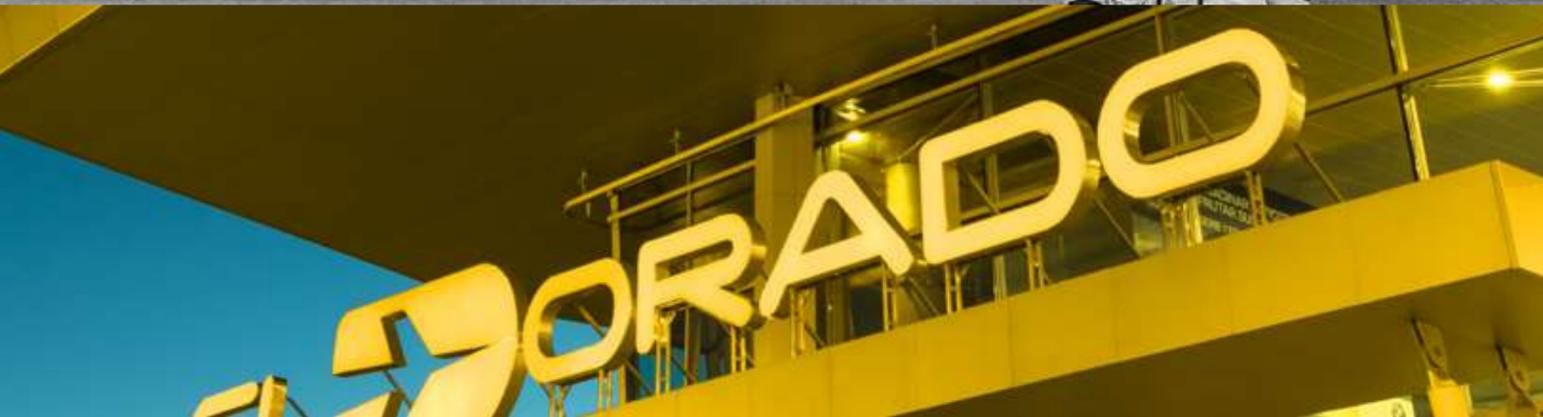
OUR ESG

- Competitiveness in user experience Our human talent
- Supply chain
- Ecosystems: water and biodiversity
- Climate change and air quality (noise)
- Materials and waste (Circular Economy)
- Safety and health within the airport operations (biosecurity)
- Infrastructure (operational capacity/efficiency)





OUR REPORT



About this Report

At El Dorado we seek to generate relevant connections in the new world, which makes sustainability the essential transversal axis of the airport's operation and functioning. With this goal in mind, we execute actions that raise our economic, social and environmental performance, in order to be relevant actors by contributing to the management and development of the environment. This report compiles the actions and achievements of 2021, as well as its challenges, with the aim of continuing to contribute to generate value for our stakeholders.

➔ GRI 102-54

This report was prepared following the standards of the Global Reporting Initiative (GRI), in accordance with the "essential" option indicated by said guide. This methodology's indicators are identified in parentheses. The digital version, with the GRI indicator table, is available on the official Opain website (<https://www.opain.co/>) as well as the details of the information associated with the listed indicators.

➔ GRI 102-45, 102-49, 102-50, 102-51, 102-52, 102-55

The information contained herein corresponds to Opain in the period between January 1 and December 31, 2021. This report is published annually and the annexes contain the GRI content index and the separate and consolidated financial statements (under the International Financial Reporting Standards, IFRS). Values are expressed in Colombian pesos, unless otherwise indicated.

➔ GRI 102-53

**For additional information regarding this
neal@eldorado.aero this Report, you can
write to us at neal@eldorado.aero**



The best of EL DORADO 2021

In 2021, El Dorado took on the challenge of supporting the economic reactivation of the country based on its new brand concept "New world. New connections", which were promoted:

Sustainable connections

Mitigation Change Climate

We made progress in the climate change strategy in the mitigation component, managing to meet the goal set for 2025 in advance, which closes the year with an 18% reduction in emissions. Thanks to this good performance, the Board 6 of Directors defined more ambitious goals for the following years, which leaves us with a reduction goal of 40% by 2025 and 57% by 2028.



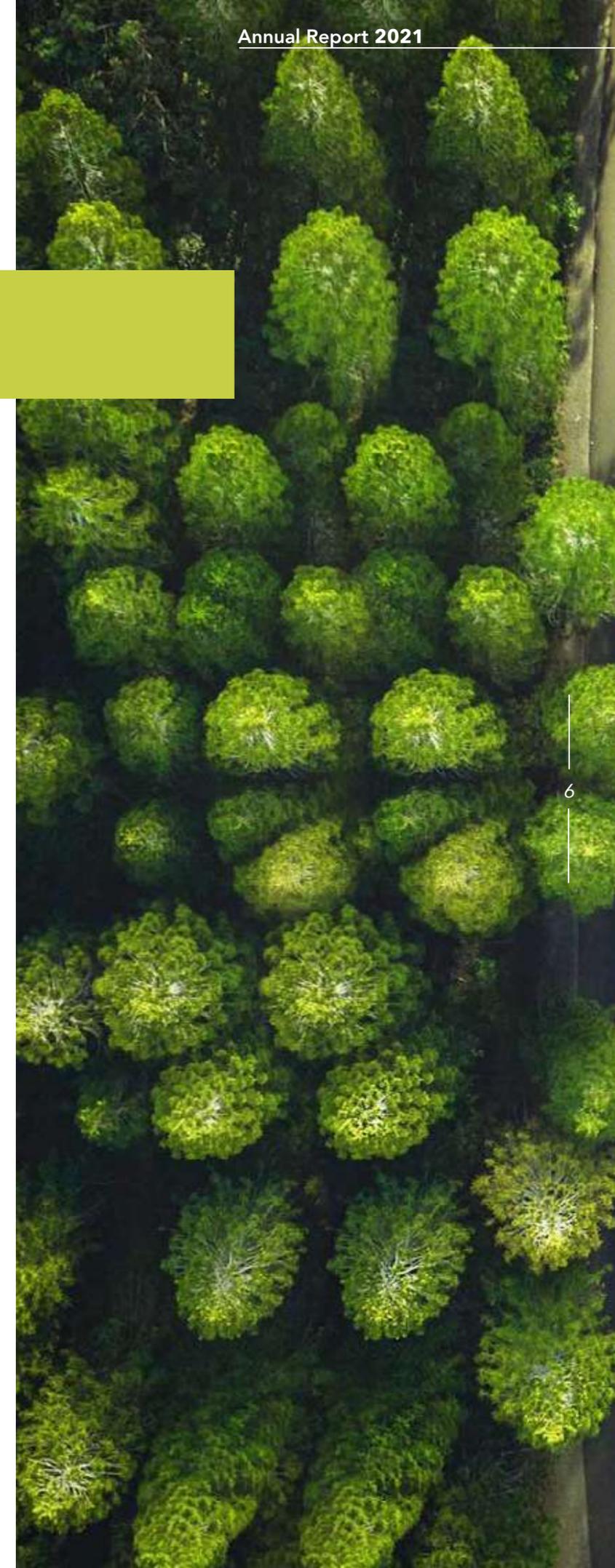
National Program of Carbon Neutrality

We closed the year by including in the National Carbon Neutrality Program of the Ministry of the Environment in Group 4 (highest category).



LEED Platinum EBOM 4.1

We obtained the LEED Platinum EBOM 4.1 certification for the maintenance and construction category, granted by the Sustainable Construction Council of the United States, being the first airport in the world with this certification.





Energy efficiency

We received the Energy Efficiency award for the project implemented in 2020 called "Retrofit lighting system" awarded by Andesco, Ministry of Mines, UPME and Findeter. Thanks to this, the "Green Airport Recognition" was granted by the ACI (Airport Council International) for airports in the Latin American and Caribbean region.



Connection with the ANDI

We launched 'Conexion' an alliance between us, Opain, and ANDI in order, to promote a sustainable business model that integrates the protection and management of natural resources as a differentiating factor in our productivity and competitiveness.



Memorandum of understanding

We signed a Memorandum of Understanding with the District Department of the Environment to raise awareness about wildlife trafficking and the Buckingham Palace Declaration, which makes us the first airport in Colombia and the third in the region to commit to protecting wildlife.



Alliance for the Bogota River

We participate in an alliance with Grupo Semana as part of the Grupo Río Bogotá, with the aim of positioning, in the regional and national agenda, the importance and potential of the Bogotá River basin for the communities, the environment and the economy.



Connections close and inclusive

Equality of gender

Recognition Skytrax

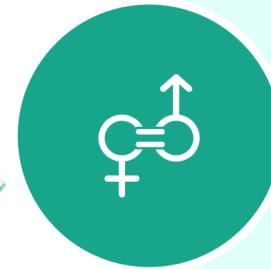


We received recognition from Skytrax as the **airport with the best staff** In South America.

We installed breastfeeding booths for use by mothers and their babies



Encourage breastfeeding



We obtained the **EQUIPARES Silver Seal Certification**, which recognizes the correct implementation of the Gender Equality Management System.

Platform Digital

We designed and built a digital platform, **Pista de Oportunidades**, which makes job vacancies from suppliers and companies in the airport community available to neighboring communities. In addition, residents can upload their professional profiles so that companies can include them in their personnel selection processes.



Connections with the reactivation

Reopening of Terminal 2 - Air Bridge,

thus reactivating 100%

the Bogota's airport operation.

We were the first airport in Colombia with a **vaccination stand** for Covid-19.

We kept **★★★★★**
5 stars

Skytrax for the implementation of biosafety protocols.

We recovered operations by 92.31% compared to 2019. Domestic destinations showed a recovery of 71.7%, and international destinations of 45.9%

16 new routes and three new airlines **came into operation**: SKY, Volaris and VivaAerobus.

We implemented **"Xovis" system"**

that allows capacity control through 40 cameras.

95,2% of our purchases 12 were made to **national suppliers** and only 4.8% to international.



ABOUT US

GRI 102-2, 102-4, 102-6, 102-7, 102-8



El Dorado is the **first cargo airport and the third passenger airport in Latin America**, a connection point between Colombia and the world and one of the most important gateways to Latin America.

Higher purpose and pillars

"We Create Amazing Connections in order Airport to become a World Class Airport"



We lead today to ensure morning



We take charge and manage as a team



We take care of what is important to everyone



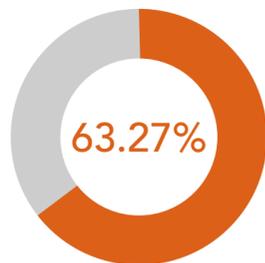
We deliver a world-class service

El Dorado in figures

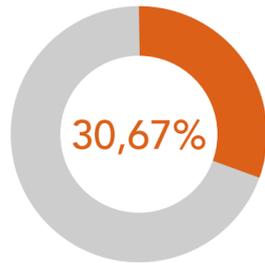
Traffic achieved in 2021

Total: 11.1 million passengers boarded

With regard:

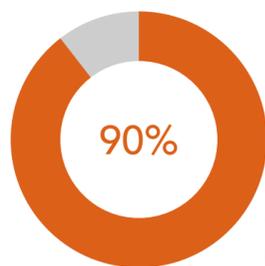


2019



2020

December 2021 remained above the

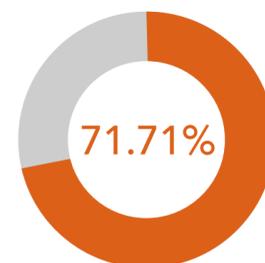


vs. same month in 2019

National traffic 2021

Total: 8,47 million passengers

showing a recovery during the year from



to 2019

and a recovery of

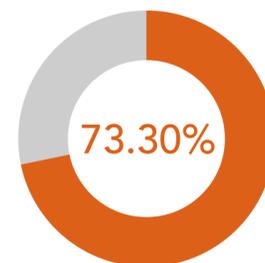


national traffic reached in 2020

Passengers who pay rate 2021

Total: 7.4 million passengers

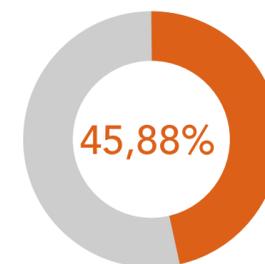
showing a recovery during the year from



to 2019

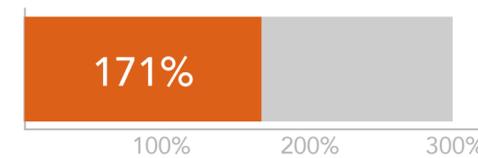
National traffic 2021

Total: 2.63 million passengers



to 2019

and a recovery of



Compared to International traffic reached in 2020

Passengers who pay the 2021 rate

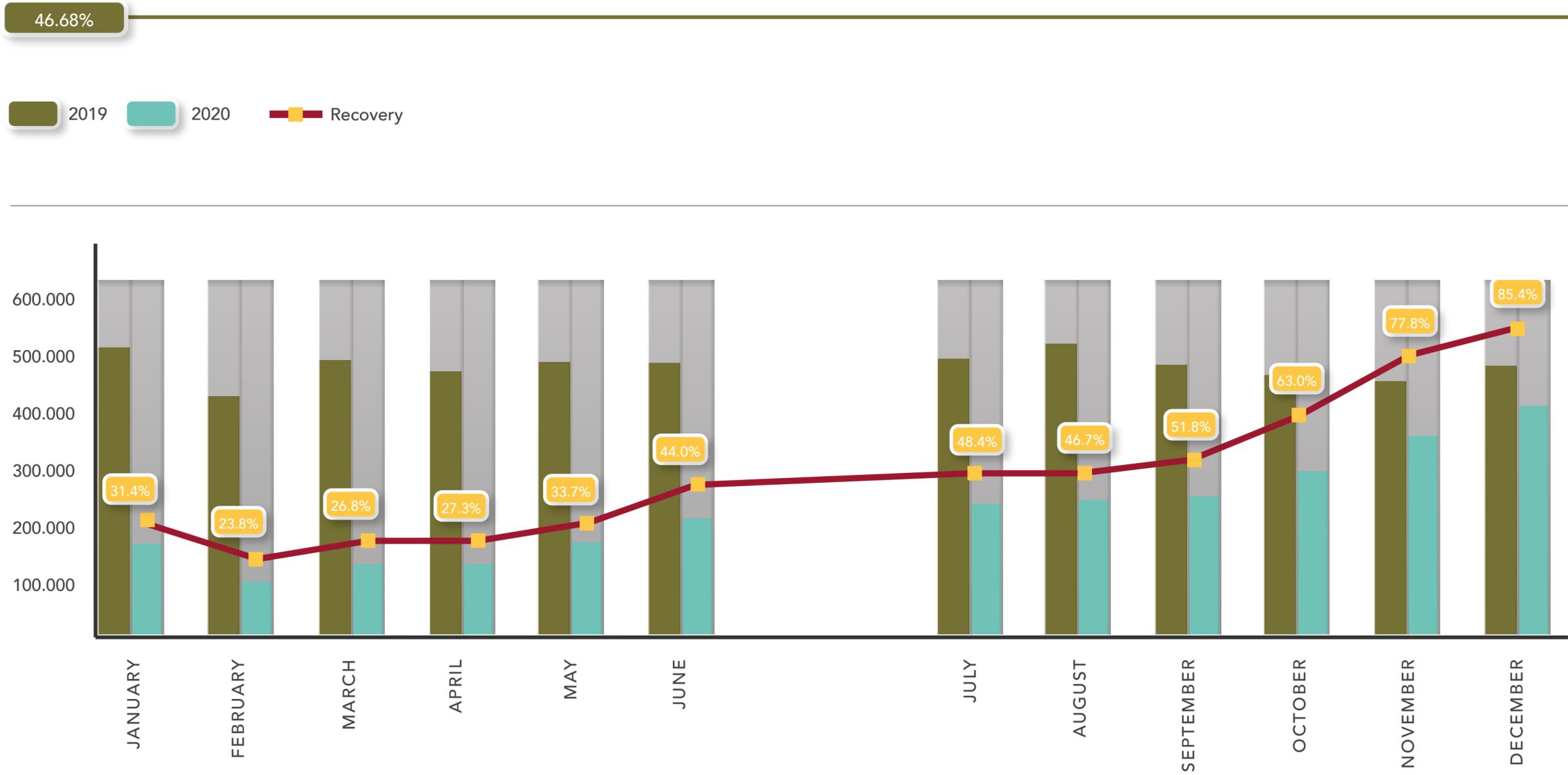
Total: 2.3 million passengers



to 2019



Passengers Boarded International

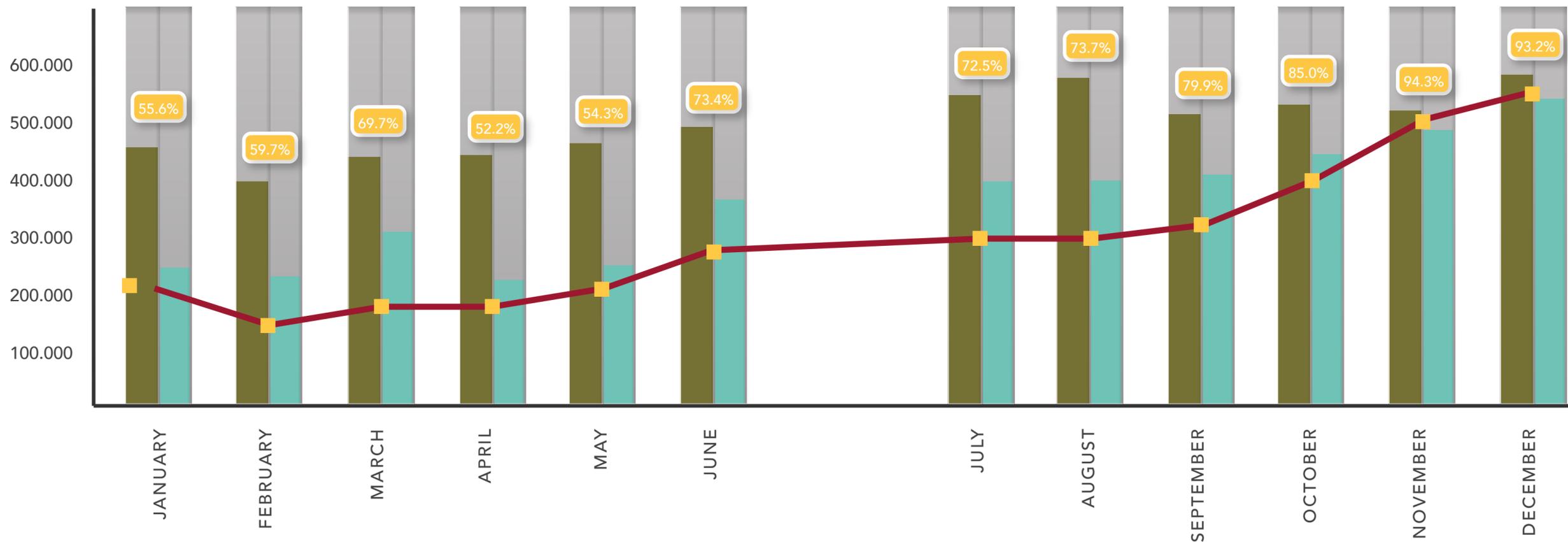


Passengers Boarded Domestic



71,96%

2019 2020 Recovery



Mobilization of cargo



Regarding the mobilization of cargo, according to data from the Civil Aeronautics Agency, between January and December 2021, **752,669 metric tons** were mobilized (export, import and transit), a figure that marks a record in cargo for El Dorado, which represents a growth of **51%** compared to the 545,385 tons mobilized in the same period of 2020.



However, the comparatively valid period is 2019, which also represented an increase of **4.22%**.



Information of our personnel

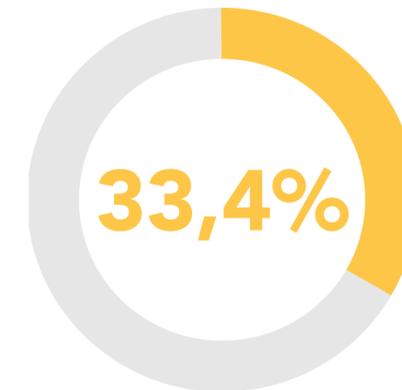
GRI 102-8

467

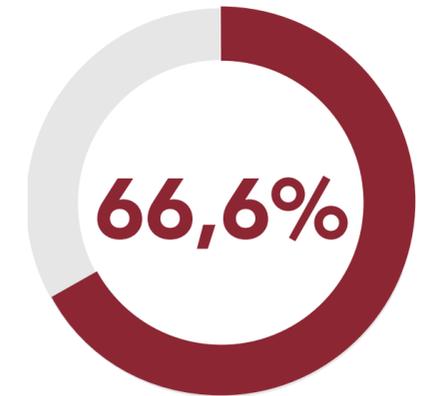
Personnel direct

21

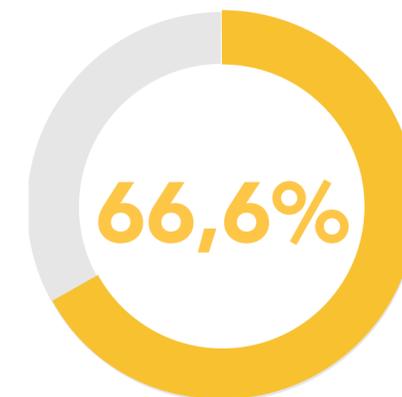
Personnel indirect



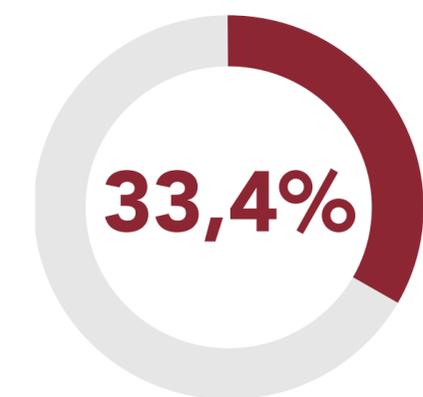
Personnel direct women



Personnel indirect women



Personnel direct men



Personnel indirect men



LETTER OF THE CHAIR OF THE BOARD OF DIRECTORS



Dear shareholders and stakeholders

Being an ally of the country and contributing to its economic reactivation and competitiveness was one of the roles we assumed in 2021; a year in which we moved forward in the midst of a context of great challenges and opportunities, which we shouldered at Opain, as concessionaire of the El Dorado Airport, with the commitment that characterizes us: leveraging the management of different economic sectors and promoting the competitive advantages of the regions from our airport operation, in order to generate a positive impact for all our stakeholders.



As a starting point, we launched our brand concept: New world. New Connections, consolidating an operation that responds to new world demands, in which building relevant connections with the environment, society, passengers and the airport community is a priority. That is why dynamism and transformation were the axes on which we operated throughout the year, working together with our stakeholders to achieve the goals we set for ourselves.

As part of this we highlight that at the end of the year we reactivated 100% of the capital of the country's air operations, with milestones such as restarting operations in Terminal 2 - Puente Aéreo; the reopening of an international destination (Los Angeles); the opening of a new destination (Montreal); the opening of 16 new routes, and the arrival of 3 new airlines: VivaAerobus, Volaris and Sky Airline. In this way, we continue to connect Colombians and the country with 41 international and 43 national destinations, through 19 international airlines and 6 national, which 4 cover international routes.

Focused on reactivation, we became the first airport in the region with a vaccination spot within its facilities, with the capacity to serve more than 2,000 people daily, thus supporting the National Vaccination Plan in partnership with Compensar and contributing to the well-being of thousands of travelers and citizens.

Likewise, sustainability, care for the environment and technology were the protagonists and cross-cutting issues in our tasks. We had the opportunity to connect with those around us: neighboring communities, the airport community, travelers, the ecosystems part of our environment, and our personnel.

The new world demands actions that impact the environment in which we operate. In this sense, during this year, one of our priorities was to support the economic reactivation of neighboring communities through various programs. In terms of employability, which is a constant request from our neighbors, we built the first digital employability portal in the aeronautical sector: Opportunity Track,

where our neighbors can find a wide range of job offers in the airport community.

We established important partnerships that add to our circular economy model, with organizations such as ANDI and Esenttia, whose objective is to increase the effective use of waste generated in the terminal. We made great strides in our climate change strategy by achieving our objectives in advance, such as the goal of reducing our emissions by 18% by 2025, for which we have adjusted the goals for the coming years and, as aligned with the Government's policies and our commitment to zero emissions by 2050, our new reduction goals are 40% by 2025, and 57% by 2028. These and other actions won awards and certifications that certify our operations, such as the highest LEED

Dear shareholders and stakeholders

Platinum certification, awarded by the Green Construction Council of the United States for progress in the consolidation of a sustainable operation; the re-certification of Icontec in the 'Zero Trash' Gold Category, and recognition from the World Airports Council (ACI), as an outstanding airport in the region, for combating climate change and reducing its carbon footprint.

Undoubtedly, these achievements are the result of the great commitment and professionalism of our talented team of collaborators, who also obtained a well-deserved recognition, to which we add with deep gratitude: the Best Staff in South America award, by Skytrax.

Finally, we highlight the continuation of our technological transformation process that has allowed us to strengthen the confidence of travelers feel and, our commercial offer, in order to provide them with a good experience when passing through the terminal via agile, comfortable and safe processes.

To our shareholders and our stakeholders: Thank you for being our partners in the execution of our tasks, for your active participation and especially for your trust. We ratify our commitment to the country, its connectivity and its competitiveness.

2022 will surely bring changes that Opain and El Dorado will be willing to face, with the conviction of working to provide a better service for the millions of visitors who pass through the air terminal annually, generating more sustainable, innovative, transparent, long-lasting, close and relevant connections, that contribute to the planet and society.

Mauricio Ossa Echeverri
President of the Board of Directors





HOW
WE ACT



Relevant issues

➔ We understand that in order to generate value for society we must continually improve our efforts in tackling the most relevant issues of our business and our stakeholders. In this sense, materiality is a tool that allows us to identify the foci in which we must work so that El Dorado improves as an airport.

➔ In 2019 we carried out our first exercise in order to identify the most relevant work foci for the next 7 years.

➔ The exercise of materiality enriches the corporate strategy and the relationship with stakeholders to the extent that it allows us to make visible and manage the risks, impacts and opportunities to guarantee business continuity.

➔ 2021 was a year of reactivation of our operation and confirmation of our commitments to the sustainability of our industry and advance the challenges we face as a sector.

Results

The priority issues were analyzed, validated and approved by the Management Committee and the Board of Directors.



Priorities



- 
1 Infrastructure (operational capacity / efficiency)
- 
2 Networking strategic (positioning and reputation / relationship with communities)
- 
3 Competitiveness (economic performance)
- 
4 User and customer experience (Smart airport)
- 
5 Health and safety in airport operations (biosecurity)
- 
6 Ethics, compliance and transparency (legal and contractual compliance)
- 
7 Climate change
- 
8 Human Resources
- 
9 Materials and waste

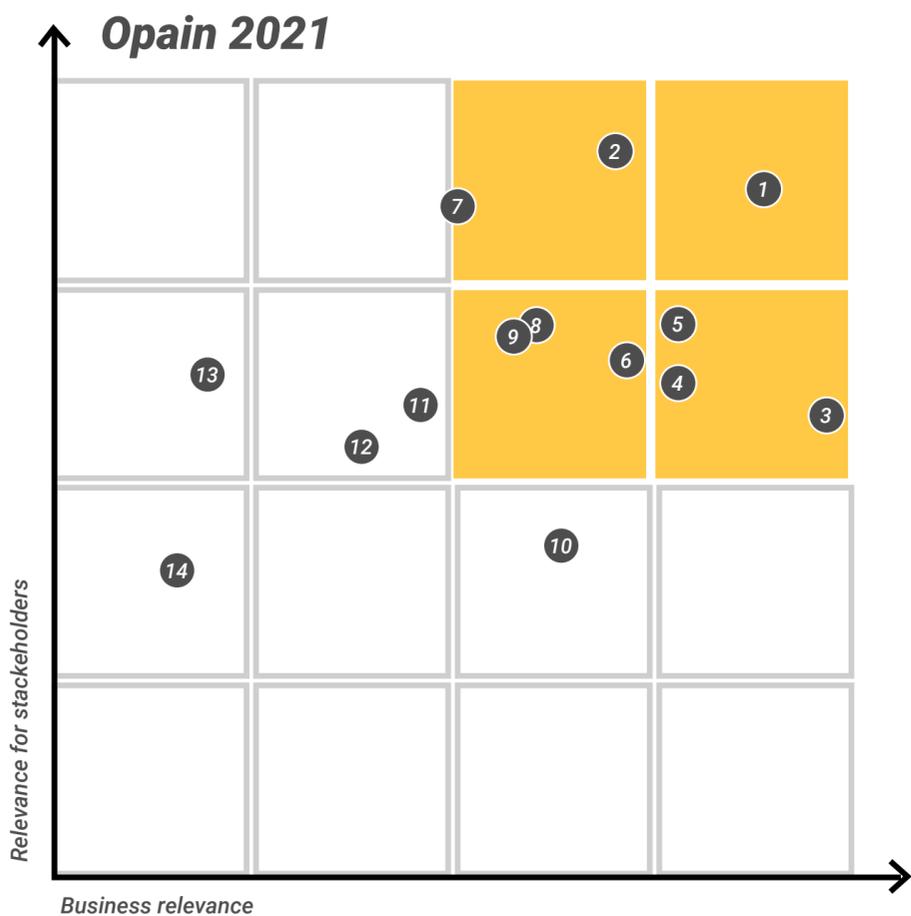
Topic Efficient/relevant management

- 
10 Noise
- 
11 Supply chain
- 
12 Water

Emergent

- 
13 Human rights
- 
14 Biodiversity

Achivements

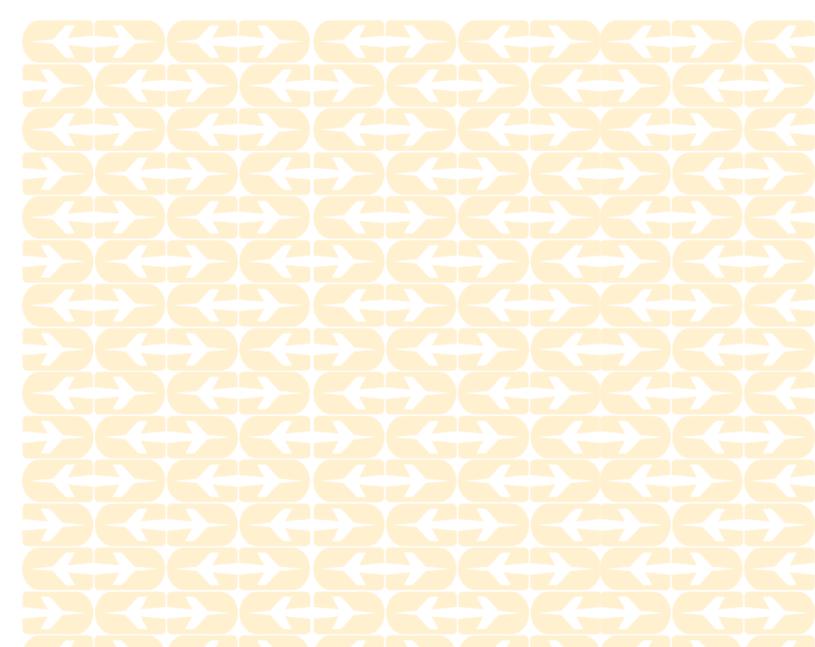


Corporate governance

➔ GRI 102-18

Our corporate governance model is established in the Code of Good Governance, which contemplates the best corporate practices and establishes rules and principles that must be observed by all governing bodies: General Assembly of Shareholders, Board of Directors, General Management and Steering Committee.

- ➔ Convert sustainability into the transversal axis of the operation and functioning of El Dorado Airport.
- ➔ Through the Sustainability Classroom, we managed to get partners to internalize and learn about the sustainability concepts integrated into their role within the operation at El Dorado Airport.



General Shareholders Assembly

➔ GRI 102-19

It is the highest governing body and is made up of all Opain shareholders. It is in charge of determining evaluation and control mechanisms applicable to Management and the main directors and executives of the company.



Estructura Societaria

➔ GRI 102-7, 102-10

Shareholders 	Identification 	Shares 	% 
ODINSA S.A.	TAX ID No. 800.169.499-1	107.032	34,98967%
GRUPO ARGOS S.A.	TAX ID No. 890.900.266-3	91.770	30,00039%
CSS CONSTRUCTORES S.A.	TAX ID No. 832.006.599-5	91.707	29,97980%
TERMOTECNICA COINDUSTRIAL S.A.S.	TAX ID No. 890.903.035-2	15.295	5,00007%
OTHER		92	0,03008%
TOTAL		305.896	100%

Board of Directors

➔ GRI 102-24, 102-26, 102-28, 102-29, 102-30, 102-35, 102-36

It is the highest management body and is responsible for ensuring compliance with corporate's strategic objectives and monitor actions taken to achieve it. Comprised of 7

main members and 7 alternate members, it is elected by the General Shareholders Assembly for 1 year periods. They may be re-elected indefinitely and freely removed even before their term expires.

Members must attend at least 80% of the meetings to which they are summoned. There is no requirement for a maximum number of mandates in relation to their participation in other Boards.

Independent (yes / no)
Executive / non-executive
Time served as a member of the Board
Board Committees to which the Director belongs
Experience in the the transportation infrastructure industry and sustainability related competencies.
Number of Meetings attended in 2021

Mauricio Ossa Echeverri	
President Odinsa S.A.	
Independent (yes / no)	No
Executive / non-executive	Non-executive
Time served as a member of the Board	6 years
Board Committees to which the Director belongs	Finance and Risk Audit Appointments and Remuneration
Experience in the the transportation infrastructure industry and sustainability related competencies.	He was Industrial Business Manager, National Marketing Manager and Vice President of the Caribbean Region for Cementos Argos.
Number of Meetings attended in 2021	Attended 14 sessions out of 14. 100%

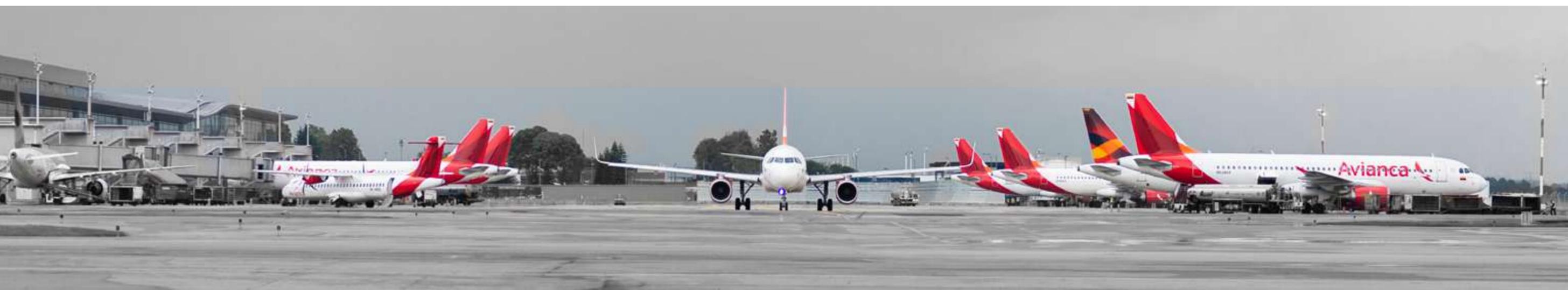
Felipe Aristizábal Restrepo	
Financial Vice President Cementos Argos SA	
Independent (yes / no)	No
Executive / non-executive	Non-executive
Time served as a member of the Board	4 years
Board Committees to which the Director belongs	Finance and Risk Audit
Experience in the the transportation infrastructure industry and sustainability related competencies.	He was Mergers and Acquisitions Manager for EL Grupo Argos SA, Director of Energy and Natural Resources and Senior Associate in Investment Banking for Bancolombia
Number of Meetings attended in 2021	Attended 14 sessions out of 14. 100%

Jorge González Gómez	
General Manager CSS Constructores SA	
Independent (yes / no)	No
Executive / non-executive	Non-executive
Time served as a member of the Board	5 years
Board Committees to which the Director belongs	Procurement and sales Sustainability and Corporate Governance
Experience in the the transportation infrastructure industry and sustainability related competencies.	He has been manager and a representative of companies and projects that focused on road infrastructure, Public Private Partnership projects and work contracts such as CSS Constructores and ANYCO LTDA.
Number of Meetings attended in 2021	Attended 14 sessions out of 14. 100%

<p>Uldy Delgado CSS Legal Director Constructores SA</p>	<p>Francisco Vélez Sierra General Manager Termotécnica Coindustrial S.A.</p>	<p>Eduardo Bettin Vallejo Vice-President of Legal and Institutional Affairs. Odinsa S.A.</p>	<p>Andrés Ortega Rezk Vice-president of Concesiones Aeroportuarias. Odinsa S.A.</p>
<p>No</p> <p>Non-executive</p> <p>3.5 years</p> <p>Appointments and Remuneration</p> <p>She has served as a legal advisor on administrative, contractual, labor, corporate and judicial matters for CSS Constructores since 2016.</p> <p>Attended 14 sessions out of 14. 100%</p>	<p>No</p> <p>Non-executive</p> <p>14 years</p> <p>Appointments and Remuneration</p> <p>Sustainability and Corporate Governance</p> <p>He has served as General Manager in construction and infrastructure and maintenance sector for Termotécnica Coindustrial.</p> <p>Attended 14 sessions out of 14. 100%</p>	<p>No</p> <p>Non-executive</p> <p>2 years y 4 months</p> <p>Sustainability and Corporate Governance</p> <p>Procurement and sales</p> <p>He has served as Legal Manager for Cementos Argos, General Secretary for Cementos del Caribe and Cementos Paz del Río y CEO in Sator S.A.S.</p> <p>Attended 14 sessions out of 14. 100%</p>	<p>No</p> <p>Non-executive</p> <p>2 years y 4 months</p> <p>Finance and Risk Audit</p> <p>Procurement and sales</p> <p>He has extensive experience in the airport sector and was part, since 2008, of the transformation and growth process in Opain, as General Manager</p> <p>Attended 13 sessions out of 14. 92.86%</p>

75

76



The Shareholders' Assembly sets the remuneration of the members of the Board of Directors.

To do this, you must consider the structure, obligations and responsibilities, as well as the personal and professional qualities of each member, the time they must dedicate to their activity and their experience. The remuneration of the Chair of the Board of Directors may be higher, due to the scope of specific functions and time allocation.

The Board of Directors as a body and each of the directors individually considered are assessed each time so required. Said assessment can be performed by external auditors or as self-evaluation.

Composition of the Board of Directors during the period

➔ GRI 102-18, 102-22, 102-23, 405-1



Everyone was guaranteed the possibility to **deliberate and decide during all sessions**

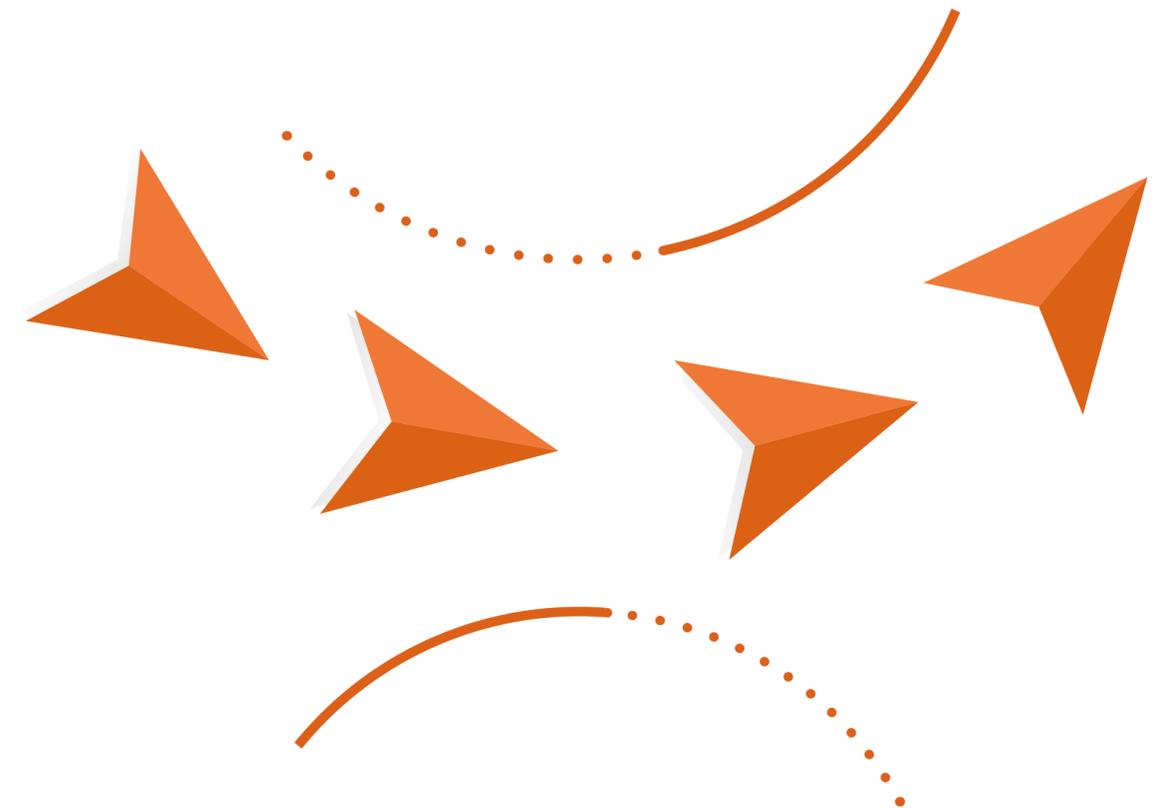
Supporting Committees



For the proper performance of its functions, the Board has **4 supporting committees**, made up of some of its members:

The main purpose of the Audit, Finance and Risk Committee is the assessment of accounting procedures, the relation management with the Statutory Auditor and supervising the effectiveness of the control architecture and the risk management system.

The main function of the **Sustainability and Corporate Governance Committee** is to propose and supervise sustainability and Corporate Governance measures.



The **Appointments and Remuneration Committee** supports the Board in the exercise of its functions associated with Senior Management appointments, remuneration and compensation of Senior Management and other employees of the company.

The **Procurement and Sales Committee** performs a preliminary review of the purchases and commercial negotiations made by the Company on a monthly basis.

Sustainability issues addressed by the Board of Directors

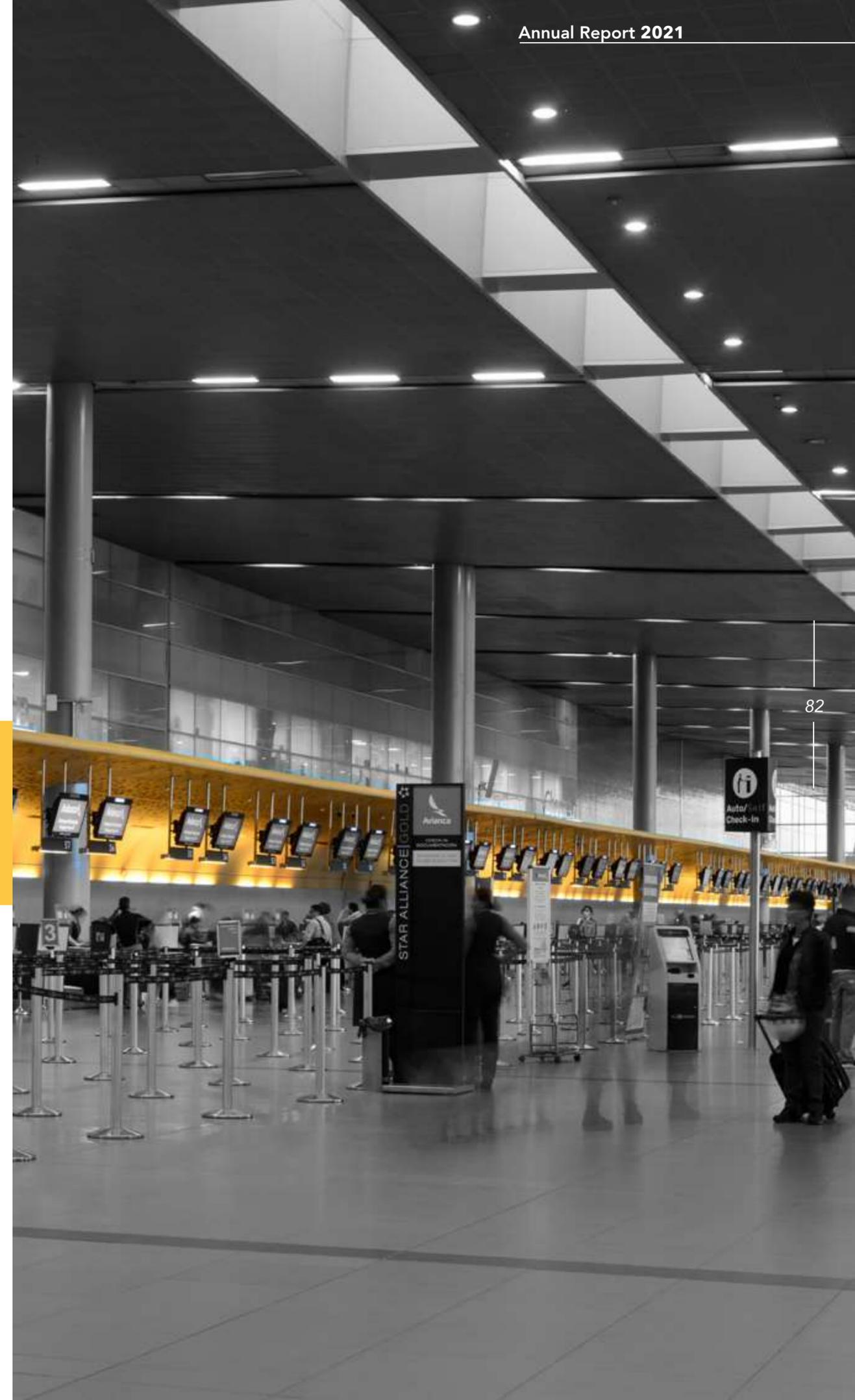
➔ GRI 102-31

The following matters were submitted to the Board of Directors for consideration in ordinary sessions, upon recommendation of the Sustainability and Corporate Governance Committee: (i) Relationship, sustainability and brand strategy, (ii) energy saving initiatives for the airport, (iii) definition of new goals for the climate change mitigation strategy.

Steering Committee

➔ GRI 102-19, 102-20

The Board of Directors delegates its authority to the General Management. Additionally, Opain has a Steering Committee that is in charge of supporting the organization's comprehensive management, subject to current legal, regulatory and statutory provisions.





Andrés Ortega Rezk
General Manager

Natali Leal Gómez
Legal and Institutional Affairs Manager

Mauricio Antonio Vélez
Infrastructure manager

Luis Alfonso Soto Prieto
Human Resources and Administrative Manager

Susana Ortiz Sevillano
Finance and procurement Manager

Sergio Aparicio Pradilla
Commercial Manager

Tomás Aragón Palacios
Operations Manager

Academic experience

Business administrator of the Colegio de Estudios 83 Superiores de Administración (Cesa), with a master's degree in Business Administration from the Institute de Empresa in Madrid.

Attorney specialized in commercial and Tariff financial law with an MBA from the Madrid Industrial Organization School and LL.M. from Northwestern University.

Architect for Universidad America with a specialization in Construction Management from the Javeriana University and EMBA of Business Management and Administration ISEAD

Business Administrator with studies in HR Management Program - INCAE Business School, Georgetown University and MBA Modelo Ejecutivo from Tecnológico de Monterrey.

Administrative Engineer from the School of Engineering of Antioquia, with a master's degree in Economic and Financial Business from the Universiteit van Amsterdam.

Industrial designer from the Pontificia Universidad Javeriana

Airport Manager and Execution Engineer in Management of Business units for the Universidad Mariano Egaña.

Professional experience

- Vice-President of Airport Concessions of Odinsa SA
- Financial Manager at Opain
- Financial Vice-President at Constructora Colpatría.

- Compliance Director of Odinsa SA
- Compliance Director of Grupo Argos SA
- Financial Legal Affairs Specialist of Protección SA

- Project Manager at Sodimac Colombia SA
- Bogotá Regional Manager at Grupo Dinpro
- National Director for Projects at Carulla Vivero S.A.

- Human Resources Director Colombia in Alstom Colombia S.A.
- Human Resources Director for Central America and the Andean Countries for Alstom Colombia S.A.

- Finance Director for Central America in Celsia.
- Director of Financial Planning of Celsia.
- Head/Chief of Financial Planning of Celsia.

- Mall manager Parque Arauco S.A.
- Sales Manager at Parque Arauco SA
- General Manager at MOABI S.A.S CASAIDEAS.

- Director of Operations at Dorado International Airport.
- Director of Operations at Santiago Mariño International Airport.

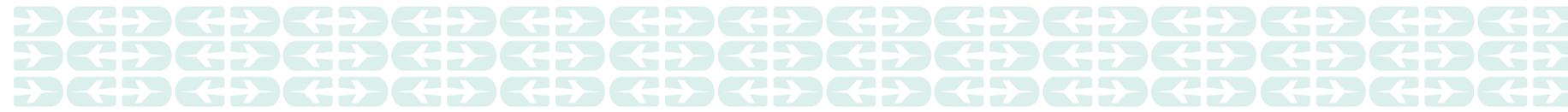
The position of Technology Manager is vacant.

Remuneration

The Steering Committee and the General Manager have an annual variable compensation plan that is assessed by metrics that are established annually and taken to the Board of Directors for approval. Once these metrics have been assessed and approved, payment is made for results obtained in the year immediately prior to the assessment. 100% compliance with the assessed metrics is rewarded with a bonus. No compensation has been established in company shares.



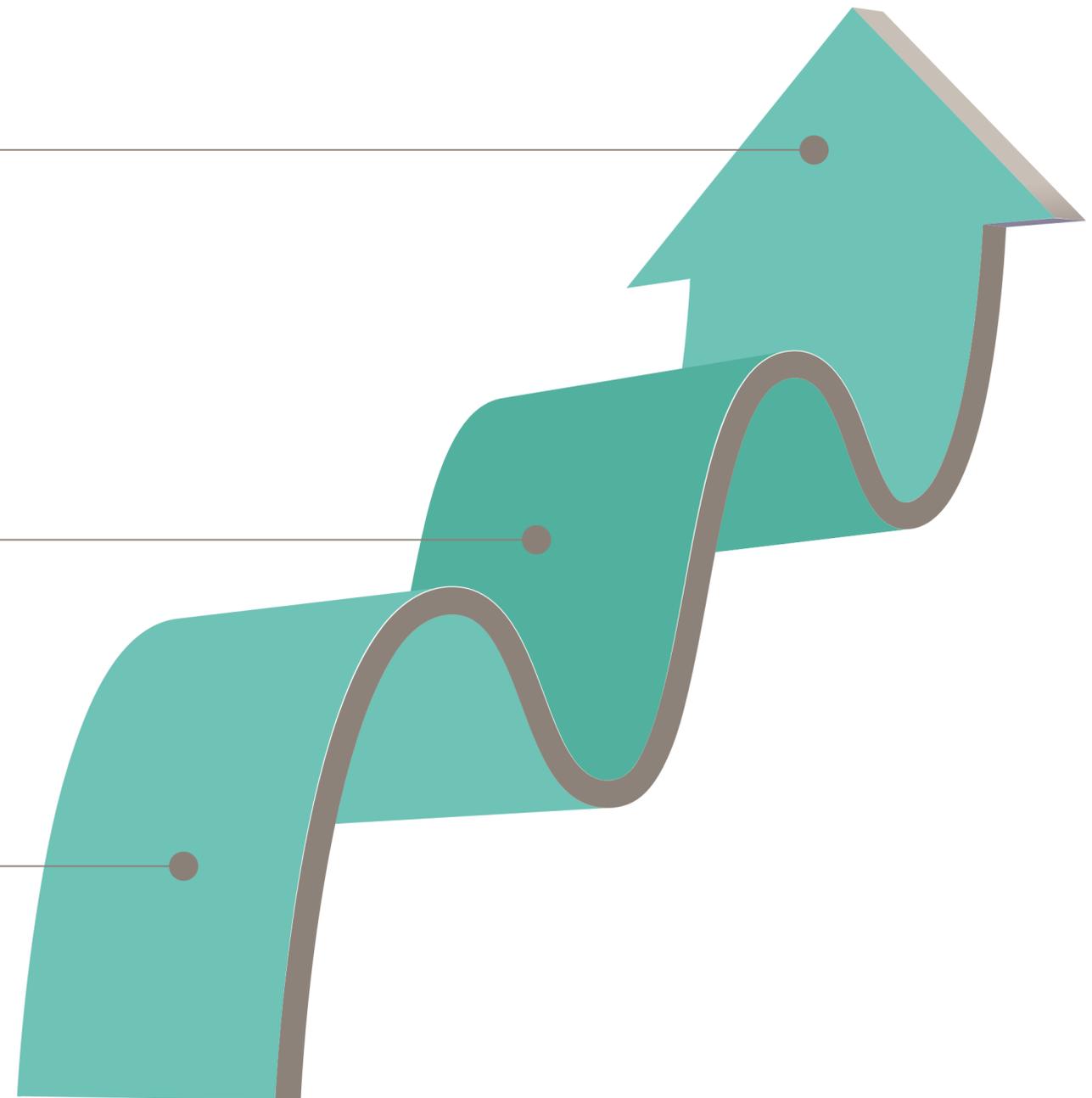
Achievements 2021



The General Shareholders' Assembly met in its ordinary session, where it approved Opain's financial statements, as well as the management report. Likewise, the Board of Directors met properly. Given the contingency that was presented by COVID19, the sessions were mostly virtual. The support committees of the Board of Directors met during 2021 with the attendance of all its members.

A self-assessment was carried out by all the members of the Board of Directors with very satisfactory results.

The members of the Board of Directors filled out the Annual Declaration of Conflicts of Interest and no risk or alert situation was evidenced.





Ethics, compliance and transparency

➔ GRI 102-16, 103-1

Opain embraces the standards of the **Argos** Business Group, in which all of the companies that comprise it must base themselves on the best management and governance practices.



Business management takes place within a **framework of ethics and transparency** as the fundamental grounds for business strategy decision-making and compliance. Our position is zero tolerance for fraud, bribery and corruption, therefore, we have implemented various practices to effectively combat these activities.

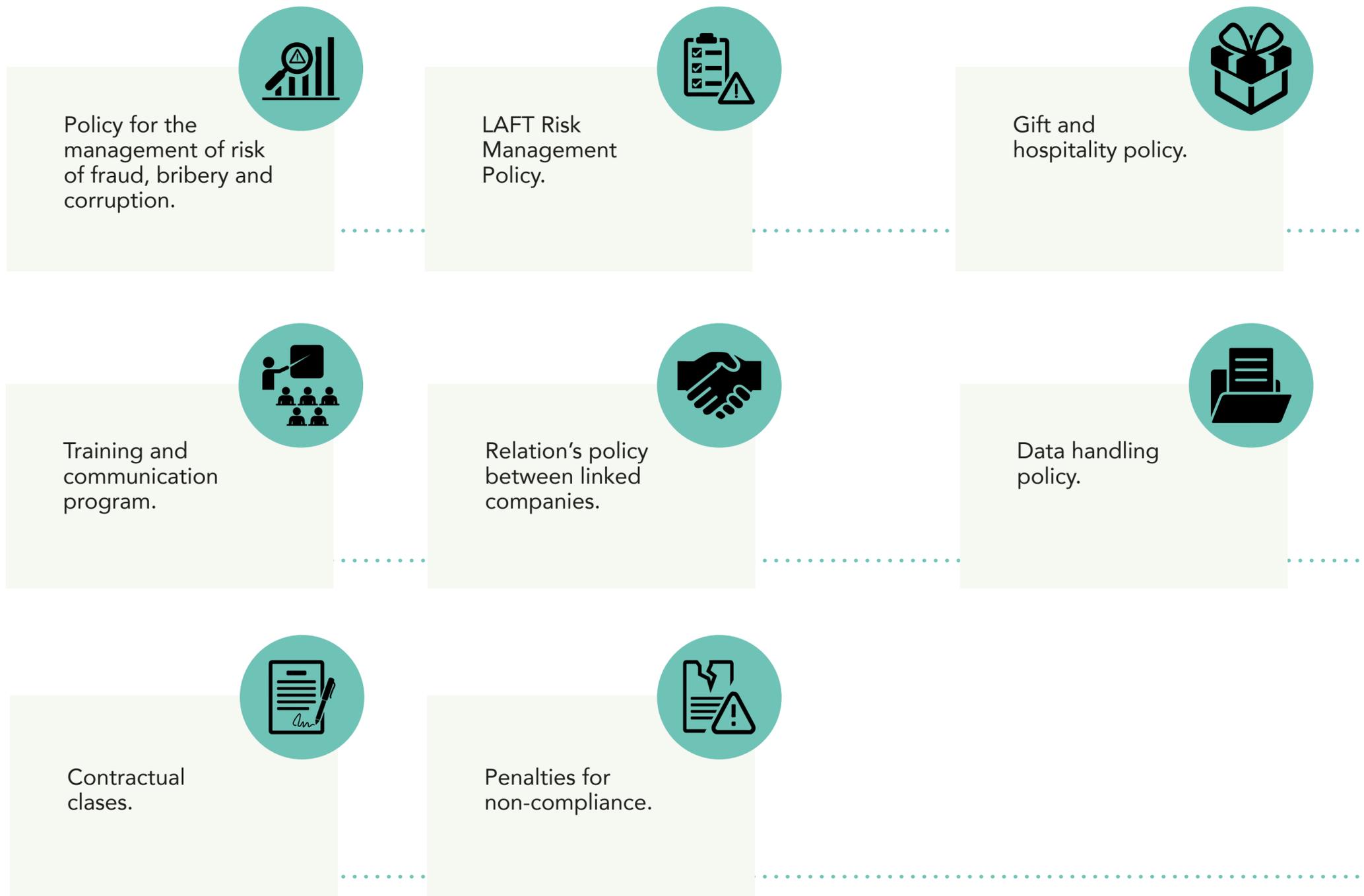


Since September 2017, the Board of Directors approved the **Code of Business Conduct**, which aims to serve as a guide for behavior having as its main axis the principle of integrity, understood as responsible, honest, straight, serious, transparent action, in accordance with the law and internal policies.

Management instruments

➔ GRI 102-17, 102-25, 103-2

In development of the principles contained in the Code of Conduct, a fraud, bribery, corruption and LAFT risk management program was implemented, based on best national and international practices, the purpose of which is to establish various measures aimed at prevention.



Transparency line

Incorrect acts and breaches of the Code of Conduct and internal regulations can be reported.



The information received through the line is treated with the highest standards of confidentiality.

93 Free channel through which you can report, anonymously if you prefer.

The line is managed by an independent third party, has an email and a free telephone line.



Email

opain@lineatransparencia.com



Hotline

01-8000-125-222



monday to saturday from

6.00 a.m. a 10.00 p.m

During the year, 7 reports of potential breaches of the Code of Conduct were received through the Opain Transparency Line. In none was there evidence of corruption, fraud, unfair competition, asset laundering, terrorist financing, unfair competition or restrictive practices. 100% of the cases received, have now been closed.



➔ GRI 102-25

Issues related to conflicts of interest, the parameters for their identification, disclosure and prevention are found in the Code of Conduct, which establishes that when there is a conflict of interest or a situation that may eventually generate such, a disclosure timely and adequate disclosure must be made, that describes the situation in a complete and detailed manner, documenting the event and supplying all the information that is relevant for making the decision. For conflict of interest disclosure, all our collaborators and members of the Board of Directors fill out the Declaration of Potential Sources of Conflicts of Interest on an annual basis.

Control mechanisms

Business Conduct Committee

Business Conduct Committee: body in charge of managing compliance with the Code of Conduct and other associated policies, as well as managing all matters related to ethics and transparency, defines the investigation lines, strengthens the training programs and contributes to the generation of a culture of compliance.

It is made up of

- ➔ General Manager
- ➔ Legal and Institutional Affairs Manager.
- ➔ Human and Administrative Resource Manager

Sustainability and Corporate Governance

The number of complaints received and the main issues related to Ethics and Transparency are presented on an annual basis to the Sustainability and Corporate Governance Committee, in order to assess and follow up on these issues.

Business Conduct Officer

In charge of managing everything related to the Code of Conduct, training plans, complaints and other relevant issues related to conduct and compliance.

Achievements	20
	21



In May, the ethical climate survey was conducted, with a participation of 94% of employees. Based on the results, a work plan for the identified gaps was implemented.



A Code of Conduct for suppliers was implemented, duly approved by the Board of Directors.



The virtual course was held named "The Power of Your Decision- second season" and a subsequent evaluation, which included ethical, moral and conduct dilemmas.



Throughout the year we actively participated in the meetings of the Anticorruption Institute and of the Latin American Compliance Network.



Development and execution of the Communications Plan aimed at company employees, in order to disseminate the Code of Conduct's content and other compliance measures.



The National Registry of Databases of the SIC was updated.

In the Future



- ➔ Development of a communication plan for the Code of Conduct given to suppliers.
- ➔ Definition and execution of 2022 communication and training plans focused on the compliance system, competition and risk of corruption.

- ➔ Launching of campaigns that reinforce the Transparency Hotline
- ➔ Implementation of the declaration of assets and income for managers, directors and critical collaborators.



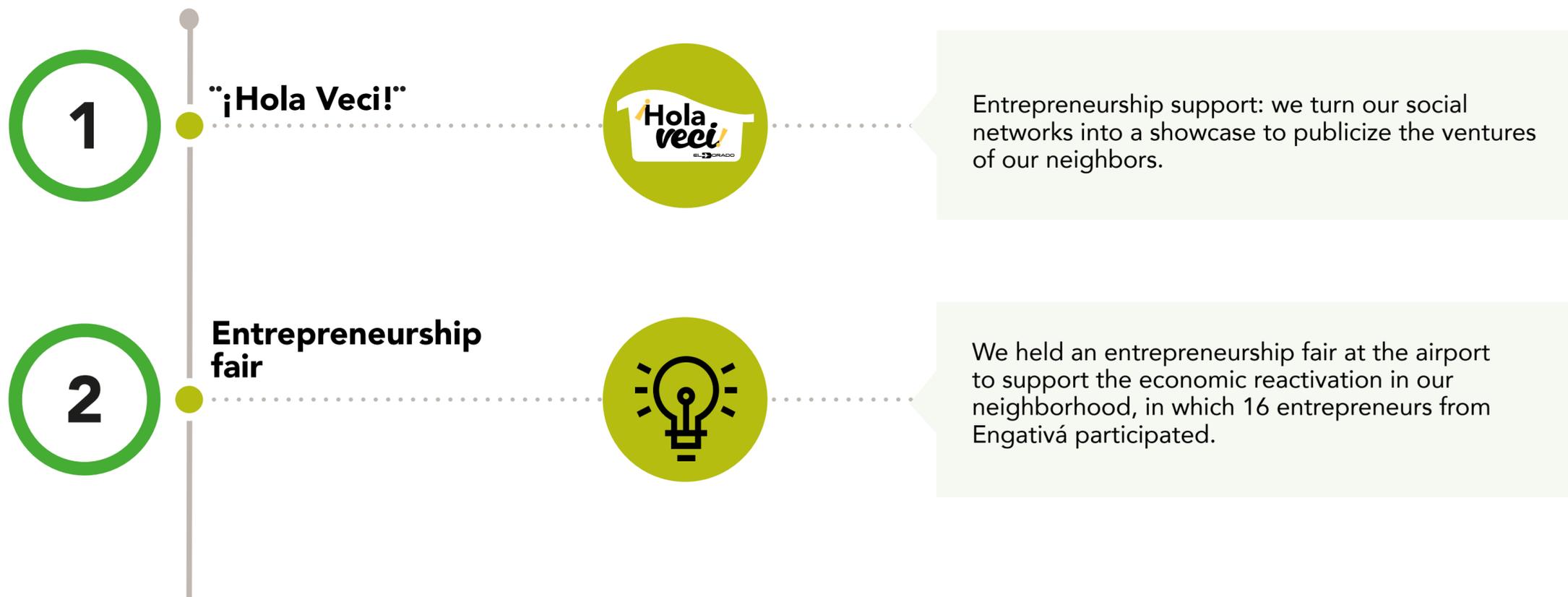
Networking Strategic

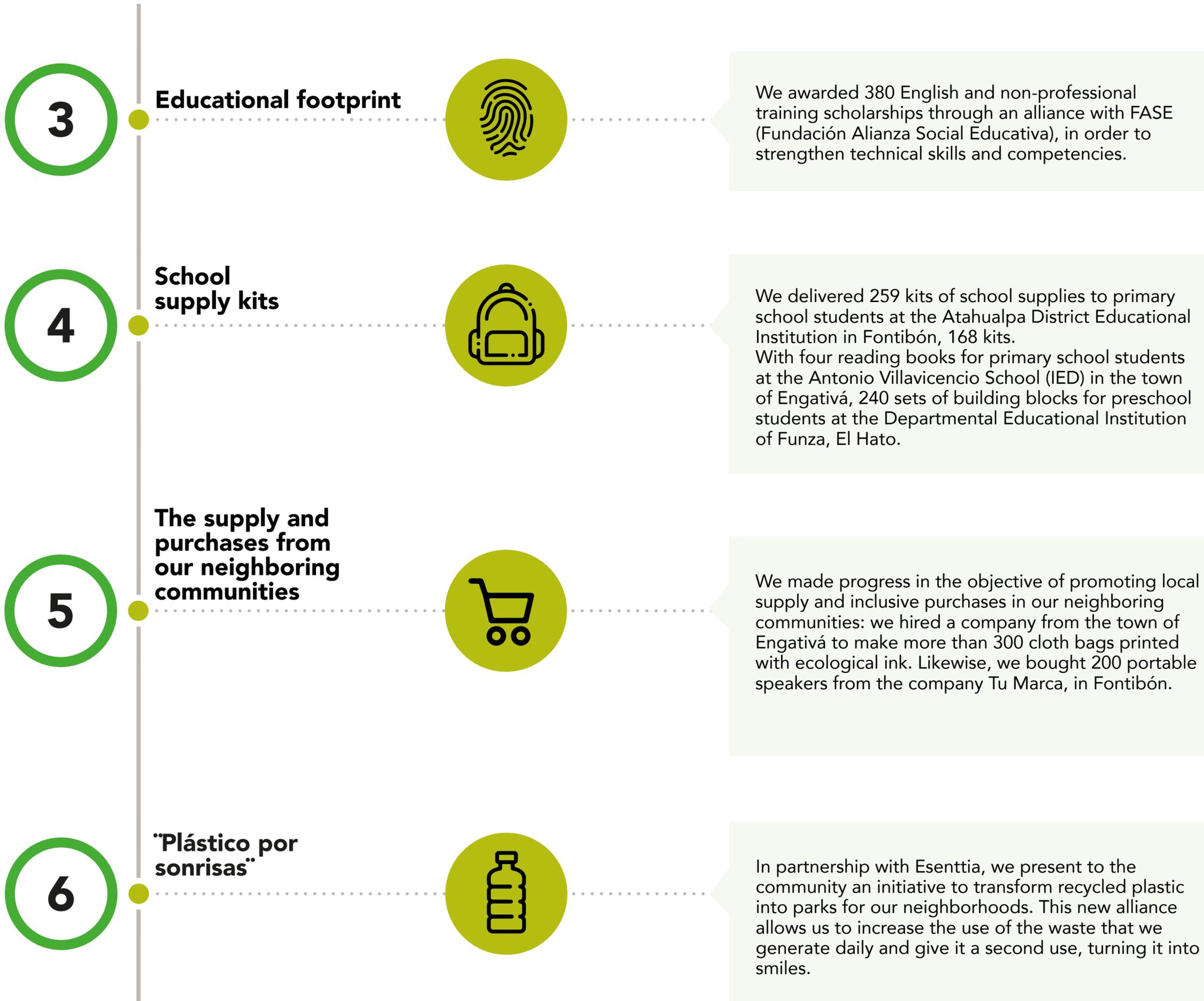
During 2021 we **built the strategic relationship matrix**, through which the mechanisms to manage Opain's relationship with each of its stakeholders were established.

➔ 203-2, 412-3

A fundamental part of the strategic relationship is the relationship with the neighboring communities of the airport. During the year we implemented

new programs and tactics, thanks to which communication and relationships were strengthened, achieving the following:





3

Educational footprint



We awarded 380 English and non-professional training scholarships through an alliance with FASE (Fundación Alianza Social Educativa), in order to strengthen technical skills and competencies.

4

School supply kits



We delivered 259 kits of school supplies to primary school students at the Atahualpa District Educational Institution in Fontibón, 168 kits. With four reading books for primary school students at the Antonio Villavicencio School (IED) in the town of Engativá, 240 sets of building blocks for preschool students at the Departmental Educational Institution of Funza, El Hato.

5

The supply and purchases from our neighboring communities



We made progress in the objective of promoting local supply and inclusive purchases in our neighboring communities: we hired a company from the town of Engativá to make more than 300 cloth bags printed with ecological ink. Likewise, we bought 200 portable speakers from the company Tu Marca, in Fontibón.

6

"Plástico por sonrisas"



In partnership with Esenttia, we present to the community an initiative to transform recycled plastic into parks for our neighborhoods. This new alliance allows us to increase the use of the waste that we generate daily and give it a second use, turning it into smiles.





7

"Pista de oportunidades"



"Pista de oportunidades", the first employability platform in the aeronautical sector. We designed and built a digital platform, Pista de Oportunidades, which makes job vacancies from suppliers and companies in the airport community available to neighboring communities. In this portal the neighbors can upload their professional profiles so that the companies can include them in their hiring processes.

8

"De vecino a vecino"



We continued dialogue spaces called "De vecino a vecino", with the aim of sharing visions, anecdotes, doubts and suggestions about the dynamics of interaction that exists between the airport and the surrounding communities, as well as to jointly raise new routes of action and agreement.

9

An infinite gift



We delivered 1,000 Christmas gifts to the children of the neighboring communities of Fontibón, Engativá and Funza. Through the Infinite Gift program, which includes the concept of circular economy in the game; and allows toys to be recycled.



Achievements 2021

Identification and definition of audiences, their characteristics and tactics, to **take the strategic relationship to all stakeholders.**

Facts that generate value

We support the **economic reactivation of our neighbors**, turning social networks in a showcase for their undertakings and holding a face-to-face fair.

We made progress in the goal of **promoting local supply and inclusive purchases** From our neighboring communities.

In the Future



- ➔ Build and implement a **Strategic Relationship Policy**
- ➔ Continue working to **strengthen the relationship of El Dorado with neighboring communities**, generating empathic, close, sustainable connections, with social value for the localities that we impact.
- ➔ Continue developing **projects hand in hand with neighboring communities.**
- ➔ Lead the **joint tasks between Foundations** within the airport community, in order to bring collaborative alliances to neighboring communities that help transform the environment.

Social value actions

“El Rosado” campaign

In order to join Breast Cancer Awareness Month, we changed the name of El Dorado during October to “El Rosado”. This initiative arises thanks to a strategic partnership with the AMESE Association, in order to educate about self-care and provide help and advice.

Unicef campaign Connected with childhood

In November, we entered into a partnership with the United Nations Children’s Fund UNICEF to support fundraising within the framework of the “Reimagina” campaign in favor of children and adolescents in the country.

Breastfeeding cabins

In December, 4 breastfeeding booths were installed for optional use in the public area, international pier, national north pier and national south pier, so that mothers who are breastfeeding have access to a comfortable and safe place, guaranteeing the best food for their babies.

107

108





OUR ESG PERFOR- MANCE



Competitiveness

➔ GRI 103-1, 401-1, 103-2, 404-1, 103-3, 404-3, 102-41



Operational efficiency (ACDM- Airport Collaborative Decision Making)

We close 2021 with a **punctuality** of



To increase the efficiency in the operation, we advanced in the generation of the technical specifications and the ACDM Operations manual, both key elements for the acquisition process of the ACISP system (ACDM).

Increase in connections and destinations

We managed to recover the confidence of passengers when traveling and of airlines. Currently, airlines have a special interest in increasing frequencies, developing new routes and destinations, as well as there are new airlines that want to be part of our network.

In 2021

Reopening of an international destination

Los Angeles

Opening of a new international destination

Montreal

Routes

- Airlines reopen 16 routes
- Opening of 16 new routes

3 New airlines

- Sky Airline-Chile
- Viva Aerobus-México
- Volaris-México



41 International destinations

43 National destination



19 Airlines international

6 Airlines national



Innovation or restructuring the business model

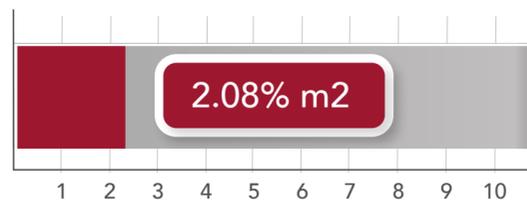
Diversification of income by "non-air sources"

- Parking
- Hotels
- Commerce
- Services
- New business opportunities

2021 was a very positive year in terms of the recovery of the commercial businesses, the leasable area was increased, with a growth of

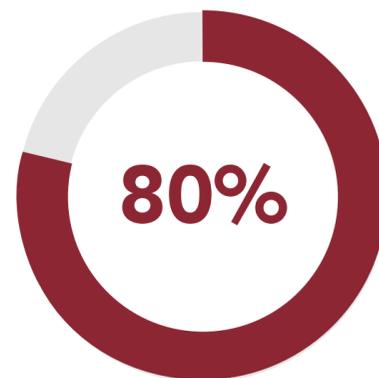
▲ 7.463 m2

compared to the beginning of the year, which corresponds to the



of available commercial area at the airport.

The evolution of traffic and its recovery allowed us to close the year with

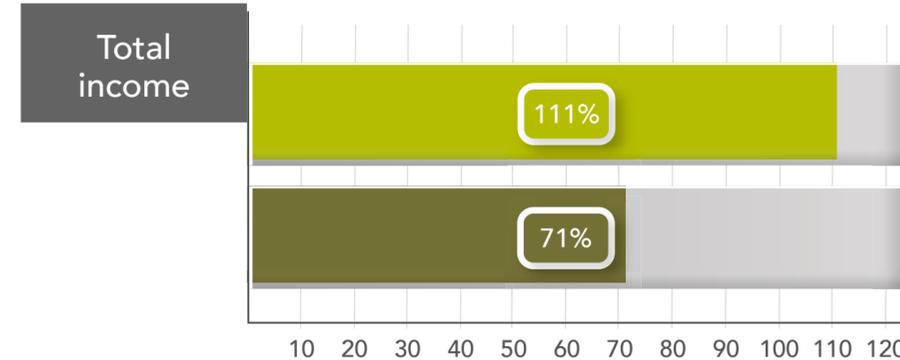
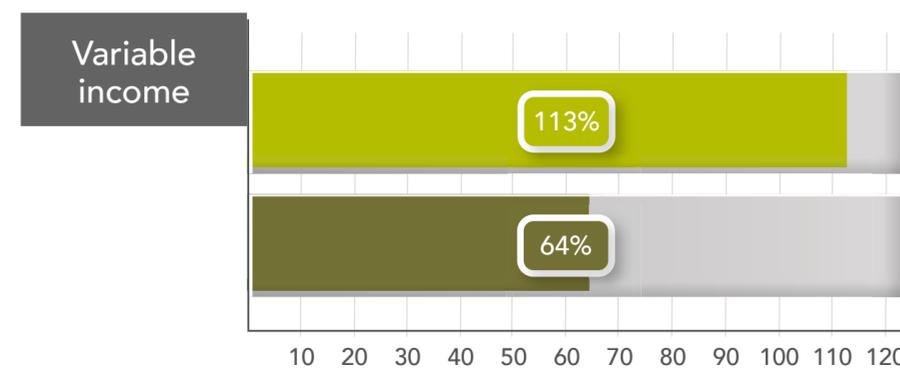
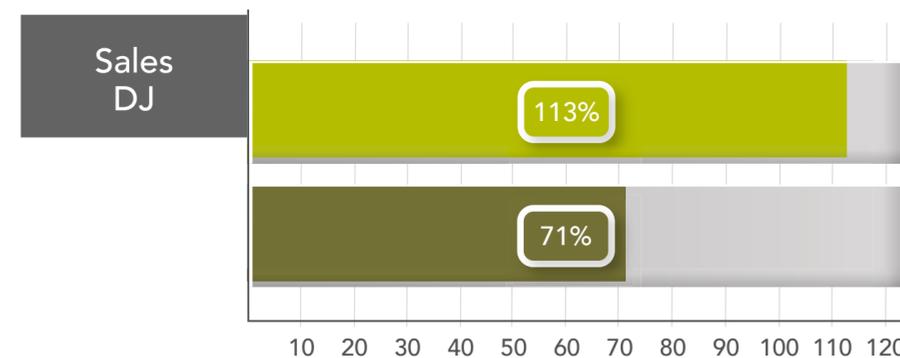
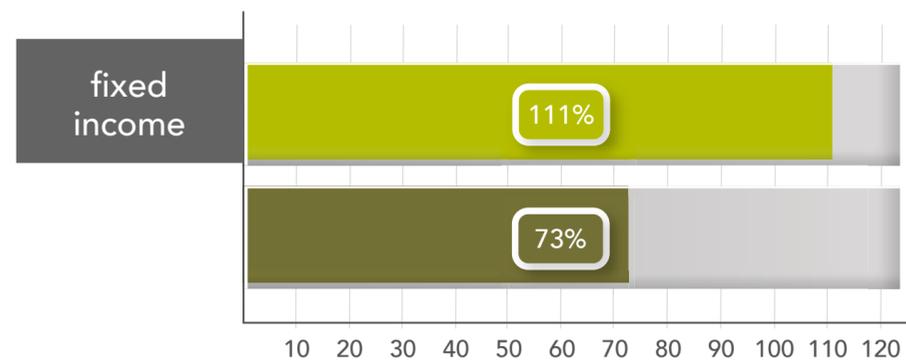
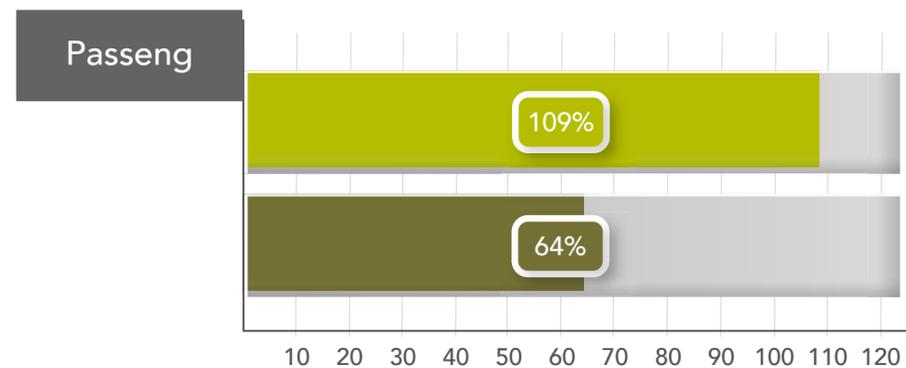


of commercial contracts, billing under normal contractual conditions.



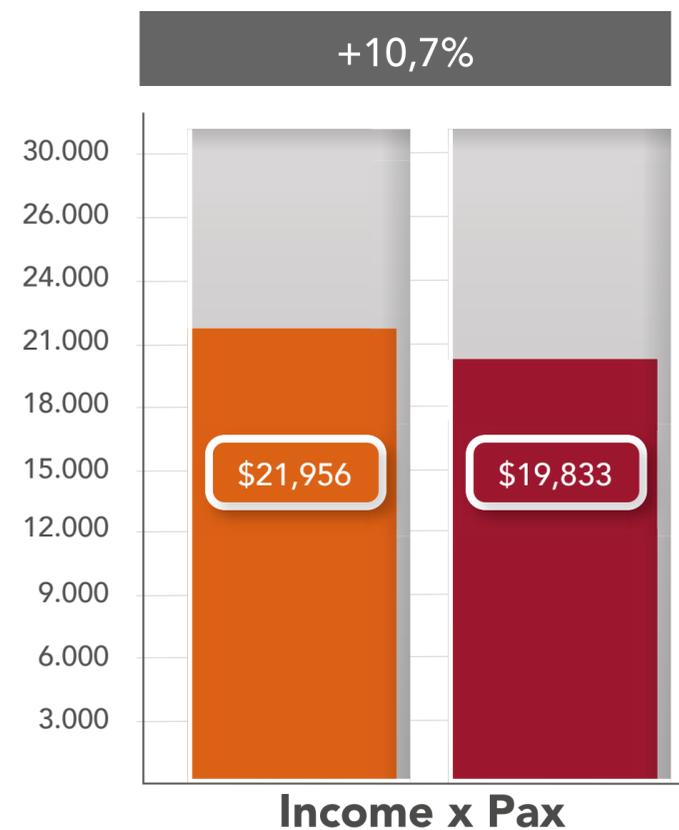
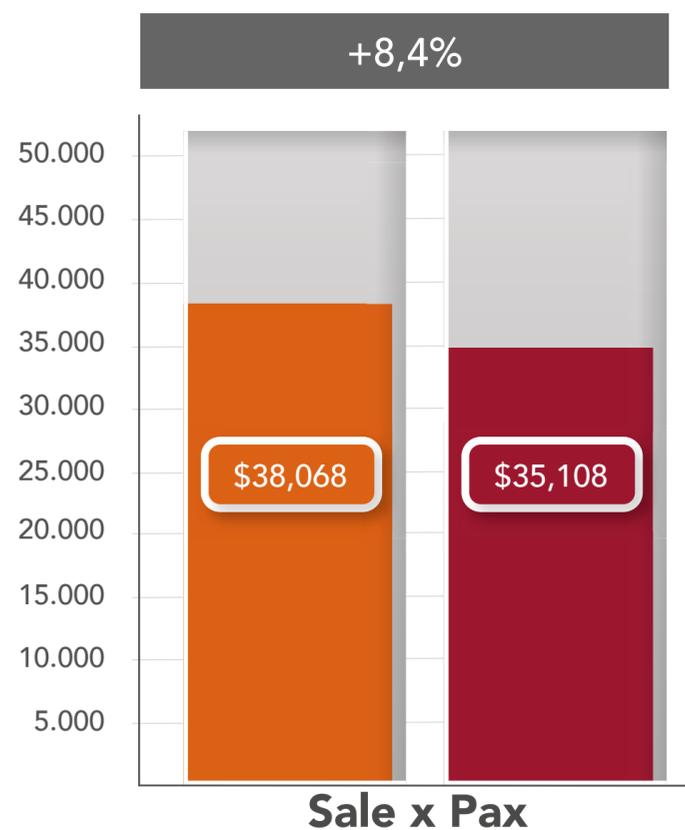
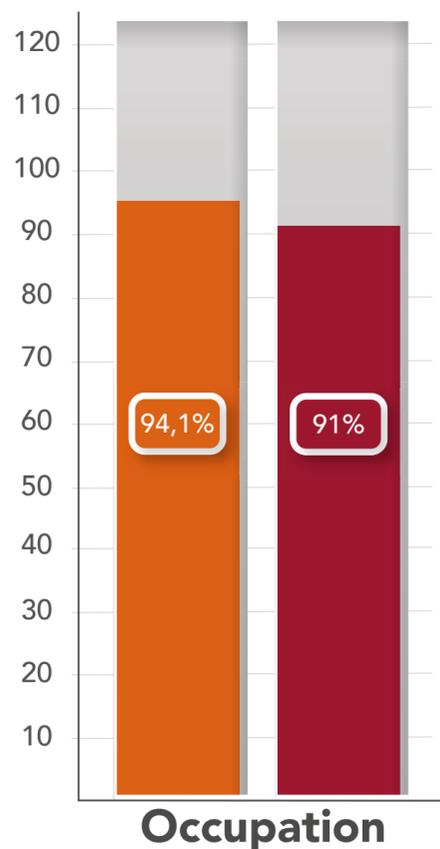
Facts that generate value 2021

In 2021, we managed to exceed the goal of the proposed indicators, in the recovery of income compared to the recovery of passengers:



And as a consequence of this, the occupancy, income and sales indicators per passenger were above what was projected:

- Actual indicators of occupation, income and sales per passenger Projected
- Indicators in 2019



User experience

Infrastructure Smart, efficient and quality

(Phase II – North Parking), that enables functionalities such as license plate reading through cameras, ATMs and checkpoints Latest technology.

Implementation of the parking lot system



It allows you to print the admission cards through a self-service system, achieving efficiency in the identification processes.

Installation ID kiosk



Adding Self Baggage Drop Kiosks

in the national area for self-service baggage delivery, improving Check-in times



Implementation of Premium WiFi services

that allow the user to navigate longer and faster.





Information and/or communication services and channels



Updating of the web pages www.eldorado.aero and www.opain.co to facilitate flight tracking, accreditation processes, etc.

Use of technology, information and innovation



Installation of additional parking payment kiosks.



Implementation of capacity control systems and queue measurement in several areas (Emigration, Central Check-in) in the terminal, that use data analytics recorded in sensors.

Information handling and Cybersecurity



Installation of an analytical data system of sales information based on passengers traffic in order to create business strategies based on the operation through the Sales Monitoring System.

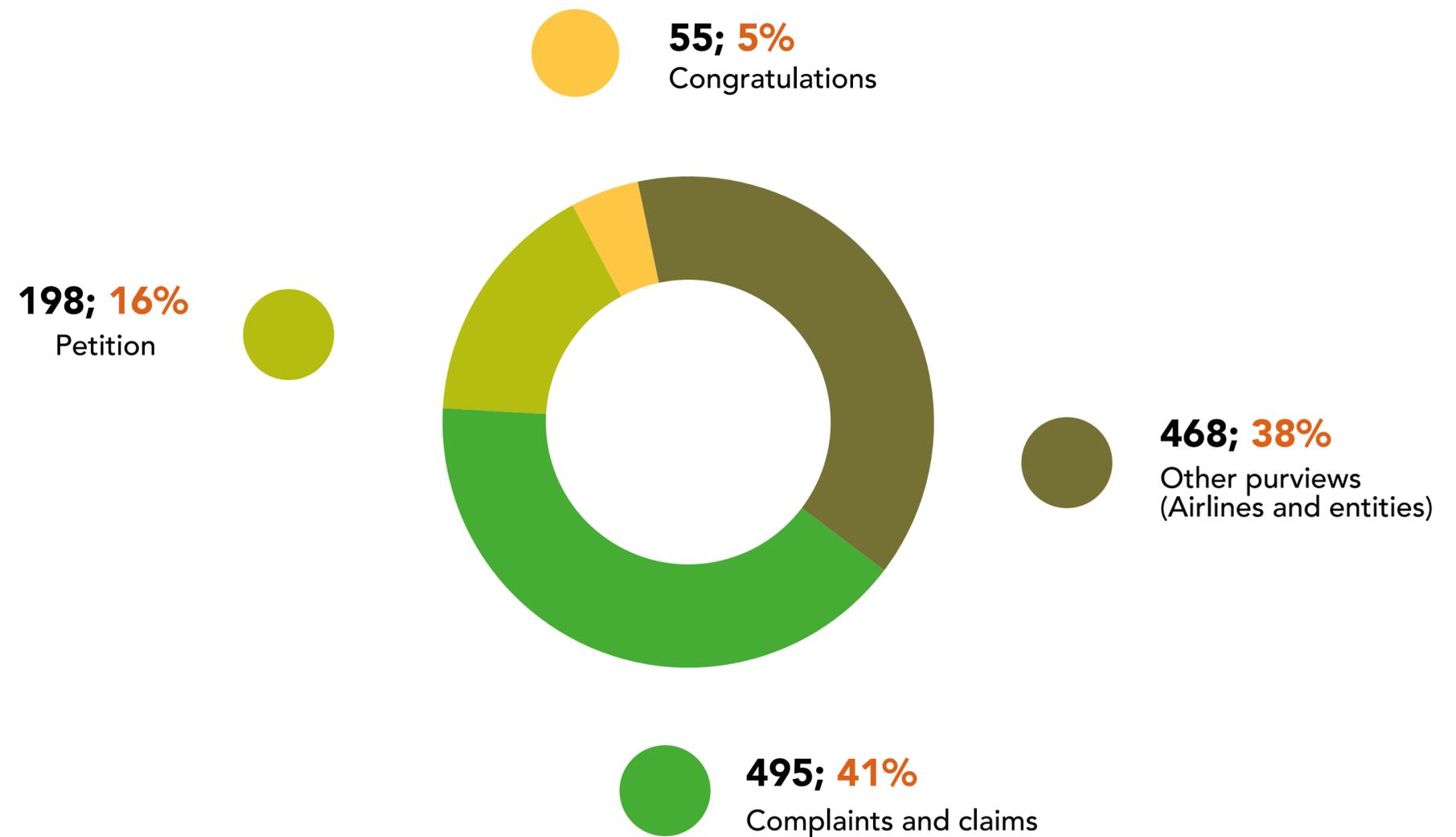


Implementation of the monitoring system (SOC) under the NIST model in all applications.

Measurement of user satisfaction and service assessment

Terminals 1 and 2 have 18 digital registration points for PCC's (petition, complaints and claims), two physical ones and links on the website and On El Dorado app. In addition, QR codes were installed in each of the multimedia modules and a Chatbot in order to facilitate the process for users.

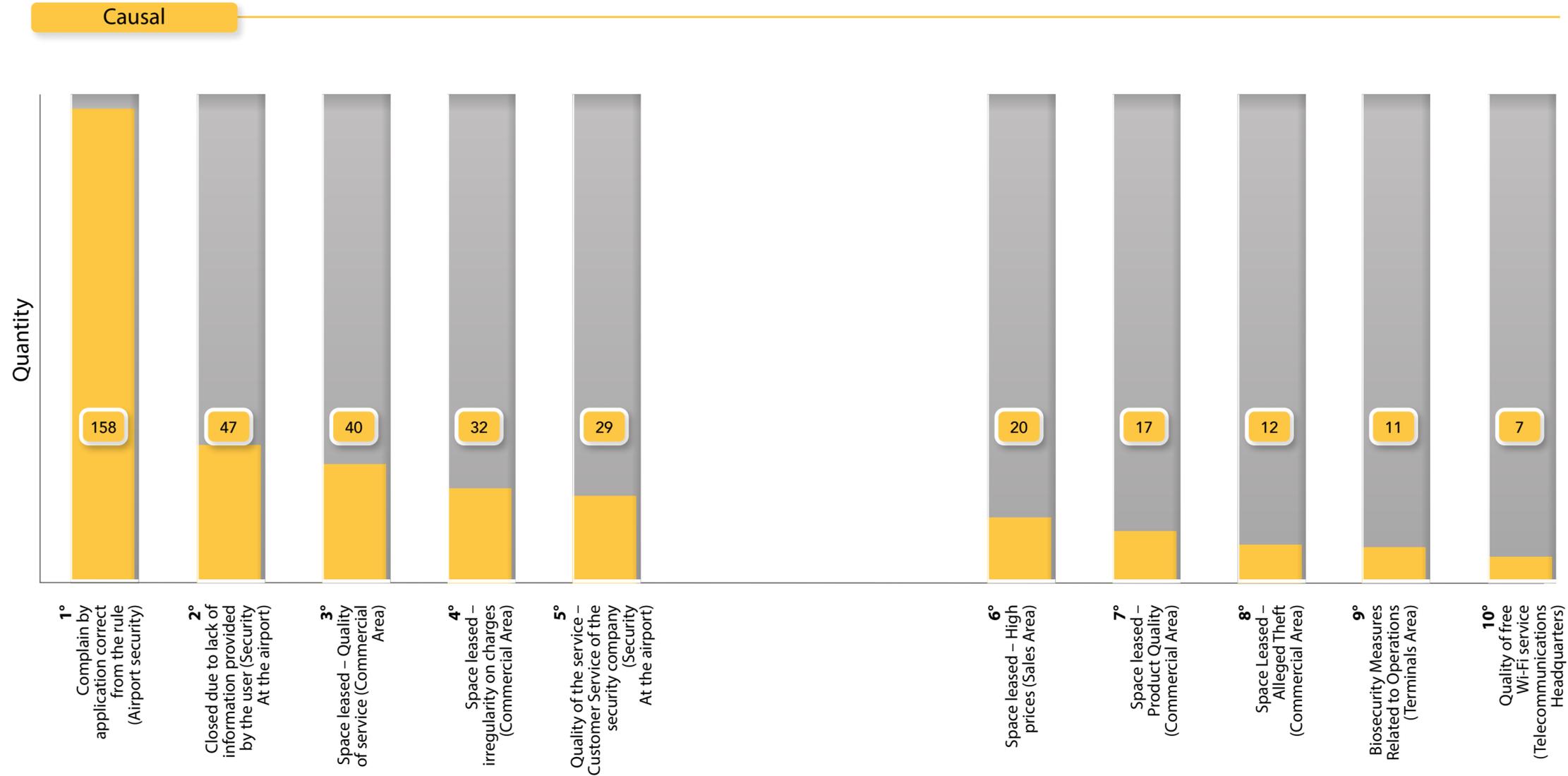
During 2021, a total of 1,216 PCC's were received, of which 468 are the purview of Airlines and other entities and 748 are direct purview requests for Opain.



The most common causes of nonconformity are reviewed on a monthly basis and, based on that, action plans are designed to reduce them.



Top 10 complaints and claims



Relevant Facts 2021

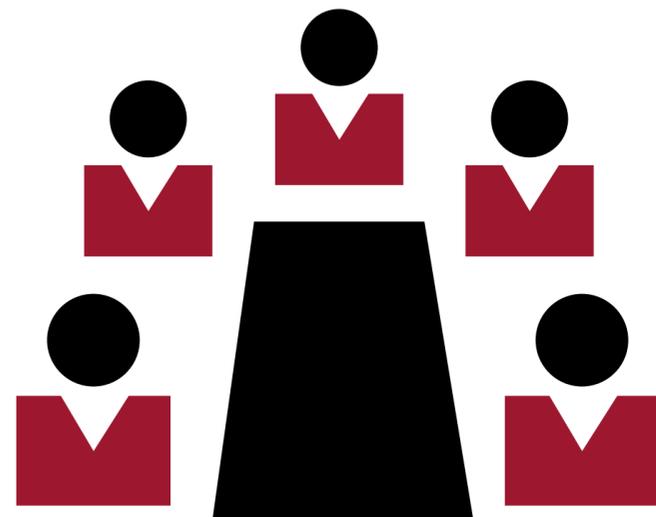
- ➔ Thanks to the sales system, it was possible to obtain a sales behavior detail of the stores and based on that, joint strategies were defined to optimize the products offerings.
- ➔ The queue and capacity monitoring system allowed the generation of strategies and models in conjunction with the Airlines and Migración Colombia to optimize the time of the processes.

In the future

Implementation of new digital and biometric technologies that will improve the passenger experience from before starting their trip until the moment of boarding.

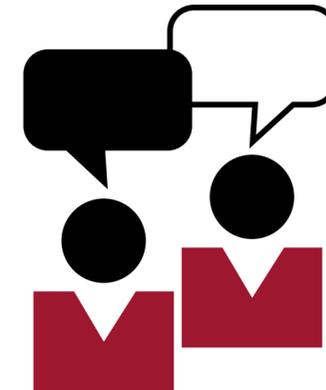
Our Human Resources

In line with our goal of continuing to strengthen our cultural pillars and higher purpose, we implemented the culture multipliers initiative, in which through open voting; employees chose the people in the organization who best exemplified the pillars of culture, through their behavior and attitudes, in this way five multipliers were selected.



Tours were carried out so that the teams could tell us how the culture is practiced in the day-to-day of the organization. With this same objective, we launched a campaign: «Connected with our culture», in which stickers were spread inviting people to use the messages text or emails; to reinforce or highlight the pillars and higher purpose: «We Create Amazing Connections in order to become a World Class Airport».

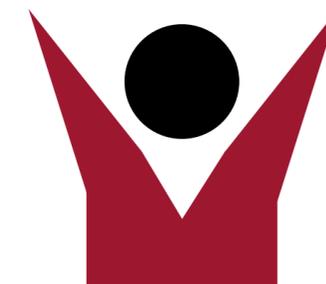
Communication



Understanding internal communication as a strategic element for the consolidation of culture, climate, work commitment and alignment of strategic objectives, from the Human Resources Management, the internal communication plan focused on:

- ➔ Disseminating relevant information in a timely manner
- ➔ Position our organization's value proposition
- ➔ Sensitize our teams on issues related to diversity, inclusion and gender equality.

Self-care culture



At Opain, the life, health, and safety of our employees is a priority, which is why we work with a focus on promoting a culture of self-care through the dissemination of various strategies.

Labor practices

A more diverse Opain

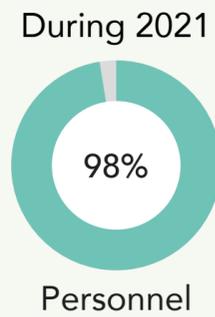
Seeking to strengthen ourselves as a more inclusive, diverse company with best practices in gender equity issues; We gave continuity to the Diversity Committee, we participated for the first time in Ranking Par, a tool that measures the conditions of gender equity in organizations in Latin America and We developed the Diversity Multipliers Program and continued the alliance with the Best Buddies Foundation, through which four people with cognitive disabilities were hired.

More benefits for our workers

- ➔ Parental leave was generated for the primary caregiver, in the absence of the mother.
- ➔ In December, 300 market bonuses were delivered to our employees with lower salaries, seeking to reward their collaboration and dedication.
- ➔ 238 toys were delivered to the children of our collaborators, through the "An infinite toy" modality, where they can change the toys at no additional cost, once a period of time has elapsed.
- ➔ The use of the north parking lot for cars and the south parking lot for motorcycles and bicycles was enabled for Opain officials and 342 access cards were delivered.



Talent development



Received training



24.533,93
Training hours

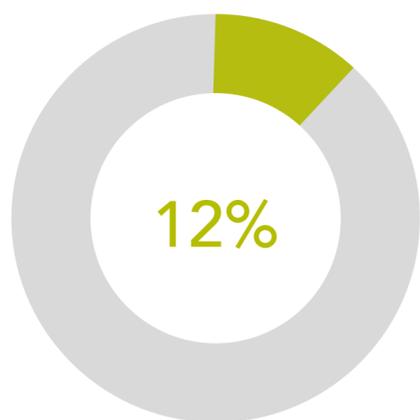
377
Trainings

Themes	Featured Trainings
Airport Business	<ul style="list-style-type: none"> - School - Basic Aeronautical Firefighter - International Diploma in Airport Management - Terminal Management - Basic Civil Aviation Security Operators
Sustainability (environmental issues, SST, social, diversity, inclusion and gender equality)	<ul style="list-style-type: none"> - Learn about co-responsibility - Sustainability Classroom - Health and Safety in the Workplace re-induction - What is sexual harassment and how report it? - Work Harassment - Unconscious biases: from self-awareness to action
Technical and soft skills	<ul style="list-style-type: none"> - Power BI - Customer service - Risk Management - Conduct course
Leadership and Management	<ul style="list-style-type: none"> - The leader of a new decade - Where is the future of talent heading? - Leadership with emotional intelligence

Impacted personnel	Hours
107	12883,34
459	5875,41
456	4885,29
100	904,75

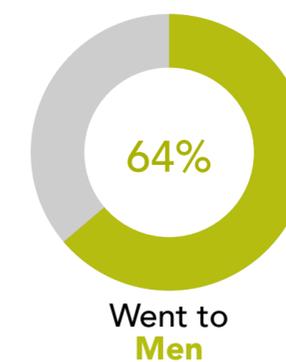
The amounts invested in training were lower during 2021, compared to 2020, as part of the cost reduction strategy due to the pandemic. Opain went from investing COP 384,707,622 in 2020 to COP 193,255,881 in 2021. However, more hours of training were provided through the available platforms and agreements for free training or by way of reinvestment with current providers.

Growth



of our collaborators they had one opportunity for professional development, as well:

Of the total development opportunities



6 persons had the opportunity to carry out **internships or assignments in other functions**, within the company or in other companies of the Group, which favors the development of new skills and the assimilation and knowledge of best practices

18 persons they were **promoted** without the need for their old position to be replaced.

Of **89 vacantes** Opened during the year



were filled with **internal talent.**



Performance Management

➔ GRI 404-3

The consolidation of the Performance Management process continued throughout the organization, by making teams aware of the importance of the process in order to promote a culture open to feedback, recognition of achievements and aspects to improve, in order to facilitate constant learning.



With this process we seek an objective measurement of individual performance, through the evaluation of organizational competencies and objectives SMART (Specific, Measurable, Achievable, Challenging and Framed in a specific time). The performance management results are a relevant input within the selection processes for internal vacancies and for other companies of the group.

Attraction and retention

We continue to strengthen the employer brand to attract and retain the best talent, communicating our value proposition as an organization through different tactics. Pilot surveys were implemented for new collaborators on our selection process, and communication pieces were designed so that the participants could learn more about the organization's culture. Additionally, through internal bulletins, the development and training opportunities and the relevant and outstanding actions related to the social and environmental sphere were published.

Voluntary turnover

The voluntary turnover rate was 10.1% , which represents a **2.8%** increase in total personnel.

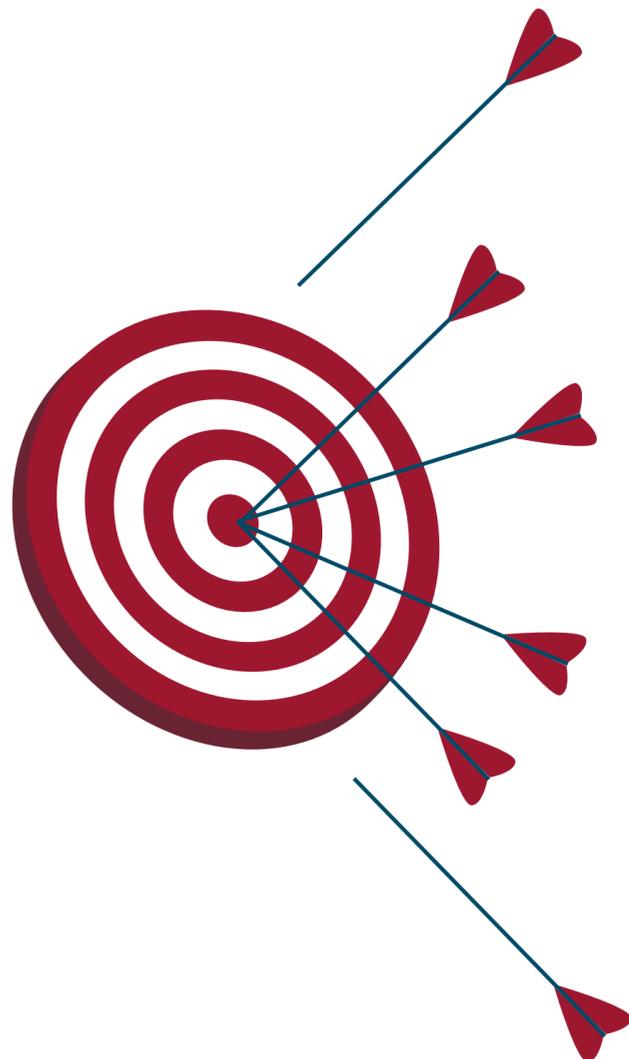


Achievements

➔ We participated for the second time in the «One Young World» Forum, an event that brings together young people from more than 190 countries to discuss and reflect with important world-class figures; topics of high social impact, in line with our cultural pillar: “We lead today to ensure morning”



➔ We implement the following initiatives:

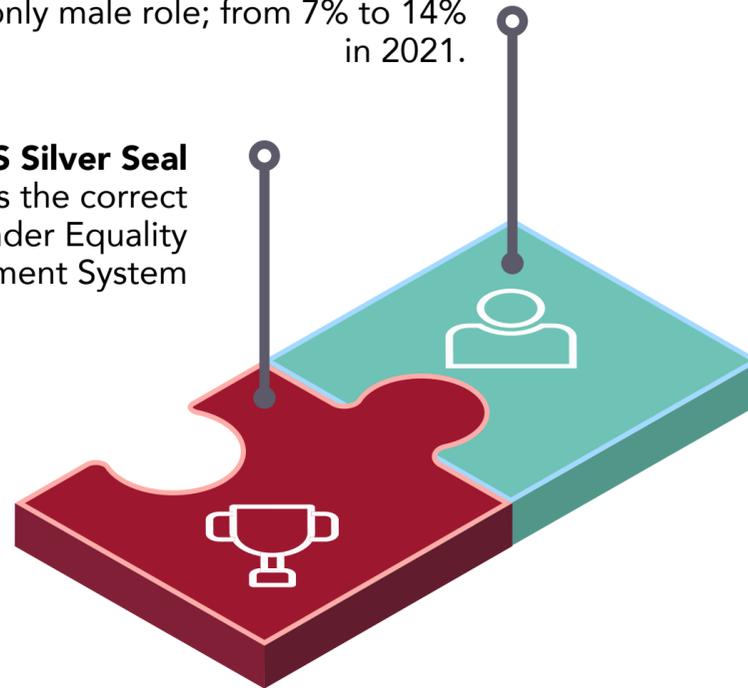


- We developed an interview guide for leaders.
- We implemented a blank resumes pilot.
- We published an inclusive communication guide.
- We elaborated the equity and gender equality policy and the internal promotions and movements policy.
- Development opportunities within the organization increased by 3%, from 9% in 2020 to 12% in 2021.
- We created a selection indicator that allows us to identify how many women and men we evaluate for each external and internal selection process.
- We updated the succession matrix for managerial positions, identifying possible female candidates for these positions.
- We measure the environment and organizational commitment with MERCER – Sirota, reaching a participation of 94%, and with favorable results above the 75th percentile in Latin America, compared to the dimensions of integrity, trust and satisfaction.
- We updated the salary compensation policy.

Facts 2021 that generate value

We formed the **Firefighters school**, in which 12 people were hired directly to sponsor their Aeronautical Firefighter studies. These people will receive financial aid while they dedicate themselves 100% to their studies. This initiative allowed us to increase the participation of women in this commonly male role; from 7% to 14% in 2021.

We obtained the **EQUIPARES Silver Seal Certification**; which recognizes the correct implementation of the Gender Equality Management System



Challenges

- ➔ We satisfactorily filled 18 aeronautical firefighter vacancies.
- ➔ We managed to adapt to current conditions, implementing measures for the satisfactory development of face-to-face and remote work modalities.



Obtained the EQUIPARES Gold Seal.



Virtualization of the induction process.



Segregation index review and continued pay parity, applying the new Payhub tool.



Implementation of new retention and loyalty measures that allow us to differentiate ourselves from companies in the sector.



Development of an organizational culture measurement study



Implementation of a development plan for planning, strategic vision and inclusive leadership skills.



Strengthening and implementation of strategies that favor diversity, inclusion and gender equality.

Supply chain

The supply chain has faced great challenges due to the pandemic, generating a change in consumption habits, reduction of personnel, sales and distribution, which meant that we had to look for different alternatives to be able to meet the needs of our operation.

We ended 2021 with total spending in the supply chain of **\$90,338,538,332**. The purchases were from

95.2%
National

4.8%
International

Strategies implemented

- ➔ Identification and prioritization of shortages in the supply of critical raw materials due to shortages of chips, longer transport times and import procedures.
- ➔ Execution of «Supplier Relationship Management» (SRM) strategies with suppliers to establish real-time inventory visibility programs.
- ➔ Evaluation of «Low Cost Country» strategies to identify additional supply alternatives.
- ➔ Definition of savings capture methodologies to assess the financial benefit obtained from purchase negotiations.



Criteria related to supplier selection and evaluation

➔ GRI 103-2, 103-3, 308-1, 414-1, 308-2, 414-2, 409-1, 408-1, 407-1

Opain's supplier evaluation, selection and re-evaluation procedure defines the selection and evaluation criteria that must be met before being contracted.



Economic criteria (selection)



Technical criteria



Health and Safety in the Workplace Criteria

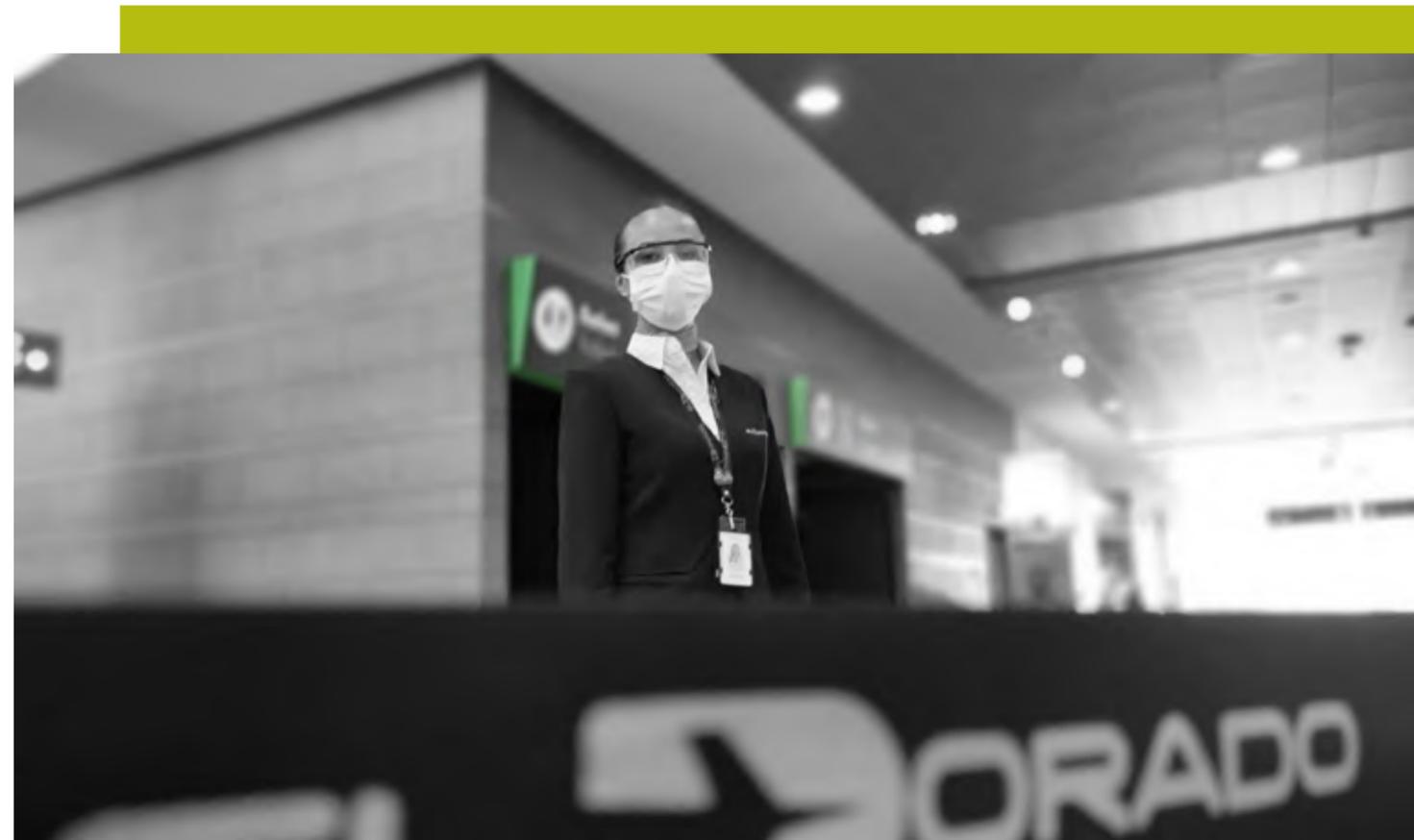


Environmental Criteria

In 2021, **78 new suppliers** participated, of which 6 were evaluated in the aspects described above.

An **annual reassessment was carried out on 63 of the 336 contractors** who met the parameters indicated within the purchasing procedure:

- ➔ The purchase amount per number contracts or individual represents 80% of the total value of purchases generated in the year.
- ➔ Products or services cataloged in the Annual Purchasing Plan (PAC) as strategic and/or bottlenecks according to the Kraljic matrix.
- ➔ Products or services cataloged with medium and/or high criticality in the critical processes matrix.



Criteria for the identification and management of critical suppliers

➔ GRI 103-2, 103-3



The identification of suppliers that supply critical goods and/or services was carried out using the critical services and systems database developed by the Risk Department, classifying the processes, services and systems according to their criticality («high, medium and low”), after evaluating its impact against the following factors:

-  Operational continuity
-  Operational and airport security
-  Human security
-  Legal, normative and contractual
-  Technology
-  Environmental and social
-  Financial
-  Reputational

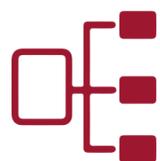
Suppliers identified with medium and high criticality are subjected to an annual re-evaluation process which permits us to verify their performance and action plans for their improvement and development.



Risk management in the Supply chain

➔ GRI 103-2, 103-3, 308-2; 414-2; 409-1; 408-1; 407-1

We established different mechanisms in order to identify and manage risks in the supply chain, among which:



Management of the Kraljic methodology, which classifies goods and/or services according to their complexity, supply and financial risk, and defines purchase strategies.



On the Purchasing platform, permanent verification is carried out on restrictive lists of suppliers and their shareholders.



Supplier selection, evaluation and reevaluation procedure (annually).



Risk mitigation program for contracting - Strategic allies, work that is performed in partnership with the insurance broker Delima Marsh.

Development of suppliers and sustainability partnerships

➔ GRI 103-2, 103-3

The sustainable supplier development ecosystem was consolidated, which seeks to articulate different initiatives, actors and existing work spaces with suppliers to leverage their development and fulfill the purpose of seeking the organization's competitiveness and sustainability, with the following criteria: reduction of water, optimization in energy consumption, development and innovation, in search of improvement opportunities based on knowledge of mutual needs.

Achievements

➔ GRI 103-2, 103-3

Implementation of the sustainable purchasing manual associated with the operation and maintenance of the infrastructure through the reduction in the consumption of resources that contribute to obtaining economic, environmental and social benefits, among others, such as:

- ➔ Efficient use of natural resources
- ➔ Better waste management
- ➔ Better air and water quality
- ➔ Decreased use of hazardous chemicals

Design and development of a pilot plan to start the supplier approval process, in which governance, sustainability, gender equality and financial aspects will be evaluated critical suppliers, encouraging the development and continuous improvement to strengthen new capabilities.



Facts 2021 that generate value

➔ GRI 103-2, 103-3

Contribution to obtaining the LEED Platinum certification (EBOM 4.1), for the implementation of the sustainable purchasing manual.

We plan to systematize the Annual Procurement Plan - PAC by means of a technological tool.

Implement the resource optimization project.

Future



Ecosystems: water

➔ GRI 103-2, 103-3, 303-1, 303-3, 303-5

The airport has environmental management and maintenance plans that contain detailed mechanisms and procedures for sustainable water management.

Due to the pandemic, water consumption habits increased due to the greater frequency of hand washing, so the result in water consumption was 577,675 cubic meters.

Water extraction by source	Unit of measurement	Year 2021
Fresh water drawn from surface sources, including water from wetlands, rivers, and lakes	m3	0
Rainwater	m3	14.433
Groundwater	m3	0
Produced water	m3	0
Third-party water (municipal aqueducts or other water companies)	m3	563.232
Water extraction in all areas	m3	577.675

Source: Opain, 2021.

Water Risk analysis

➔ GRI 103-2, 103-3

We have a system for evaluating the demand and quality of the airport water, as well as the possible impacts of the operation. Sustainable practices of the different stakeholders are also promoted so that they do not affect resources.

We implemented different mechanisms in the Environmental Management Plan to guarantee water quality, based on compliance and generating added value and a responsible interaction with water resources.

Management and quality of waste water

➔ GRI 103-2, 103-3, 303-4, 306-1

The Wastewater Treatment Plant (WWTP) at El Dorado Airport has a treatment capacity of 57.3 liters per second, which equal filling an Olympic pool in 12 hours. This process prevents the dumping of 1.85 tons per day of organic matter and 345.34 kilograms of solid waste.

In 2021, **a total of 859,919 m3 of wastewater was treated at the WWTP**, complying with all the requirements made by the authority and delivering water in good condition to the Bogotá River.



Initiatives for the protection / or conservation of water sources or bodies

➔ GRI 103-2, 103-3

Río Bogotá Group Project

Water footprint analysis



Blue and gray water footprints were measured and analyzed at the airport for the purpose of monitoring and managing water use. And there is a water conservation system throughout the terminal consisting of the installation of low-consumption technologies in all the bathrooms in T1 and two rainwater treatment plants.



In 2021, a partnership was entered into with the Group Semana, generating the Grupo Río Bogotá project, with Coca-Cola Femsa, Banco de Bogotá and WWTP Salitre. The objective is to promote the actions taken at the El Dorado, through various strategies and initiatives aimed at the efficient use of water, the mitigation and adaptation of climate change, the circular economy and biodiversity, which allows us to have a resilient and sustainable infrastructure over time.

Academic Agreement with the National University



In 2021 we signed an Academic Agreement with the National University to conduct research on the mammals found at El Dorado Airport and their possible relationship with Escherichia Coli in water bodies. Likewise, we began the process of diagnosis (baseline) and definition of goals for reducing water consumption and dumping, through an expert consulting company in Water Resource Management.

Achievements 2021

→ GRI GRI 103-2, 103-3

→ Use of 100% of the rainwater captured in the terminal. In total, 14,443 m3 of water were used.

→ Renewal of the hydraulic networks of Terminal 2 to increase water savings and the restitution of buried pipe sections in the main hydraulic supply line.

Facts 2021 that generate value



Publications within the Grupo Río Partnership

- The Bogotá River, protagonist of the El Dorado's operation: Together they connect people, regions and life.
- "It is worth fighting for the recovery of the Bogotá River and protecting it": El Dorado Airport.
- This is how El Dorado Airport cares for and protects the waterway that surrounds it.
- Learn about the plan of El Dorado and ANDI to take advantage of the waste generated in the air terminal.
- How does the green infrastructure of El Dorado Airport help protect the Bogotá River?
- El Dorado airport advances in the identification of wetlands and other surrounding ecosystems, key to the environment.
- Reduce the carbon footprint and fight against climate change: priorities of the El Dorado airport.
- How does El Dorado airport protect national biodiversity?
- By reducing the carbon footprint and increasing energy efficiency are our commitments in El Dorado airport": Andrés Ortega, Opain.

Two Facebook Live and a Webinar



Why is sustainable infrastructure important for the recovery of the Bogotá River?

What initiatives does the aviation sector promote to protect the planet?

Webinar: The importance of the private sector in cleaning up the Bogotá River

Ecosystems: biodiversity

Identification of valuable ecosystems for Biodiversity

➔ GRI 304-1

Within the development of the agreement with the EAN University, an inventory of the areas of ecological importance that surround the terminal was carried out, establishing conservation and preservation actions, aligned with the goals of the airport in terms of biodiversity.



El Dorado monitors and assess birdlife through an inspection procedure focused on the search for attractive conditions for the presence of fauna in the aircraft approach cones.

Biodiversity offset initiatives

➔ GRI 304-3

In 2021, in partnership with Parque Jaime Duque, a voluntary planting of 200 trees within the "Adopta Plan" took place with the participation of employees from Opain.

Likewise, 100 trees were planted in the Gualí Wetland in the municipality of Funza, Cundinamarca, compensating for the emergency felling of 16 trees at risk within the concession area.



Initiatives for the protection or conservation of fauna

➔ GRI 304-4



Species included in the IUCN * list and other conservation lists, that are present in the operation of the Airport	2021
Critically Endangered	0
Category Endangered	0
Category Vulnerable	0
Category Near Threatened	1
Category	150
Total number of species on the IUCN list or other lists	151

The Operational Control area works on actions to mitigate the impact on birds in the area of influence of the airport. Risk Management program. For Bird Hazard Control, that aims to prevent the capture or hunting any wildlife specimen.

* The International Union for Conservation of Nature (IUCN) is a union of members made up of governmental organizations and civil society organizations. IUCN has the experience, resources and reach of more than

1,400 Member organizations and the contributions of more than 17,000 experts. This experience makes the IUCN the world's authority on the state of the natural world and the measures necessary to safeguard it.

The results of the monitoring, dispersion and inspections are registered in the databases designed for each purpose.



Bird and other fauna risk management program (GERPAF)

Since the implementation of the GERPAF, achievements have been made towards institutional strengthening for the control of risks associated with the presence of fauna at the airport: expansion of the operational personnel for Fauna Control, implementation of the International standards form Bird Strike Committee IBSC; which include permanent fauna monitoring, acquisition of specialized monitoring equipment, active dispersal, retention and passive controls for attractive conditions for the fauna.



Incident Notification

The fauna control team records incidents with fauna inside the airport in the field log. Collisions with fauna are compared with the online reports sent to the Aerocivil according to the informative circular CI-007- Report of Presumed Impacts with Fauna. In the same way, what is signed in the Letter of Agreement with the Control Tower continues to be fulfilled, for the notification of incidents and clashes with fauna.



Airport committees for the prevention of bird and fauna danger

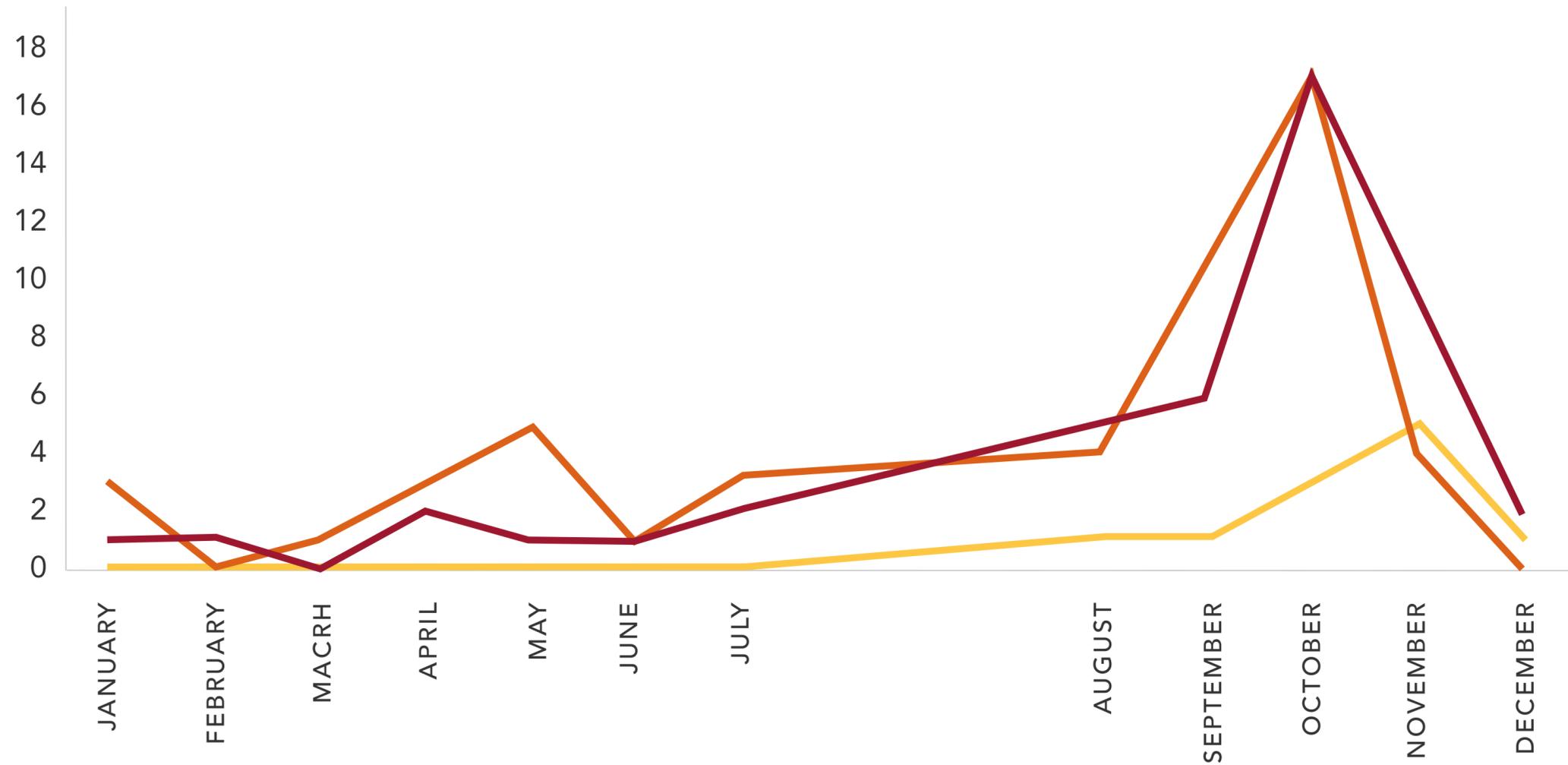
Four committees are held each year, led by Opain with the participation of government authorities, UAEAC, airlines and the rest of the airport community.



➔ GRI 304-2

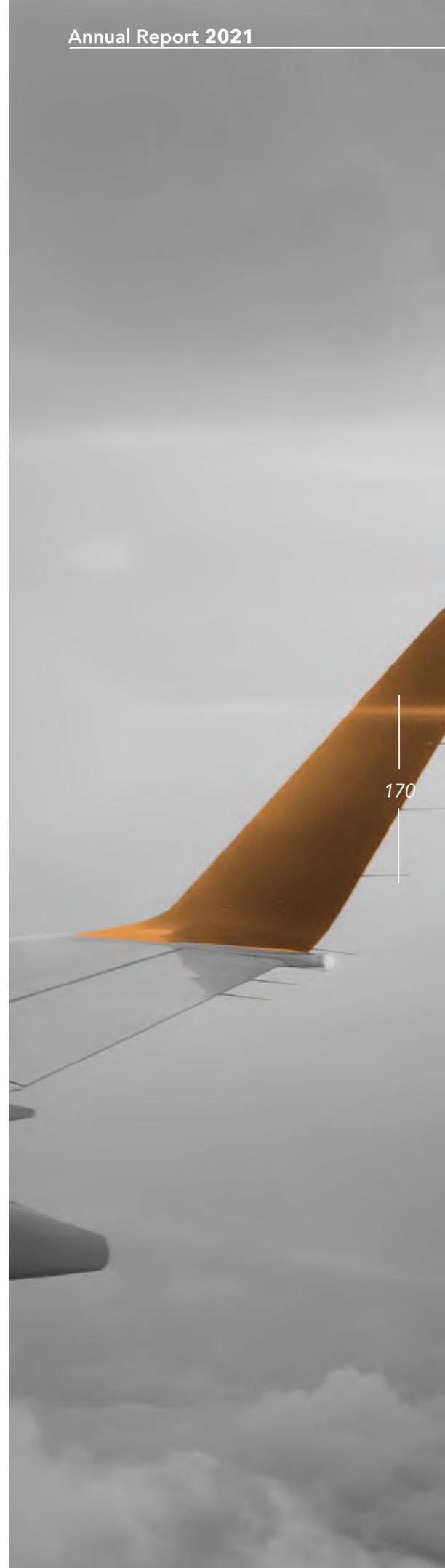
Number of confirmed collisions with fauna

2019 2020 2021



169

170



Alliances with interest groups for the protection of biodiversity

In alliance with the District Secretariat for the Environment, a Memorandum of Understanding was signed to seek to create community awareness initiatives so that they refrain from buying and mobilizing wild species. We join as facilitators in the implementation of the Inter-institutional Coordination Protocol for the control

of the illicit trafficking of wild species, which was born as a joint initiative between the Ministry of Environment and Sustainable Development (MADS), the District Secretariat for the Environment of Bogotá (SDA) and the Wildlife Conservation Society (WCS), with the aim of providing an effective control of illicit trafficking of species at the national and international level.

Facts 2021 that generate value

In partnership with ROUTES (Reducing the Possibilities of Illegal Transport of Endangered Species), awareness was raised regarding the problem of illegal trafficking, and early detection measures were strengthened.

During 2021, in line with the purposes of the sector, El Dorado signed the Buckingham Palace Declaration, which aims to establish practical measures to stop the transport of wildlife products.

Climate change

Mitigation

Within the framework of our commitment to the sector and government policies to achieve zero emissions by 2050; in 2021 we reframed the reduction goals so that they would be more ambitious and contribute more to the climate change goals as established at a global level.

Likewise, we continue with the formulation and implementation of projects that will reduce scope 2 carbon emissions by approximately 53% if fully implemented between 2022 and 2024. This analysis was performed through a depletion curve that allowed us to quantify the benefit and effectiveness of each of them.

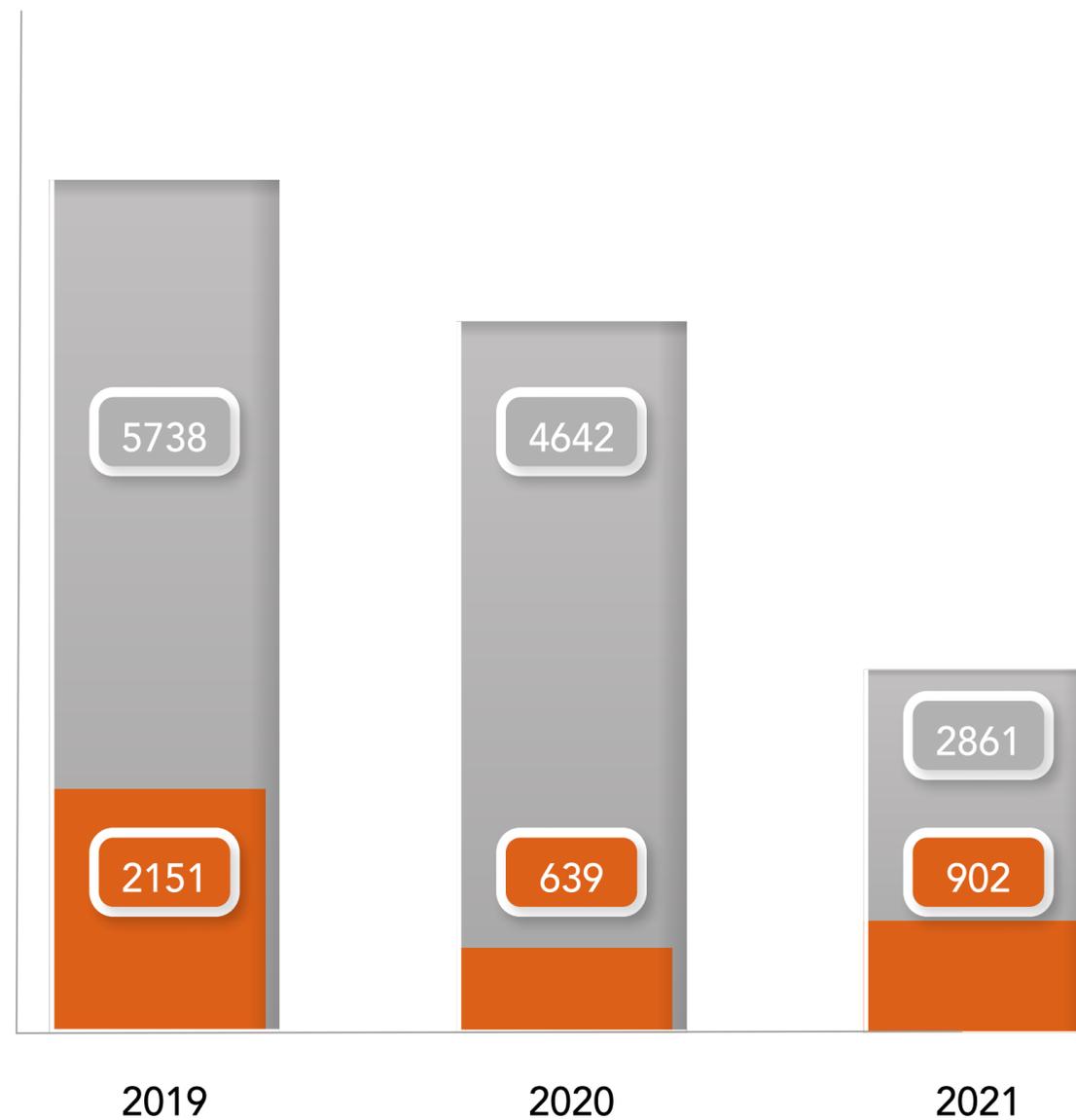


➔ GRI 305-1, 305-2

GHG emissions are monitored by applying the Green House Gas Protocol (GHG Protocol) methodology and the ACERT quantification tool designed for the Airport Council International (ACI) Airport Carbon Accreditation (ACA) program, a globally accepted standard in the industry with which emissions quantification is performed on an annual basis.

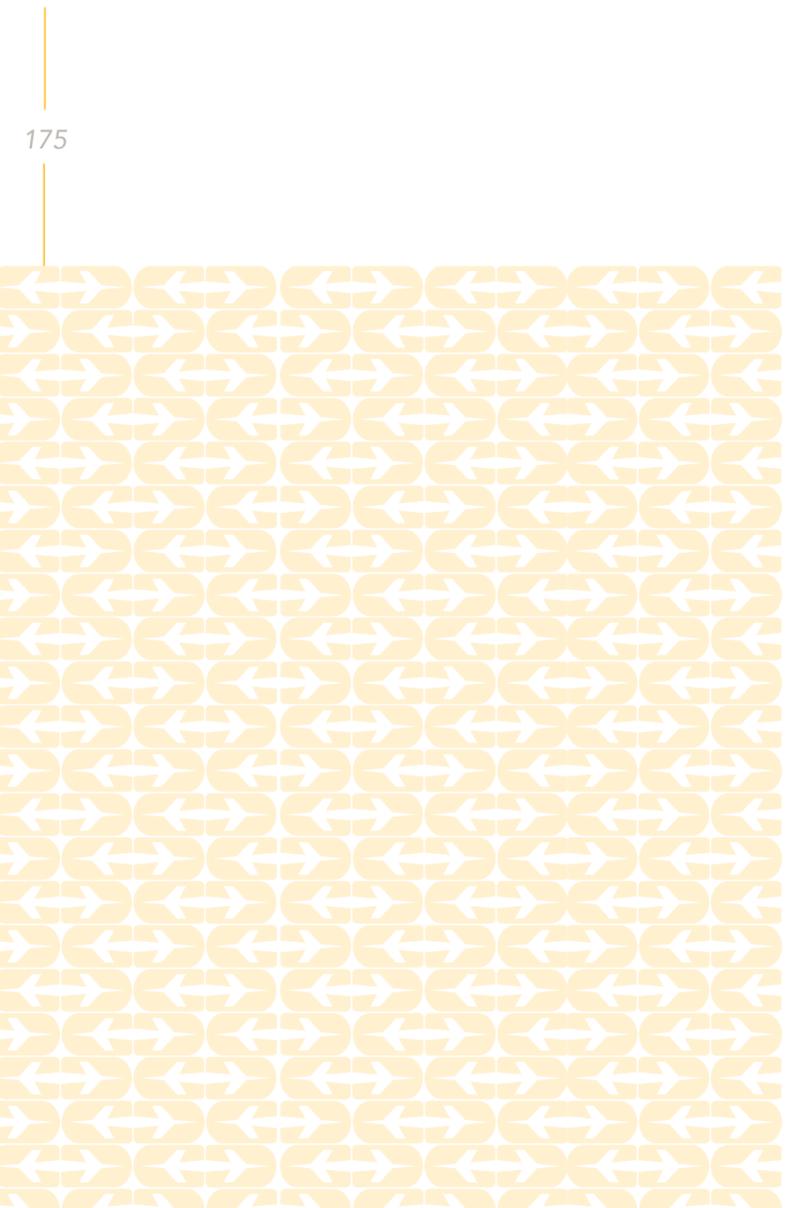
GHG emissions

Scope emissions 1t CO2eq Emissions scope 2t CO2eq



*The calculation of emissions is made taking into account the emission factor defined by the UPME Mining-Energy Planning Unit, which varies annually.

**For the calculation of scope 1 in 2021, the emissions generated by theoretical leaks in the air conditioning equipment were accounted for. Refrigerants with HCFC components such as R22 were taken into account, a refrigerant that according to the Protocol of Montreal is to be phased out 100% by 2040.



 GRI 305-5

The increase in scope 1 in 2021 was due to the inclusion of the theoretical leak of refrigerant gases and due to the change in the method for calculating emissions derived from the Wastewater Treatment Plant. This measurement was made in accordance with the methodology of the Intergovernmental Panel on Climate Change IPCC, in charge of indicating the guidelines for national greenhouse gas inventories related to wastewater treatment.

The reduction of scope 2 emissions has its origin in the retrofit lighting system phase 1 project that represented energy savings of approximately 80,000 kWh/month. Additional, with the implementation of the air conditioning system optimization project, achieving efficiency in the production of chilled water, with a saving in energy demand of 51,000 kWh, as displayed in the Table "Energy saving initiatives"

Energy saving initiatives table

Initiative	Description of the Initiative	Tons avoided	Scope in which reductions occurred
Retrofit lighting lighting system	Replacement of 14,236 High Pressure Sodium (HPS), Fluorescent (Low Pressure Mercury Vapor) lights.	974,11 TCO ₂ eq	Scope 2
PAF optimization interconnection savings (Bypass + Manifold)	Optimization of the air conditioning system, achieving efficiency in the production of chilled water.	8,47 TCO ₂ eq	Scope 2

Adaptation

Analysis of climate change risk.

Within the climate change strategy and its adaptation component, the transition (RT) and physical (RF) risks were characterized, identifying those

preventive controls and response actions to deal with the causes and events identified in each risk, as well as the evaluation and quantification of defined risk scenarios.



Advance risk management cycle

Identify	Analyze
<p>T1: Changes in the design and construction technical conditions</p> <p>RT2: Changes in the external conditions of the airport's operation that modify the infrastructure use models</p> <p>RF1: Physical impacts or operational interruptions</p>	<p>Risk workshops with the teams belonging to responsible areas, sustainability and risks.</p> <p>Referencing with secondary sources, meetings with internal teams, ODINSA, IATA and ACI.</p>

Evaluate	Treat	Monitor
<p>Definition of events, scenarios and variables for qualitative assessments.</p> <p>Quantitative valuation prioritization for scenarios</p>	<p>Compilation of preventive controls and current response actions for the responsible areas.</p> <p>Definition of new actions if required.</p>	<p>Elaboration of indicators and tolerances.</p> <p>Elaboration of indicators and tolerances.</p>

Power

GRI 302-1

El Dorado is supplied with power from 3 sources



The National Interconnected System -SIN- of Colombia: According to the UPME. By 2020, the SIN produced 69.34% of electrical energy from renewable resources and the rest from other non-renewable sources.



Photovoltaic system (solar panels): All the power produced comes from a renewable resource (sun) and is used for the airport's consumption.

Generation of electricity through emergency generators: The electricity generated is from DIESEL fuel, a non-renewable resource, and is only used in case of emergency due to lack of power from the above sources.

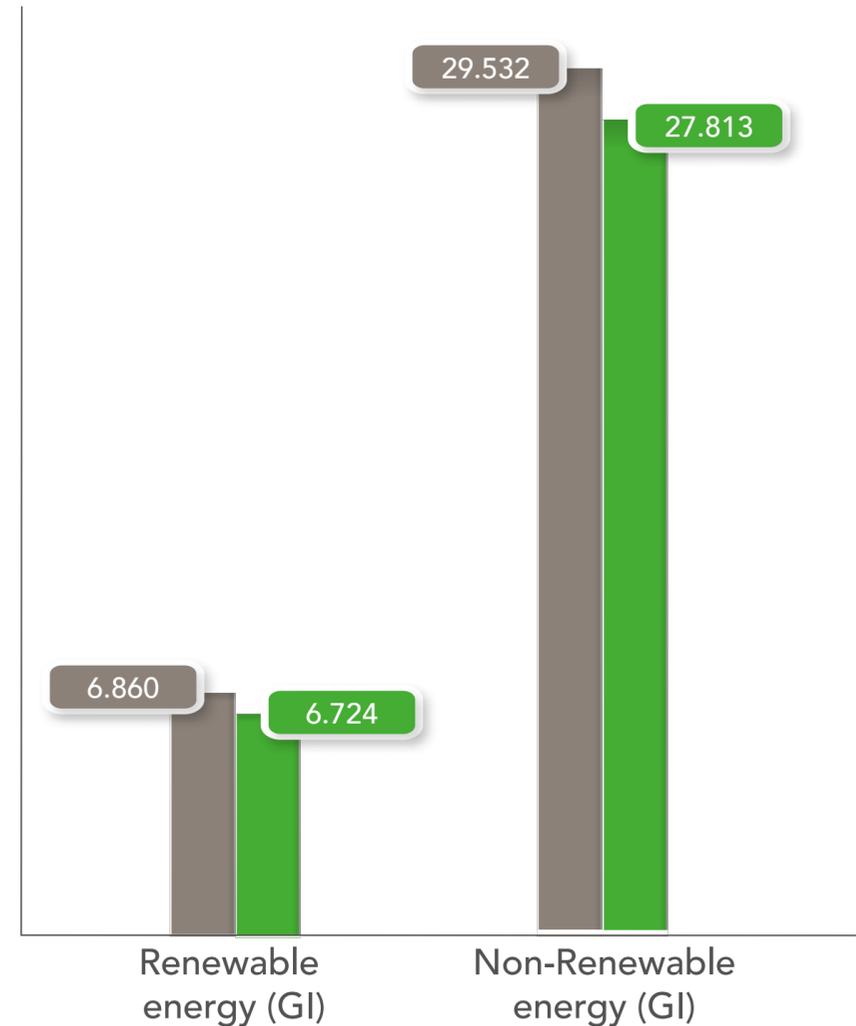
181

Internal energy consumption

2021 2020

The variation in consumption compared to 2020 was mainly due to the increase in the operation, in 2021 we had a larger and much more stable operation.

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➔ GRI 302-3

The energy power intensity ratio for the airport is calculated by integrating electricity consumption and passenger and cargo units in Traffic Units (TU).

Power intensity	Unit measurement	2020	2021
Power Consumption	GJ	106.139	96.604
Traffic Unit (TU) load	UT	12.872.151	25.734.368
Power intensity	GJ/ UT	0,00824563	0,00375389



Facts 2021 that generate value

- 
1 For the emission reduction goal, we achieved a 31% reduction in scopes 1 and 2 in 2021 compared to the base year.
- 
2 The culmination of the Retrofit project brought the benefit of reducing carbon emissions generated in by the LED lights, since they are made with recycled, light materials and in 3D printing.
- 
3 Linking to the National Carbon Program Neutrality of the Ministry of the Environment in Group 4 (highest category).
- 
4 Energy Efficiency Award for the project implemented in 2020 "Retrofit lighting system." This award was given by Andesco.
- 
5 Recognition at the "Green Airport Recognition" for airports in the Latin American and Caribbean region practices in sustainability with the Retrofit project that is part of the Energy Efficiency strategy.

Achievements

Approval by the Board of Directors of new, more ambitious reduction goals to align ourselves with government policies and the sector's commitment to zero emissions by 2050.



Obtaining LEED certification in its highest PLATINUM category (EBOM 4.1), thanks to the energy efficiency, water resource management and circular economy programs the airport has.

185

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Futuro

Achieve carbon neutrality of emissions by 2025. Meet emission reduction goals: 40% by 2025 and 57% by 2028.



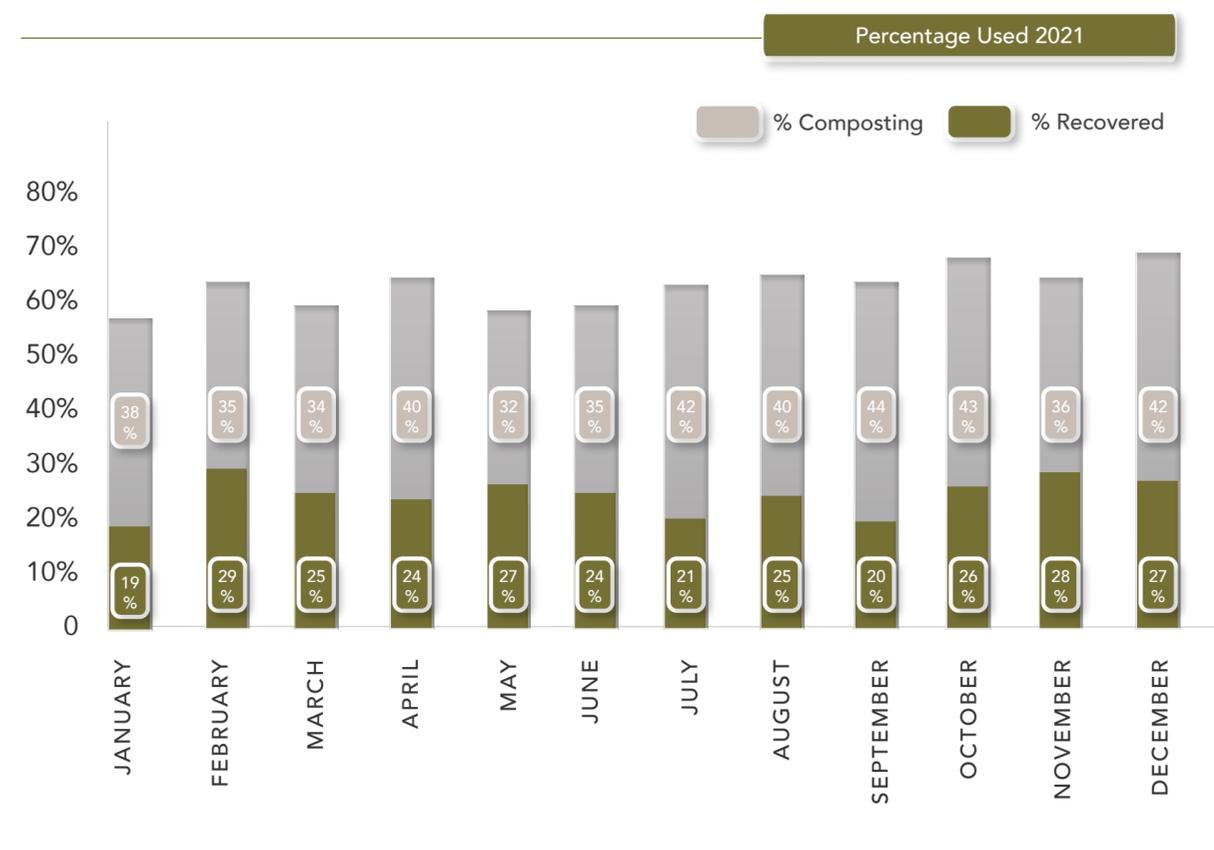
Circular economy

Efficient use of materials and waste

➔ GRI 103-2, 103-3, 306-2

In 2021, 64% of the airport's waste was used. We went from 1,916 tons of waste in 2020 to 3,175 tons in 2021, which is equivalent to an increase of 60%.

Of the total used, 39% corresponds to organic waste, disposed of through composting, and 25% to materials recovered in the band separation process (plastics, glass, cardboard, paper, tetrapack, scrap), and new waste (construction and demolition - RCD's, materials that will be recirculated in new production cycles).



Source: Opain, 2021

571.14 tons of hazardous waste were generated, of which 18.38 tons were destined for post-consumer use systems

Regarding hazardous waste destined for disposal: 543.5 tons were managed for incineration and 9.25 tons for final disposal in a security cell.

Reduction of single-use materials

➔ GRI 103-2, 103-3, 306 -2

In 2021 we built our Circular Economy Plan with four lines of action: Materiality, Purchases and Sustainable Consumption, Projects and Communications Strategy, which takes us one step further in the transition towards the circularity of the airport.

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In the Zero Waste Management System - SGBC, the following initiatives were included:

Reuse and reduction of ceiling tiles.

Separation of new plastics from food containers and packaging, through classification by light plastic categories.

Reuse of demolition waste from concrete slabs as road improvement material.

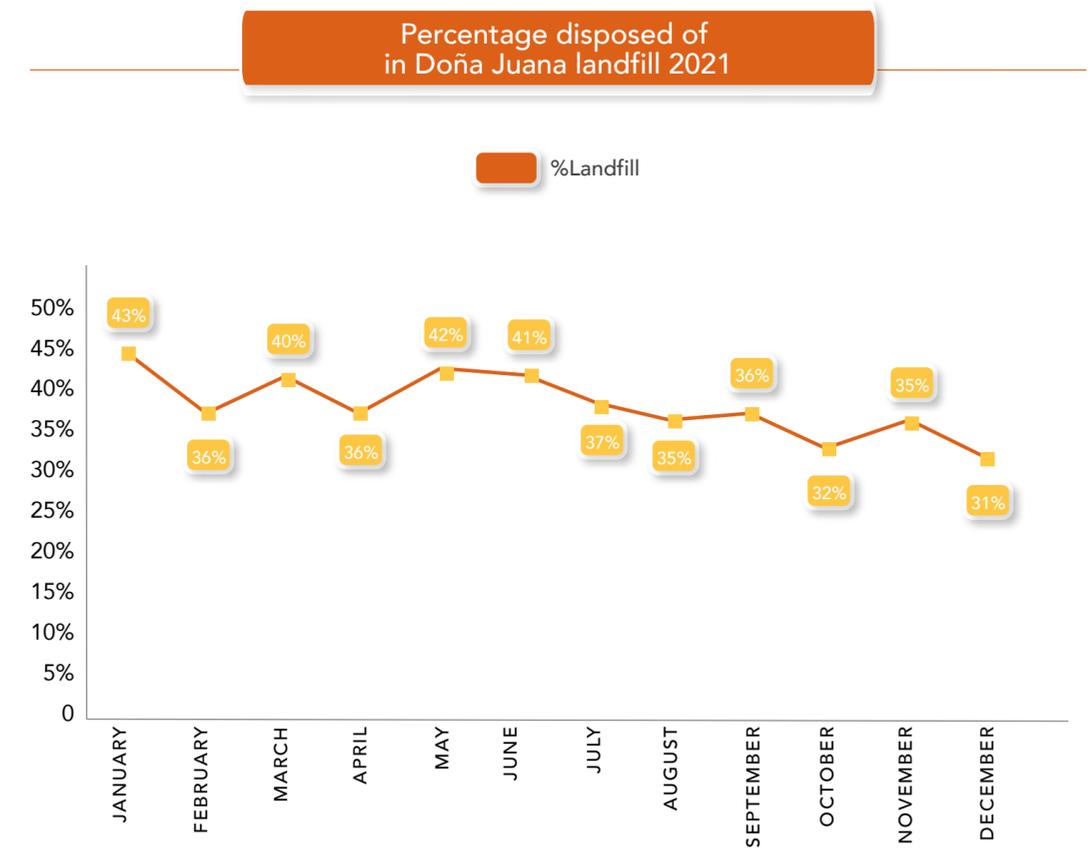
Management of usable waste generated by maintenance

Decrease in the generation and disposal of waste

➔ GRI 103-2, 103-3, 306-2

In 2021, the percentage of solid waste delivered through the Ciudad Limpia SA ESP for final disposal at the Doña Juana landfill was 44%. This percentage decreased compared to 2020 thanks to the strategies established within the SGBC.

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Source: Opain, 2021

Alliances with stakeholders for reusing materials and waste

➔ GRI 103-2, 103-3, 306 -2

Durante el 2021, firmamos y lanzamos nuestras alianzas con Esenttia, ANDI, Acoplásticos, Waste2Worth y la Universidad EAN, que aportarán a la transición hacia la Economía Circular del aeropuerto y del país, reincorporando los materiales aprovechados en nuevas cadenas productivas.

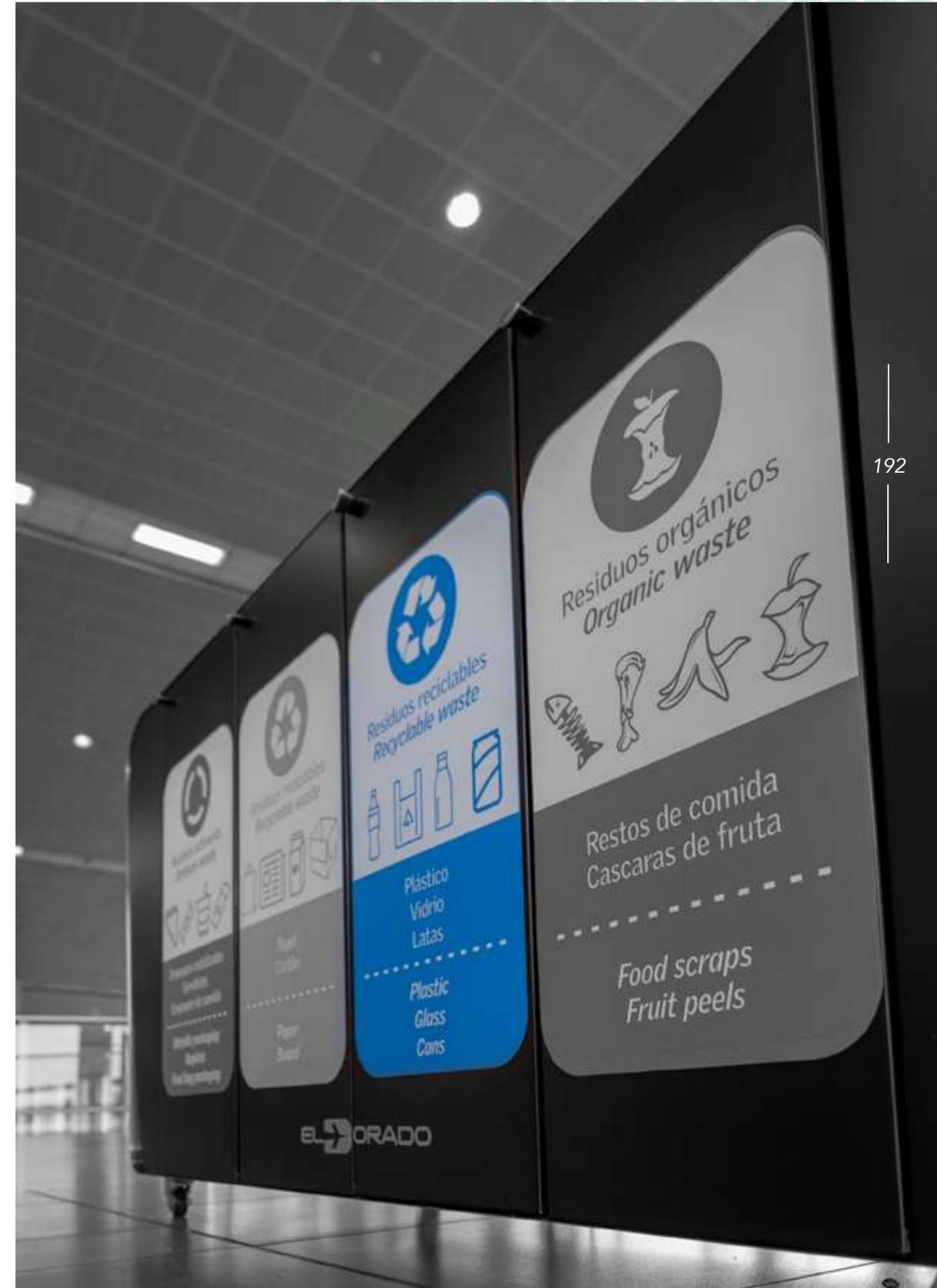
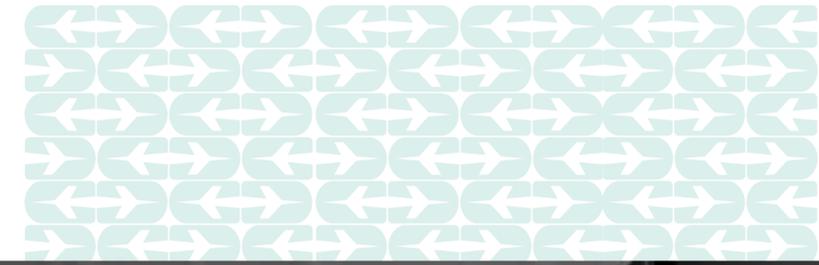
Achievements

➔ GRI 103-2, 103-3



We trained **81,91% of Opain personnel and 4561 persons in the community** were sensitized in order to improve the classification of waste and the proper use of the color code.

Formulation of the Circular Economy Plan for El Dorado International Airport



Facts 2021 that generate value

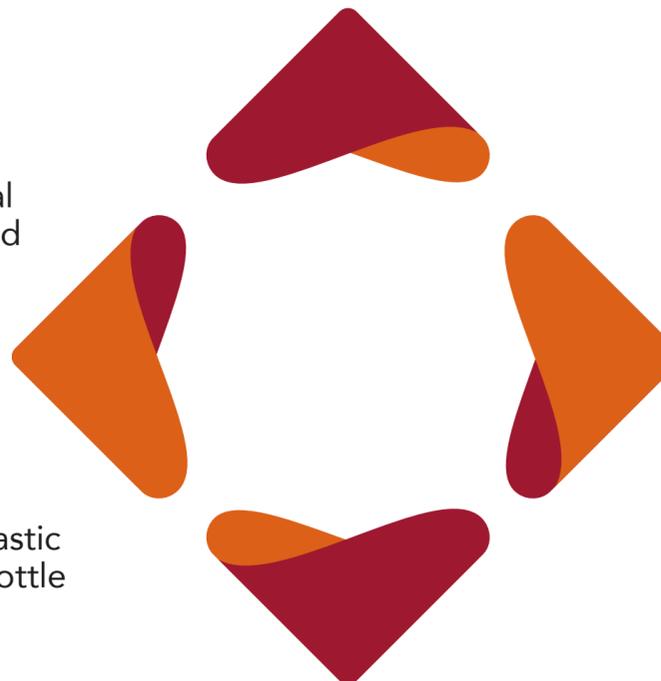
➔ GRI 103-2, 103-38

Recognition by the Ministry of the Environment from the Conexión partnership, established between Opain, and ANDI in order to promote a sustainable business model that integrates the protection and management of natural resources as a differentiating factor in our productivity and competitiveness.

Recognition as Platinum Zero Waste Member by Global Zero Waste for achieving certification in the highest category, gold, for three consecutive years.

We avoided the use of more than 1 million single-use plastic bottles, with a capacity of 591 milliliters, thanks to the bottle refilling point initiative implemented in 2020.

Use of 64% of the waste derived from the operation of the airport.



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Achievements

➔ GRI 103-2, 103-3

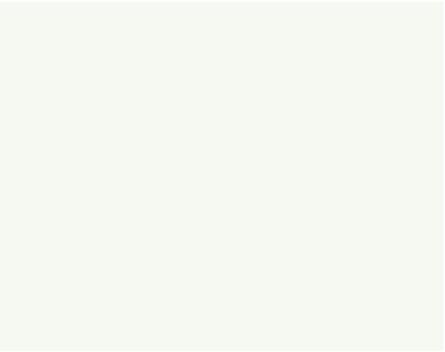
- ➔ By 2023, implement the Neutral Plastic policy at El Dorado Airport.
- ➔ By 2025, increase the use of waste from airport operations to 70%.



Health and safety in airport operations

Occupational Health and Safety Occupational Health and Safety Management (OSH) - includes biosafety

**Care begins
with you**



- Performing 3,520 PCR, Antigen and Antibody tests on our collaborators, through a strategic alliance with the National Institute of Health.
- Creation of the first National Vaccination Spot against COVID-19, in alliance with Compensar.
- Acquisition of 456 vaccines against COVID-19 for the vaccination of employees and their families.
- Accompaniment and psychological support for collaborators, through the Labor Risk Insurer Psychosocial Teleorientation line.
- Vaccination of Influenza, Tetanus and Hepatitis A and B, to 100% of the collaborators.
- Evaluation of ergonomic conditions at the workplace at home, talks on the importance of mental and musculoskeletal health.
- Follow-up and monitoring of personnel with cardiovascular risk, by medical and nutritional recommendations.
- Realization Executive check-ups on Managers and Directors.
- 1,548 inspections carried out in the concession area on Occupational Health and Safety issues.



Governance of health and safety management (committees, participation of management and Board of Directors)

The PRASS (Sustainable Selective Testing, Tracing and Isolation Program) Committee was created, focused mainly on the rapid and timely tracing and isolation of close contacts.

The organization has the advice of the Fundación Santa Fe de Bogotá, experts in health and prevention, who, through the Pandemic Committee, evaluate the new prevention and biosafety strategies to be implemented in El Dorado.



Risk management and measure implementation

Implementation of the software called LISSTOS, for the control and verification of compliance with the Occupational Health and Safety Management System for recurrent Contractors who carry out high-risk activities at the airport.





Initiatives and programs for the management of employee health and safety - includes biosafety



Update of the epidemiological surveillance system for pneumoconiosis due to contact with silica.



Updating of the El Dorado Biosafety Manual.

Initiatives and programs for the management of supplier and contractor health and safety - includes biosafety



The annual OSH performance evaluation for the year 2021 was performed on contractors selected by the procurement area.



The SAFETY, SECURITY & SUSTAINABILITY WEEK - 2021 was elaborated, it included stakeholders, contractors and subcontractors.

Initiatives and programs for the management of user and other stakeholders' health and safety - includes biosafety

Implementation of biosecurity measures to safeguard the safety and health of stakeholders

Updating of **El Dorado Airport Biosafety Manual**.

225 **acrylic walls that serve as protection barriers**, installed at different points where customer service is provided.

10 **portable sinks** in the public area.

10 **pre-security doors** on the national and international docks.

231 **antibacterial gel dispensers** throughout the air terminal.

200 **Cans** in all terminals to dispose biological waste such as face masks and gloves.

33 **UV chambers** for disinfecting security filter trays.

9 **personal protection elements vending machines**.

Continuous disinfection with specialized implements and high-spectrum disinfectants.

Compliance and performance of safety indicators and targets

Health and safety of employees, suppliers and contractors

- ➔ In 2021 the number of **hours worked by our collaborators was 1,142,283.43**, based on these data, we elaborated severity and frequency indexes.
- ➔ Our goal of maintaining **the average frequency index below 0.8 was achieved, with an average value of 0.62, an average severity index less than 1.9 and an average value of 0.84 for the term of 2021.** The above, due in part to the implementation of remote work for some collaborators during different periods of time.
- ➔ In the year there was a serious work accident and 32 events of a minor magnitude were recorded, for a total of 33 accidents.

Achievements

- Renewal of the "SAFEGUARD" biosafety seal granted by the Ministry of Commerce, Industry and Tourism, with the support of ProColombia and Icontec and the "CHECK-IN" seal delivered by the Bureau Veritas certifying entity.
- Accreditation of the Biosafety protocols of El Dorado by the Airports Council International (ACI).
- Development and implementation of Change Management for the entire Comprehensive Management System in order to comply with legal and regulatory requirements against Covid-19.

Facts 2021 that generate value

Study for the timely detection of Covid-19 through PCR tests in asymptomatic workers



First National Vaccination Point against COVID-19 within an air terminal in Colombia, with the aim of continuing to join efforts to accelerate the reactivation of the country

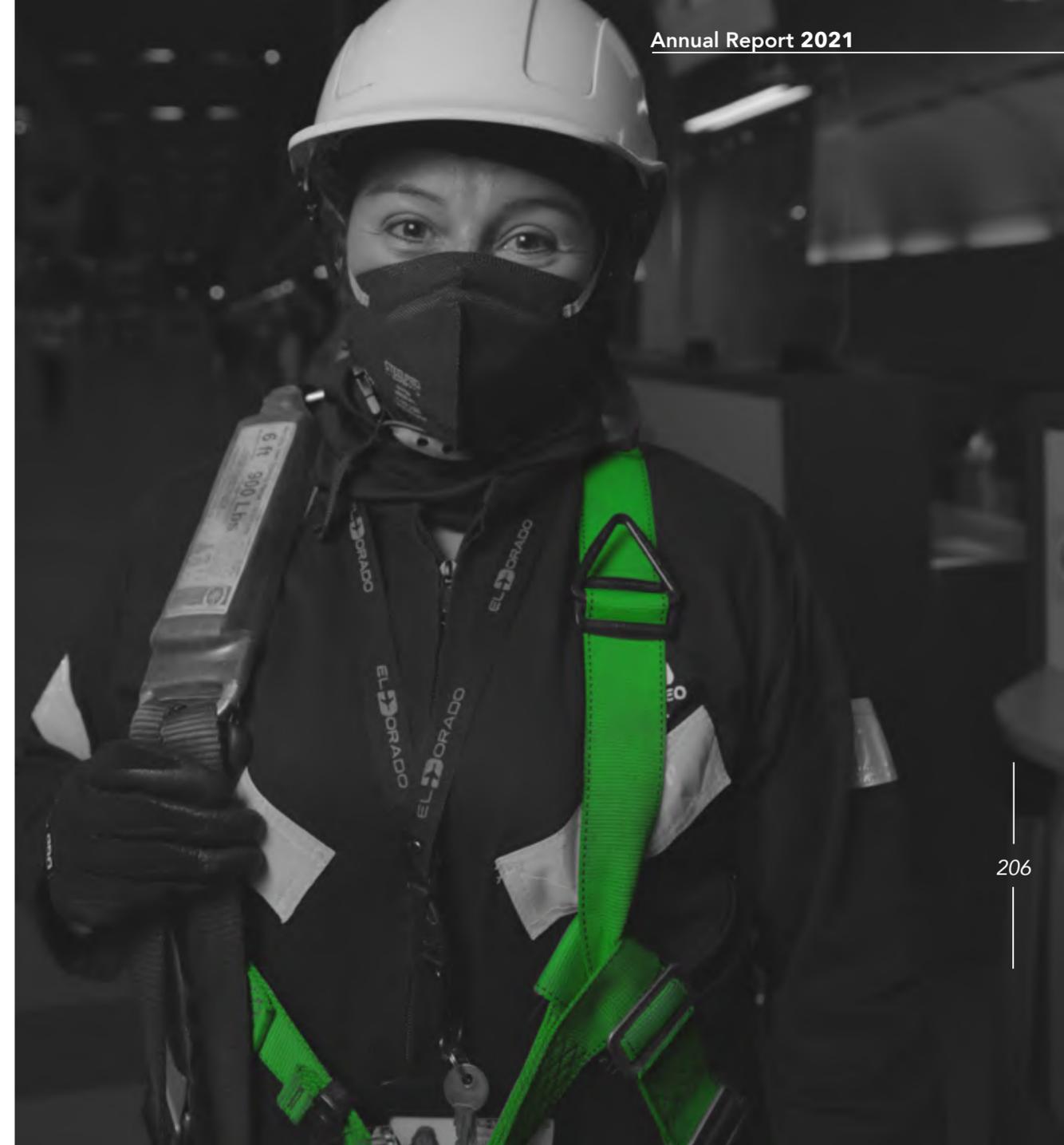
Operational Safety

➔ GRI 103-2, 103-3

Operational Safety is the risk state associated with aviation activities, as related to the operation of aircraft, or that directly support said operation, to be reduced and controlled to an acceptable level.

Through the timely identification of hazards, the evaluation and efficient management of risks, we achieved a year with zero incidents or aviation accidents inherent to operational activities attributable to Opain.

There were no aircraft damages due to collisions with fauna; The effects on air operations due to bird collisions consisted of 77 minutes throughout the year 2021, which correspond to the closure of runways for the confirmation of events or the collection of debris on the runway surface and its safety zones, an activity carried out by part of the supervisors of the maneuvering area, in charge of the Civil Aeronautics Agency.



Operational Safety management governance

➔ GRI 103-2, 103-3

In February 2021, the annual management review, a balance of the organization's SMS implementation reported to senior management that the objectives established by the System and regulatory requirements were met.





Risk management and opportunity measure implementation

➔ GRI 103-2, 103-3

Through the use of Aviplan, specialized software for the design of aerodromes and evaluation of aircraft movement, the following were carried out:

- ➔ Operational simulations to identify hazards and assess the risks inherent in the movement and parking of aircraft.
- ➔ Identification of opportunities to optimize operational spaces.
- ➔ Analysis and simulation of the operation of new types of aircraft.

➔ GRI 103-2, 103-3

Prevention of FOD (Foreign Object Damage): via the training and sensitizing of operations' personnel from the community. The aim is to identify, reduce and/or eliminate the potential dangers that particles and other loose elements may cause in the aircraft's maneuver related area.



Instruction and training program in SMS and Wildlife Control, in order to guarantee operational safety effectiveness.



Wildlife risk management program: in order to prevent incidents and accidents between wildlife and aircraft.



Compliance and performance of operational safety indicators and targets

➔ GRI 103-2, 103-3

Operational security reports mitigated: where the number of reporting's dealt with and closed is compared with the functional areas of Opain with respect to the numberof reports received in that quarter.



Collision Index:
The number of aircraft collisions with fauna (confirmed within the airport) is measured with respect to the total number of operations in the quarter.

Proposed goal
Index less than
0.135
(shocks every 1,000 operations)

Annual average
Index less than
0.104
(shocks every 1,000 operations)





Alliances and synergies for operational safety

➔ GRI 103-2, 103-3

- ➔ Coordination with the SDA – District Secretary of the Environment for the delivery of of wild fauna found in airport facilities.
- ➔ Participatory support of the Civil Aeronautics Agency Accident and Incident Investigation Group (GRIAA) in the 2021 safety week.
- ➔ Continuation of the direct coordination of passive control activities for fauna with a contractor of the Civil Aeronautics Agency and external wildlife diagnostic group.
- ➔ Participation in the national inter-institutional committee for the prevention of bird and fauna dangers, summoned by the Civil Aeronautics Agency.
- ➔ SMS and Fauna airport committee led by Opain.
- ➔ Participation of the regional committee of Operational Safety ACI-LAC International Council of Airports Latin America and the Caribbean region.
- ➔ Annual participation in CARSAMPAF (Committee of avian danger and fauna in the Caribbean and South America).

Achievements

➔ GRI 103-2, 103-3

- Participation in the creation of the Bird Hazard and Fauna Subcommittee attached to the ACI-LAC Regional Safety Committee (founding members).
- Participation as guest speakers at the 2021 Operational Safety Week of Grupo Aeroportuario del Pacífico –GAP (Mexico).
- Successful implementation of a new active control system for birds, through the use of remotely activated locally manufactured pyrotechnics. This implies a lower risk for the operation of the system, a lower acquisition cost (elimination of import costs of 67%) and greater efficiency.
- Successful implementation of a new passive control system, through the use of an artificial Curlew lure, carrying out biological analysis of its effectiveness.
- Based on the results of the operational safety survey, the channels that OPAIN has for communication and operational safety reporting were communicated to the airport's community, where pavement repairs were organized in the maintenance area for the airport service roads.



Challenges to our management 2021

➔ GRI 103-2, 103-3

Conducting an operational safety survey in the community, through a virtual tool.

Maintain awareness levels about operational risks, due to the constant rotation of operational personnel in the airside airport community, in order to control the inherent risks.

Investigate the abundance and richness of birds related to the vegetative state of the airport's bodies of water.

Maintain security personnel in charge of controlling the airport's perimeter with situational awareness of a presence of domestic fauna that can affect the operation, through constant awareness, reducing the intrusion of domestic fauna throughout the year.

Mitigate the impact on the operation due to escapes of domestic fauna from crates and aircraft holds through awareness bulletins, training for the airport community and communications addressed to all airlines involved in events.



Future

Migrate to the PowerBI system the reports, measurement and analysis of data generated in the implementation of the SMS for those cases that are considered pertinent.

Airport security

From the airport security area, we prevent acts of illegal interference that affect the operation of El Dorado Airport.

During 2021:



We inspected
9'008.808
passengers and their items

(Each security line has the capacity to process **120 passengers/hour**)



We detected
735.107
prohibited items

in the security filters, during the inspection processes in which were detected.



We issued
48.582
aces permits

for personnel who carry out different activities in public, controlled and restricted areas.



We issued
87
communications

on airport security to different companies and airport authorities, with the participation of

4.126
persons

Airport Security management



Performed
6 committees related to
Airport security

21 committees related to
extraordinary intelligence
the latter assesses local problems that may affect the continuity of the airport's operation.



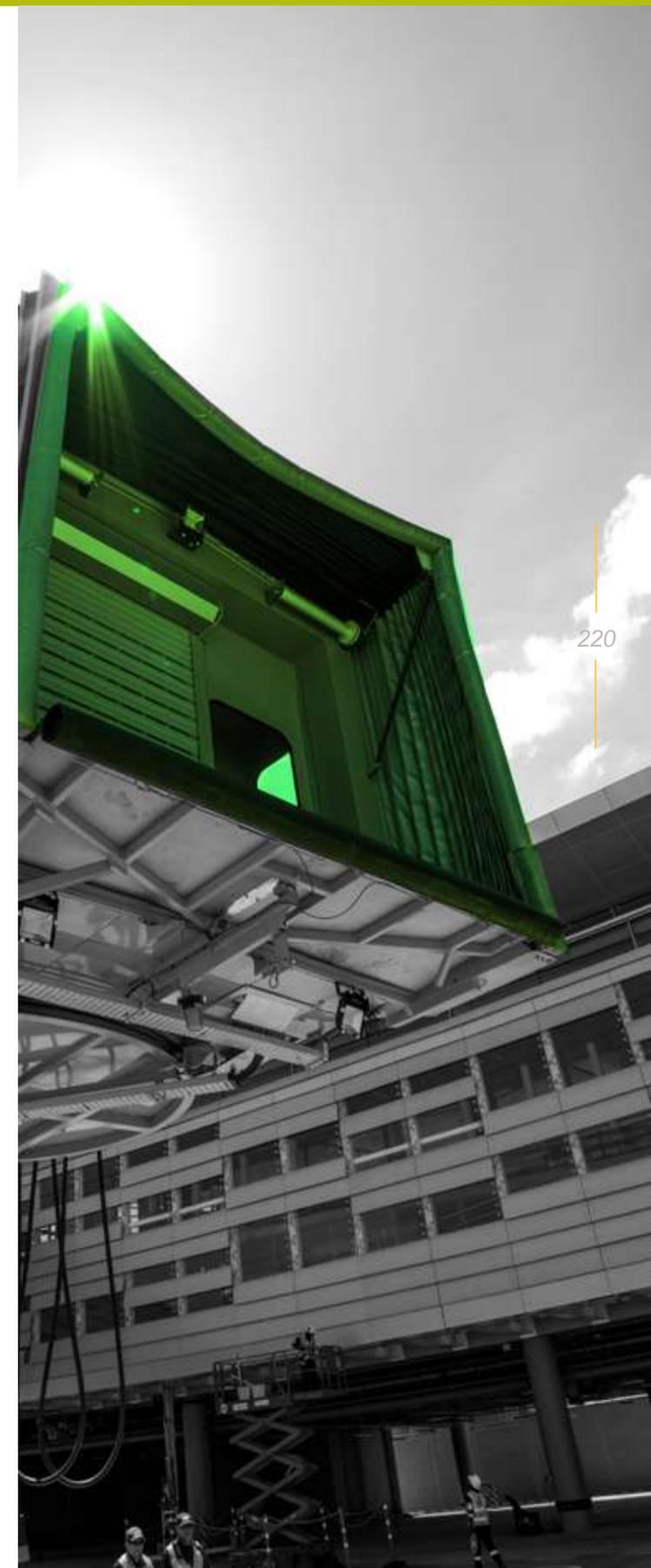
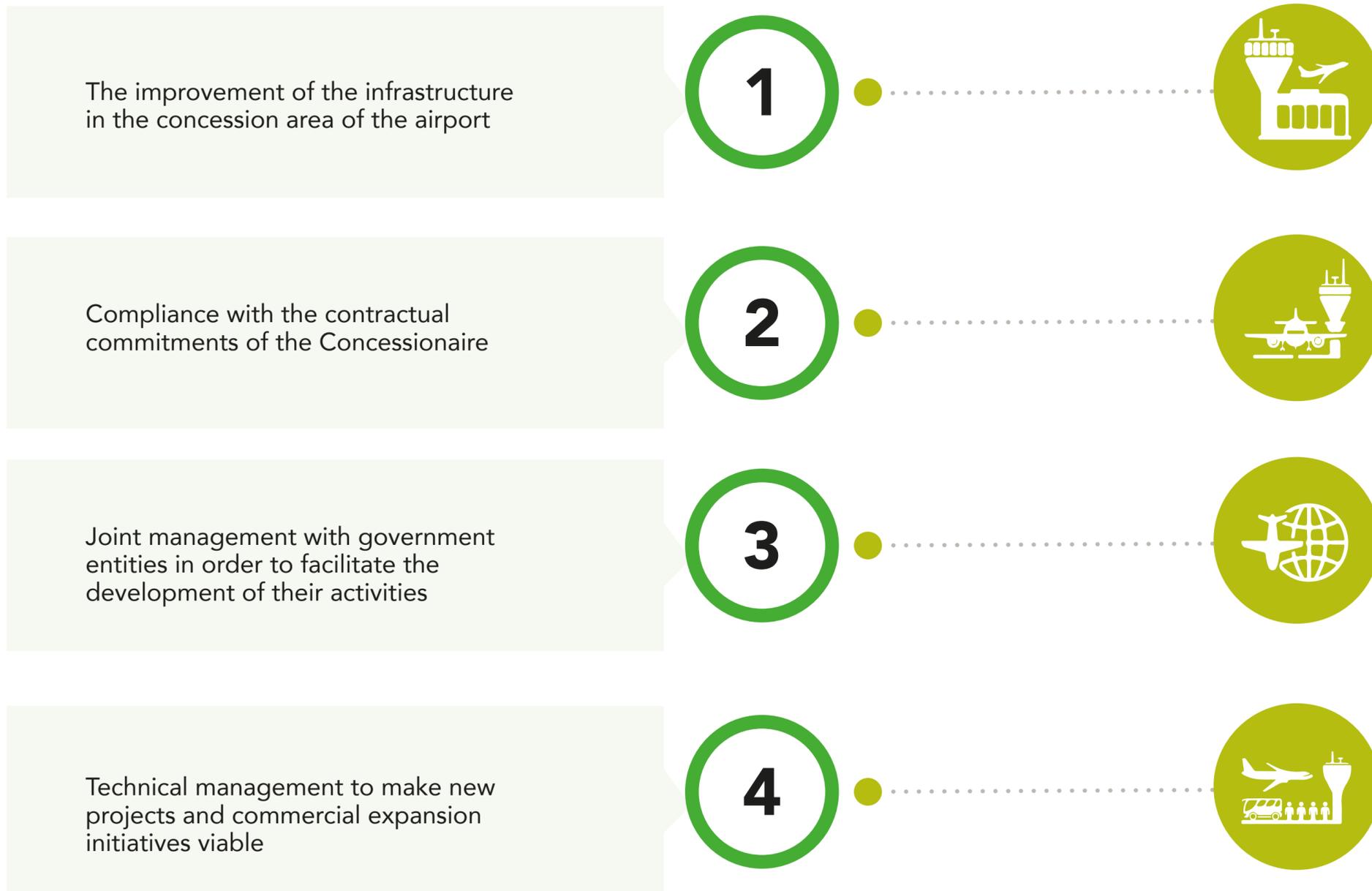
We performed
2 drills

in 2021, one theoretical and one practical, through these exercises the response times and the coordination of the authorities to handle an event of an act of illegal interference.

Infrastructure

Planning, design and construction

Throughout 2021, the Project Management for Infrastructure developed several project lines framed for:





Infrastructure Improvement in the concession's area

Projects

Improvement works

- ➔ In the parking lots of the T1 Passenger Terminal, civil and electrical works projects and the installation of pergolas were developed, works in which \$100 million pesos were invested.
- ➔ In the month of December 2021, the construction of the CATAM Tunnel Drainage Mitigation work began, valued at \$99 million. It is estimated that the execution will be completed in the first quarter of 2022.
- ➔ In December 2021, the project to implement breastfeeding cabins in Terminal 1 began.

Construction of sludge drying beds

\$537 Million

Rest Room Operations

\$266 Million

Adaptation for new commercial areas

\$210 Million

Financial Audit Adjustments

\$58 Million

Parking lot drains CISA 103

\$72 Million

Adaptation of Lost Objects Office T1

\$38 Million

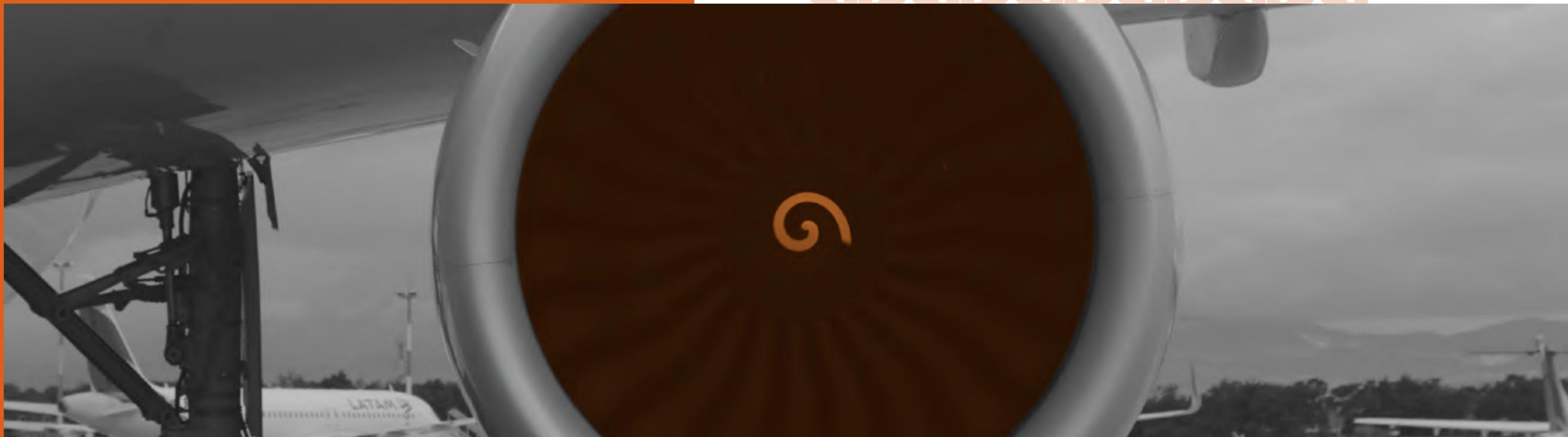
Management with Government Entities

As part of the collaboration with the authorities, the delivery of new bailment areas in the T1 Passenger Terminal to the Anti-Narcotics Directorate (DIRAN) of the National Police done jointly with the legal area (371.69 m2). The delivery of new office spaces to the DIAN National Tax and Customs Directorate in the administrative cargo center (423.77 m2) and the restitution of 377.40 m2 corresponding to the warehouse and postal traffic office in the cargo terminal. In the same way, the spaces assigned to the District Secretariat of the Environment SDA and the National Institute for the Surveillance of Medicines and Food INVIMA were improved.

Similarly, as a result of the Memorandum of Understanding between the Police and OPAIN, two (2) infrastructure adaptation projects were developed in the 'caniles' areas and Airport Police with an investment of \$333 M COP.

Achievements 2021

- Initial designs and works for flood solution at the CATAM Tunnel.
- Allocation of new spaces so that the authorities can exercise their functions within the Concessioned area.
- Lead the technical viability and adaptations for the materialization of new commercial initiatives in T1.



Projects for validity 2022

Decommissioning of lagoons.

Grease traps at Terminal 2 and the Cargo Terminal.

Accessibility adjustments.

Road safety improvements on airside service roads.

Reactivation of T2 reconfiguration project (TPA).

Design, construction and fitting out new Opain offices in T1.

Separation of electrical networks, voice and data.



2021 Annual
report

THE YEAR OF REACTIVATION

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