

SUSTAINABILITY REPORT

2017

About this sustainability report

G4-3, G4-5, G4-13, G4-17, G4-22, G4-23, G4-28, G4-29, G4-30, G4-31, G4-33

Grupo Aeroportuario del Centro Norte, S.A.B. de C.V., presents its 2017 sustainability report with information concerning economic, social, environmental, and corporate governance performance of its 13 airports operated in Mexico.

The contents of this document includes the period from January 1 to December 31, 2017, however, it does not include operations of the NH Hotel in Terminal 2 of the International Airport of Mexico City, Hotel Hilton Garden Inn in the International Airport of Monterrey, OMA-VYNMSA Aero Industrial Park, and OMA Cargo, except in cases mentioned.

During this period there was no reformulation of quantitative data or modifications in the presented calculations.

This report has been prepared following the guide of the Global Reporting Initiative (GRI) in its G4 version, complying with the essential compliance.

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SUSTAINABILITY REPORT

“Coming together is the beginning; keeping together is progress; working together is success”.

Henry Ford

1. THIS IS OMA

G4-3, G4-4, G4-5, G4-6, G4-7, G4-8, G4-56

In Grupo Aeroportuario del Centro Norte (OMA) we have the commitment to be an engine that drives Mexico through the transformation of the headquarters of our airports in airport cities that meet the demands of users and passengers, while at the same time generating benefits for the communities and environment in which we are present, as well as for our other stakeholders.

Grupo Aeroportuario del Centro Norte, also known as OMA, is defined as a company that operates and manages the concession of 13 airports within the North-Center region of Mexico. In addition, OMA also manages the Hotel NH Collection located inside Terminal 2 of Mexico City's International Airport and Hotel Hilton Garden Inn located in Monterrey's International Airport.

SOLID STRATEGY FOCUSED ON:



By conviction, we have gone beyond our duty to transform our airports by merging safety, quality of services and infrastructure to satisfy the most demanding users and passengers. In this way, we can demonstrate our conviction for innovation, diversify our services offered and be a good neighbor in the communities where we are present.

Mission

Develop airports with world class infrastructure, services and security that satisfy the needs of our customers and encourage our sustainable development. Generate social, economic and human value is one of our priorities. The values that govern our daily operations are transformed into an organizational culture that experience our convictions.

Vision

Be the leading airport group in Mexico in the creation of value for the airport industry, its staff and shareholders.

OMA VALUE PROPOSITION:

High potential airports and businesses portfolio
Sustained growth of passengers
Successful diversification and trade strategies
Quality infrastructure
Solid financial performance
Commitment with sustainability and security
Experienced working team



AIRPORT SURFACES 2017				
Nomenclature	Airport	KM2	*Hectares	**Lenght of tracks
ACA	Acapulco	4,487	448.7	Main: 3,300 m x 45 m
				Second: 1,700 m x 35 m
CJS	Ciudad Juárez	3,811	381.1	Main: 2,700 m x 45 m
				Second: 1,750 m x 30 m
CUL	Culiacan	2,943	294.3	Main: 2,300 m x 45 m
CUU	Chihuahua	9,214	921.4	Main: 2,600 m x 45 m
				Second: 2,420 m x 45 m
				Third: 1,100 m x 30 m
DGO	Durango	5,522	552.1	Main: 2,900 m x 45 m
MTY	Monterrey	8,210	820.1	Main: 3,000 m x 45 m
				Second: 1,800 m x 30 m
MZT	Mazatlan	4,584	458.4	Main: 2,700 m x 60 m
REX	Reynosa	4,181	418.0	Main: 1,900 m x 45 m
SLP	San Luis Potosi	5,198	519.8	Main: 3,000 m x 45 m
				Second: 1,000 m x 30 m
TAM	Tampico	3,917	391.7	Main: 2,550 m x 45 m
				Second: 1,300 m x 30 m
				Third: 1,200 m x 30 m
TRC	Torreon	3,641	364.1	Main: 2,750 m x 45 m
				Second: 1,740 m x 30 m
ZCL	Zacatecas	2,164	216.4	Main: 3,000 x 45 m
ZIH	Zihuatanejo	5,586	558.6	Main: 2,500 m x 60 m

* Total airport surface according to the Concession Certificate issued by the Department of Communications and Transports (SCT).

** Dimensions according to the Aeronautical Information Publication (AIP) issued by the Mexican Airspace Navigation Services (SENEAM-SCT).

An event of great importance took place during 2017 was the cancellation of 6,229,027 Series B shares.

SHARES			
CONOISA percentage		SETA	
Serie B		Series B	
Total CONOISA	7,516,377	Total Series B	-
	1.91%		0.00%
Total CONOISA	7,516,377	Series BB	
	1.91%	Total Series BB	49,766,000
			12.64%
		Total SETA	49,766,000
			12.64%
Float y Acciones Recompadas			
	Serie B		
	Float in BMV	288,615,473	
		73.30%	
	Float in NASDAQ	47,548,616	
		12.08%	
	Treasury stocks until December 31, 2017	324,507	
		0.08%	
	Total Float and repurchased shares	336,488,596	
		85.45%	
	Total OMA shares	393,770,973	
		100%	

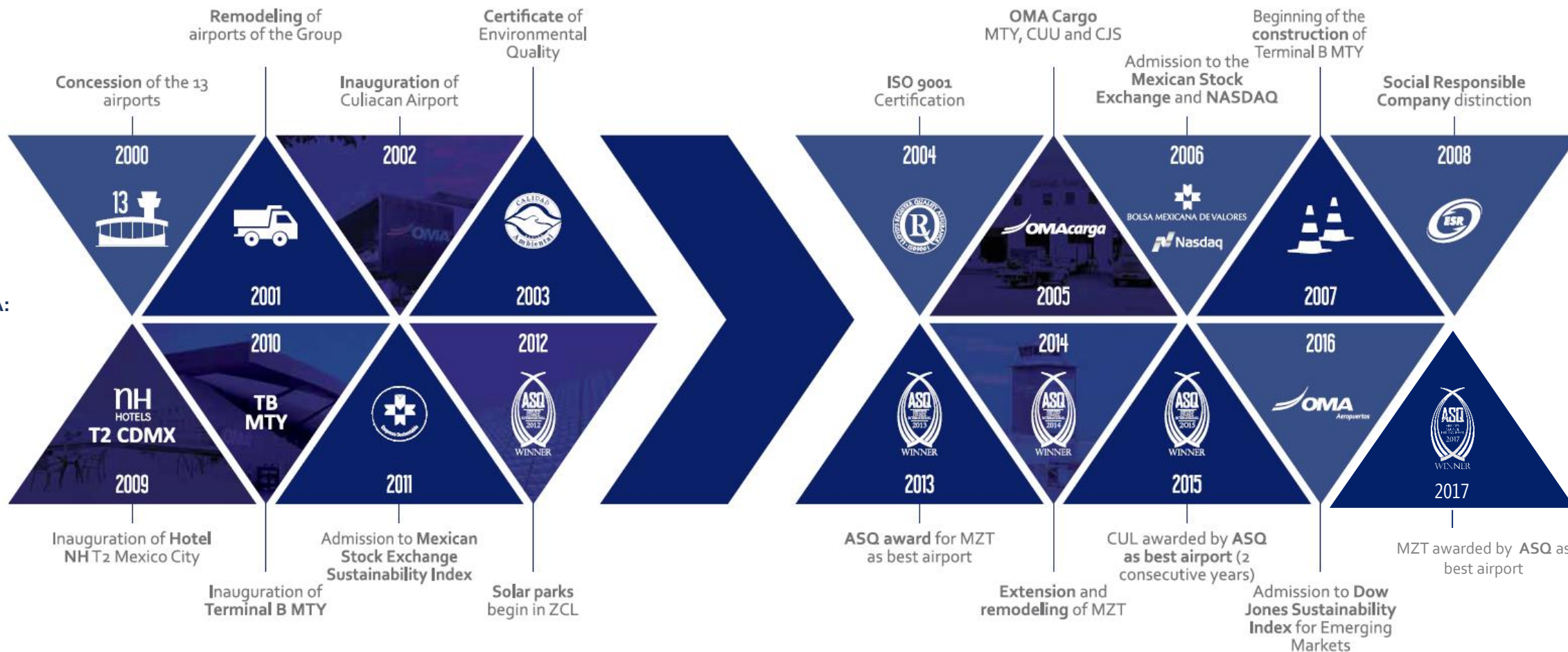
**TOTAL OMA
SHARES
393,770,973
100.00%**

Controladora de Operaciones de Infraestructura, S.A. de C.V., is a subsidiary of Empresas ICA and is the company that merged with Aeroinvest, S.A. de C.V., which is the surviving company.

SUBSIDIARIES OF GRUPO AEROPORTUARIO DEL CENTRO NORTE			
Airport Services			December 31, 2017
 OMA Aeropuerto de Acapulco	 OMA Aeropuerto de Mazatlán	 OMA Aeropuerto de Tampico	100%
 OMA Aeropuerto de Cd. Juárez	 OMA Aeropuerto de Monterrey	 OMA Aeropuerto de Torreón	
 OMA Aeropuerto de Chihuahua	 OMA Aeropuerto de Reynosa	 OMA Aeropuerto de Zacatecas	
 OMA Aeropuerto de Culiacán	 OMA Aeropuerto de San Luis Potosí	 OMA Aeropuerto de Zihuatanejo	
 OMA Aeropuerto de Durango			
Corporate			31 de diciembre de 2017
Operadora de Aeropuertos del Centro Norte, S. A. de C.V. Servicios Aeroportuarios del Centro Norte, S.A. de C.V. Servicios Aero Especializados del Centro Norte, S.A. de C.V. OMA Logística, S.A. de C.V. (1) Holding Consorcio Grupo Hotelero T2, S.A. de C.V. (2)			100%

(1) Includes subsidiaries with an equity interest in: OMA VYNMSA Aero Industrial Park, S.A. de C.V., with 51%; Consorcio Hotelero Aeropuerto de Monterrey, S.A.P.I de C.V., with 85%; and Servicios Hoteleros Aeropuerto de Monterrey, S.A. de C.V., with 85% (entity incorporated in January 2015).
(2) Provides hospitality services and includes its subsidiaries: Servicios Complementarios del Centro Norte, S. A. de C. V., and Servicios Corporativos Terminal T2, S.A. de C.V., with 100% of the shares, and Consorcio Grupo Hotelero T2, S. A. de C. V., with 90% of the shares.

THIS IS OMA:
17 years



Grupo Aeroportuario Centro Norte, S.A.B. de C.V., celebrated its tenth anniversary as a Public Company after being part of the Mexican Stock Market and the New York Stock Exchange Nasdaq.

During this period OMA has worked in different lines of action with the objective of growing comprehensively, promoting connectivity of destinations where there is presence, creating quality infrastructure, and improving passenger experience, all under a sustainable framework that promotes economic, social environmental balance.

OMA continues forming part of the Dow Jones Sustainability Index of Emerging Markets (DJSI). This Index is the highest standard in terms of corporate sustainability and is based on the analysis of financial, environmental, social, and corporate governance information. This reaffirms the commitment and dedication that the company provides to contribute in a sustainable way in the communities that has presence.

We share with our stakeholders, relevant sustainable facts that reflect the development of OMA and its workforce:



Passengers

332,352 performed operations.

19,662,014 million passengers; 4.8% increase versus 2016.

98,634 tons of cargo transported.

1a. Services

G4-4, G4-8

In each of our 13 airports, OMA offers complementary, commercial and airport services with the objective of providing users and passengers an enjoyable stay that meet their needs and exceed their expectations.

Airport and complimentary services address the needs of direct customers and are all that we offer as part of the concession, as well as complimentary. While commercial services focus on the needs of our users, visitors and passengers during their stay in any of OMA's facilities.

AIRPORT SERVICES

COMPLEMENTARY SERVICES



Parking of aircraft on platform


Lease of hangars


Cooling of brakes

E Parking


Security and surveillance of aircraft, luggage, cargo and mail


Airline operation facilities and complementary services providers.


 Urgent medical attention and paramedic vehicle

 Flight information

 Counters and spaces for the sale of tickets

 Use of the terminal facilities

 Passenger and hand luggage check-up


 Security and surveillance

 Sanitary services

Washing of asphalt for fuel and lubricant spillage

Unused aircraft withdrawal

 ARFF (Airport Rescue and Firefighting Division)

 Landing and take-off

COMMERCIAL SERVICES



Advertising spaces and
screen information



Restaurants



Ubicanos
en Sala de
Última Espera



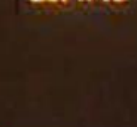
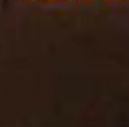
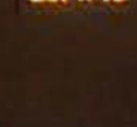
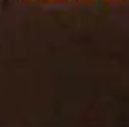
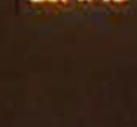
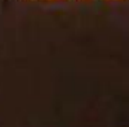
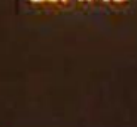
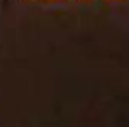
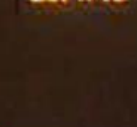
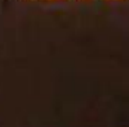
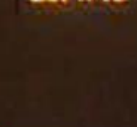
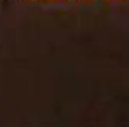
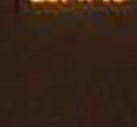
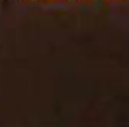
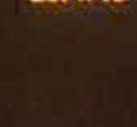
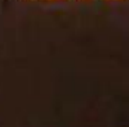
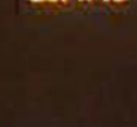
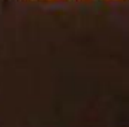
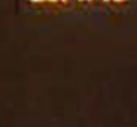
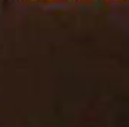
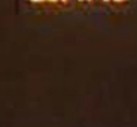
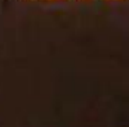
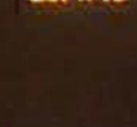
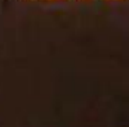
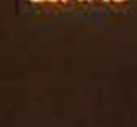
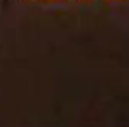
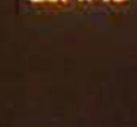
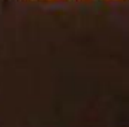
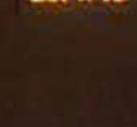
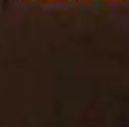
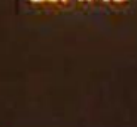
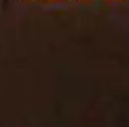
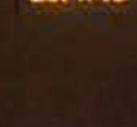
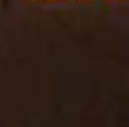
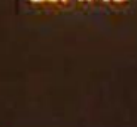
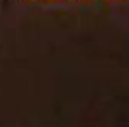
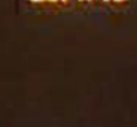
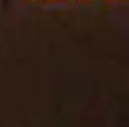
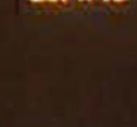
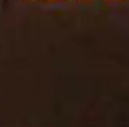
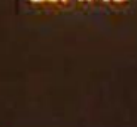
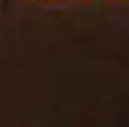
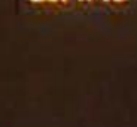
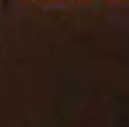
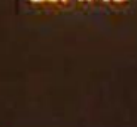
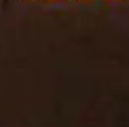
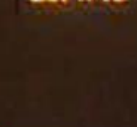
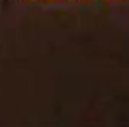
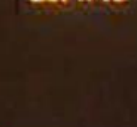
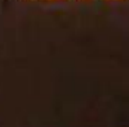
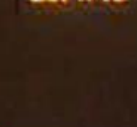
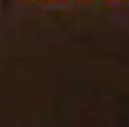
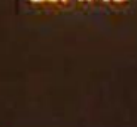
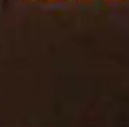
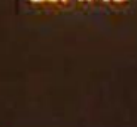
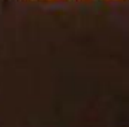
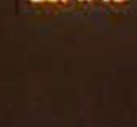
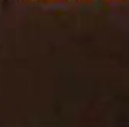
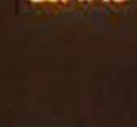
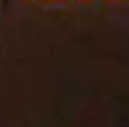
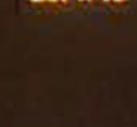
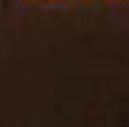
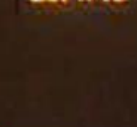
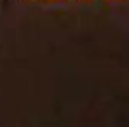
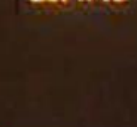
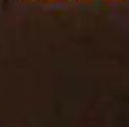
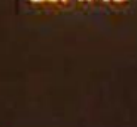
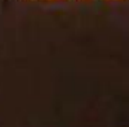
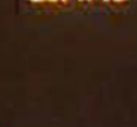
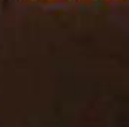
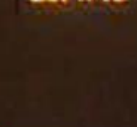
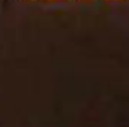
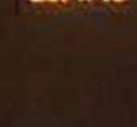
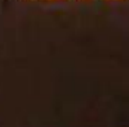
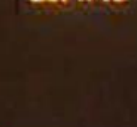
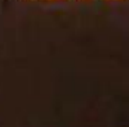
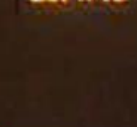
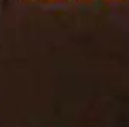
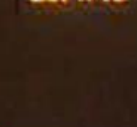
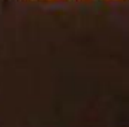
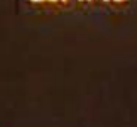
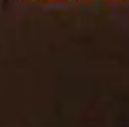
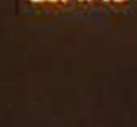
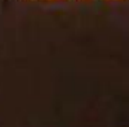
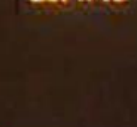
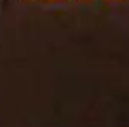
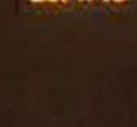
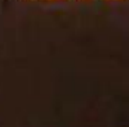
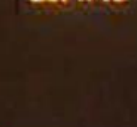
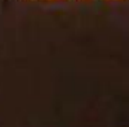
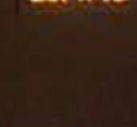
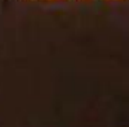
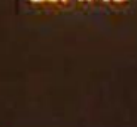
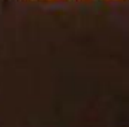
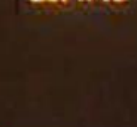
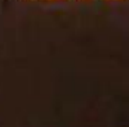
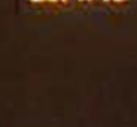
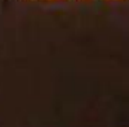
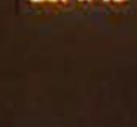
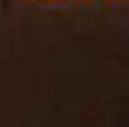
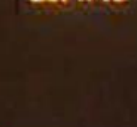
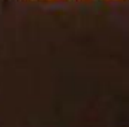
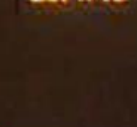
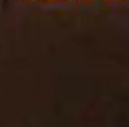
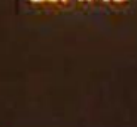
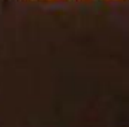
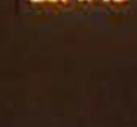
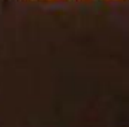
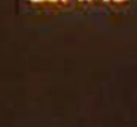
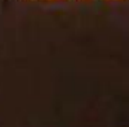
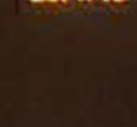
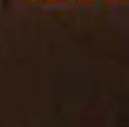
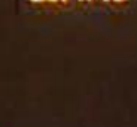
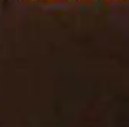
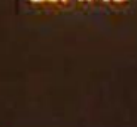
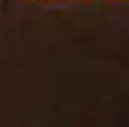
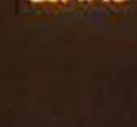
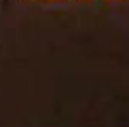
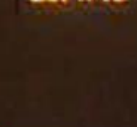
Banks



Car rental



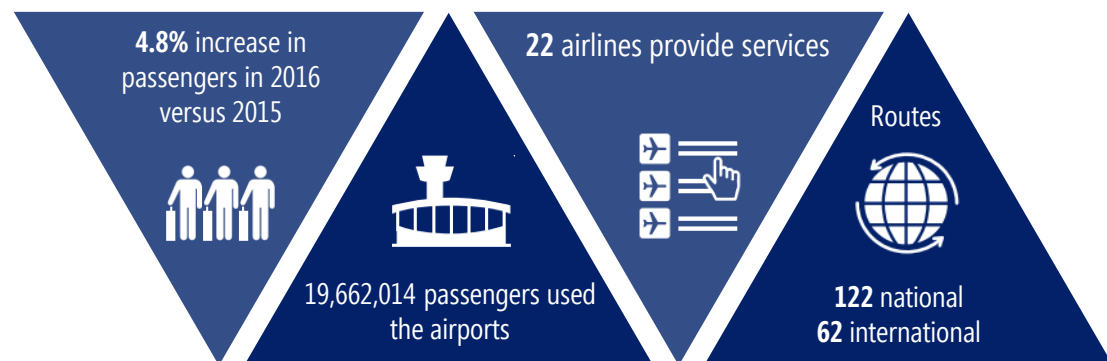
Commercial spaces



2017 Economic Performance

G4-EC1, G4-A01, G4-A02

In OMA we recognize that in order to provide the best service to users and passengers, as well as to generate value to our shareholders, business partners and other stakeholders, it is crucial to ensure the sustainability of the business over time. During 2017, we recorded outstanding outcomes that were possible thanks to the development and efficient management of all our resources.



TERMINAL PASSENGERS BY ORIGIN AND DESTINATION 2015 - 2017

<i>Terminal passengers</i>	<i>2015</i>	<i>2016</i>	<i>2017</i>
National	14,551,000	16,387,946	17,219,950
International	2,371,143	2,375,692	2,442,064
Total	16,922,143	18,763,638	19,662,014

TERMINAL PASSENGERS BY ARRIVALS AND DEPARTURES 2017

<i>Terminal passengers</i>	<i>National</i>	<i>International</i>	<i>Total</i>
Arrivals	8,753,445	1,088,333	9,841,778
Departures	8,466,505	1,353,731	9,820,236
Total	17,219,950	2,442,064	19,662,014

OPERATIONS 2015-2017

	<i>2015</i>	<i>2016</i>	<i>2017</i>
National	297,285	311,975	288,285
International	47,771	46,386	44,067
Total	345,056	358,361	332,352

OPERATIONS BY AVIATION TYPE 2017

Commercial aviation	219,818
Non-regular aviation	44,645
General aviation	67,889
Total	332,352

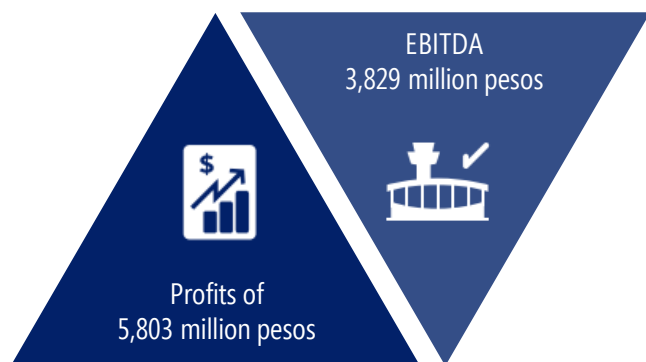
PASSENGERS BY AIRPORT USE 2017

<i>PAX</i>	<i>Origin and destination</i>	<i>Transfer</i>	<i>In transit</i>	<i>TOTAL</i>
Arrivals	17,047,219	172,731	92,108	17,312,058
Departures	2,398,078	43,986	19,792	2,461,856
Total	19,445,297	216,717	111,900	19,773,914

OMA's economic performance contributes in a positive way in the economic situation of its stakeholders, and in the local, national and international environment.

Its operations impact, in the economic well-being of individuals and society, as well as to the 1,000 employees and to the shareholders.

OMA's strong financial position reflect confidence in our customers and as a sustainable company with a healthy operational scheme.



OPERATIONS 2015-2017				
	Concept	2015	2016	2017
Direct economic value generated	Income	4,493	5,550	7,130
Economic value distributed	Operative cost	2,456	2,767	3,891
	Salaries and social benefits for employees	495	515	531
	Community investments	0.37	0.24	2.6
	Government payments (gross tax rates)	44	25	16
	Taxes incurred and deferred	512	747	813
	Payment to financiers	288	160	289
Economic value retained	Direct economic value generated MINUS economic value distributed	1,237	1,876	2,137

OMA's full economic performance is presented in the Annual Report 2017.
Please visit: www.oma.aero



“Ask not what your teammates can do for you. Ask what you can do for your teammates”.

Earvin Johnson

1b. Diversification

G4-A03

In OMA we know that in order to generate the greatest benefit for our shareholders and investors, we have to maintain ourselves a step forward regarding the diversity of our services provided. For this reason, we constantly attend new business opportunities that capitalize on our profitability.

Currently, besides operating airports, in OMA we offer logistic, hotel and real estate services through OMA Cargo, hotels NH Collection and Hilton Garden Inn, as well as through OMA-VYNMSA Aero Industrial Park respectively.

In what refers to Ground Freight, the business takes advantage of the custom rules that allow the transfer of goods from one customs site to another. This method develops strong growth and allows to import and export via land with the following benefits:

- Diversification of the main HUBs.
- Excess dimension operations.
- High volume operations.
- Greater coverage in regions for international cargo.

TOTAL AMOUNT OF TONNAGE IN 2017			
<i>Cargo</i>	<i>Arrivals</i>	<i>Departures</i>	<i>Total</i>
Cargo flights	32,787	35,144	67,931
Commercial flights	11,085	6,488	17,572
General aviation flights	6,081	7,050	13,131
Total	49,953	48,682	98,634

TOTAL AMOUNT OF TONNAGE IN 2015-2017			
<i>Type of flight</i>	<i>2015</i>	<i>2016</i>	<i>2017</i>
Cargo flights (tons)	62,392	62,722	67,931
Commercial flights (tons)	16,112	17,178	17,572
General aviation flights (tons)	7,899	12,313	13,131

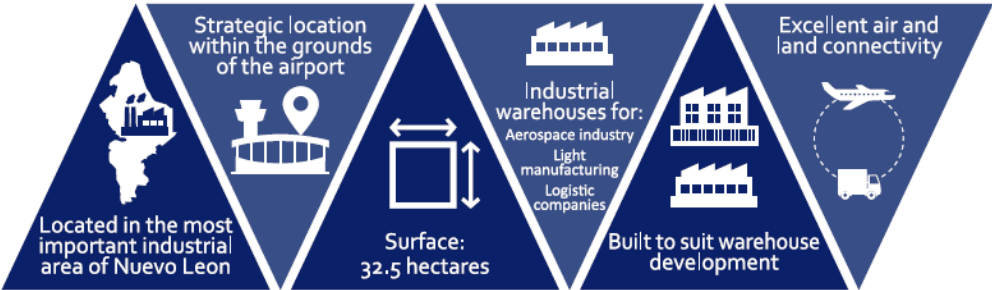
We operate Hotel NH Collection located inside Terminal 2 of Mexico City International Airport and Hotel Hilton Garden Inn located in the International Airport of Monterrey, that registered an average **86%** and **76%** occupation rate respectively during 2017.



HOTEL NH AVERAGE INCOME AND OCCUPATION		
Year	Income (million pesos)	Occupation percentage
2015	212	80
2016	226	79
2017	249	86

HOTEL HILTON GARDEN INN AVERAGE INCOME AND OCCUPATION		
Year	Income (million pesos)	Occupation percentage
2015	16	48
2016	83	73
2017	91	76

We also offer industrial inventory warehouses and *built to suit* projects through **OMA-VYNMSA Aero Industrial Park**, the first industrial park of the Group, located under the perimeter of Monterrey’s airport.



Likewise, with the objective of ensuring our users and passengers the best experience, we created spaces for companies that offer products and services related to aviation. In the exterior of Terminal A of the airport of Monterrey we have commercial premises and offices for leasing through Strip Mall, as well as offices in our Cargo City project as the center of operations for cargo agents.

At the airports of Monterrey and Tampico we have fuel stations, maintaining ourselves in the search of new commercial offerings.

1c. Infrastructure

G4-8, G4-9, G4-EC7

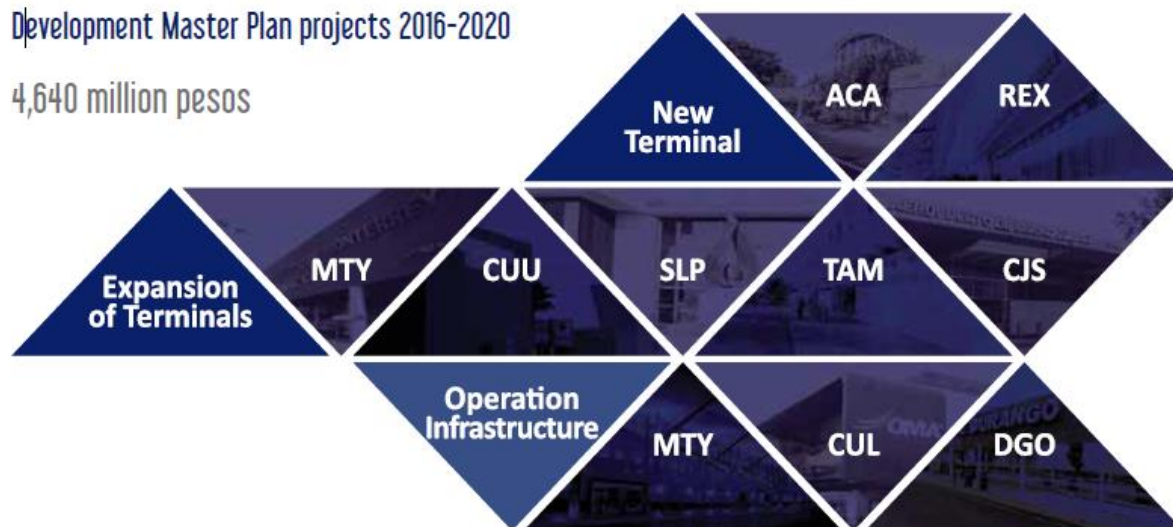
Committed to To fully satisfy the needs of our users and passengers, and provide pleasing travel experiences, our 13 airports have the appropriate infrastructure and the highest standards for safety, operation and quality.

To sustain this commitment, every five years we develop a Development Master Plan (DMP) that contemplates the investments to maintain, improve or develop the required infrastructure at each terminal, which are calculated with a projection of passengers and operations.

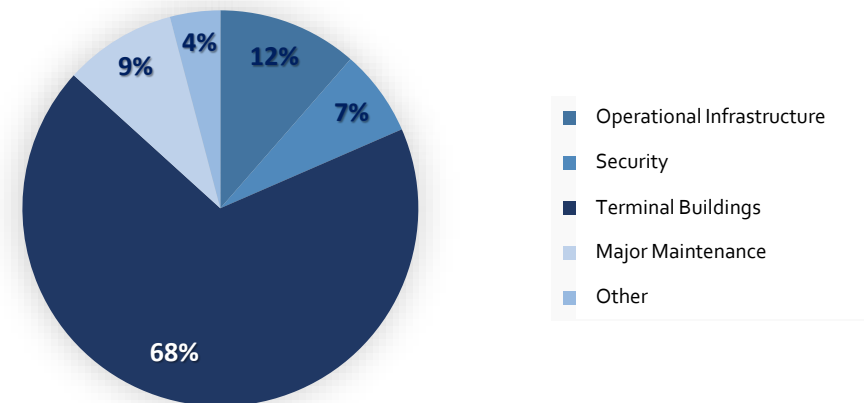
This plan is reviewed and authorized by the General Department of Civil Aviation of the Department of Communications and Transports (SCT).

Development Master Plan projects 2016-2020

4,640 million pesos



Distribution of the Development Master Plan 2017 by category



TERMINAL BUILDING INVESTMENTS			
<i>Airport</i>	<i>Project</i>	<i>Estimated investment (million pesos)</i>	<i>Passenger capacity (millions)</i>
Acapulco	New terminal building	589	1.3
Chihuahua	Extension and remodeling	308	1.7
San Luis Potosi	Extension and remodeling	400	1.2
Reynosa	New terminal building	302	1
Monterrey	Terminal B Extension	120	1
Tampico	Terminal extension	178	1.1

INFRASTRUCTURE INVESTMENTS 2013-2017 (million pesos)	
2013	886
2014	833
2015	431
2016	1,451
2017	1,536

2017 INFRASTRUCTURE INVESTMENT			
Investment	Million pesos	Total investment %	Airports
Operational Infrastructure	175.4	11%	CUL, CUU, MTY, REX
Security	108.3	7%	ACA, MZT, MTY, SLP, TAM
Terminal building constructions	1,048.4	68%	ACA, CUU, MTY, REX, SLP, TAM ZIH
Major maintenance	140.8	9%	CUU, MTY, REX, SLP
Other	63.1	4%	ACA, CUU, SLP, TAM
TOTAL	1,536	100%	

1d. Quality and Customer Service

G4-PR1, G4-PR2, G4-PR5

Today, the airports have become multifunctional travel centers where a wide range of services are offered, a large number of companies and suppliers coexist, while at the same time millions of passengers converge, and all with one expectation: that their needs are met with high levels of service.

The measurement of customer service is a key process, which has evolved over time. The main objective we pursue is to hear the point of views of users and passengers making thus capitalize on the information obtained focusing it to the development of projects and investments that help increase the expected level of satisfaction.

With this in mind, we have been able to develop and adhere to different mechanisms that allow to monitor constantly the perception of passengers on the services offered, and the comfort of the facilities of the airport terminals.

Since 2013, OMA airports are enrolled in the international program for Airport Service Quality, an international methodology that measures passengers' satisfaction while at the airport. It is the most recognized standard in the airport industry; around 330 airports in the world have adopted this tool.

In 2017, the airports were enrolled in the 2 categories of this methodology:

- **Regional Program:** Ciudad Juarez airport, Durango airport, Torreon airport, Zacatecas airport.
- **General Program:** Culiacan airport, Mazatlan airport, Monterrey airport.

Through an independent external third party, monthly surveys are applied to national and international passengers who are at the gates. The survey comprises eighteen questions to get to know the perception of passengers of terminals and offered airport services. Surveys are sent to a company to evaluate the results and make reports with final conclusions.

CUSTOMER SATISFACTION PERFORMANCE 2015-2017			
Airport	2015	2016	2017
Ciudad Juarez	4.01	3.92	3.83
Culiacan	4.32	4.15	4.19
Durango	4.11	4.05	4.62
Mazatlan	4.32	4.31	4.32
Monterrey	4.28	4.16	4.11
Torreon	3.91	4.03	4.01
Zacatecas	4.05	4.04	3.99

* Maximum rating possible 5.00

- During 2017 nearly 7,000 surveys were applied at the airports registered in the ASQ program.
- Mazatlan airport won the award as the best airport in Latin America with less than 2 million passenger traffic.

Committed to attend the needs of our customers since the year 2000, OMA has developed a communication channel that has allowed knowing at first hand the expectations of airlines towards the facilities and services offered.

To attend this commitment, OMA developed an internal methodology applied by an independent third party through surveys. Annually, we reach pilots, managers and corporate representatives of airlines that interact in our airports. We want to know the perspective of pilots regarding the conditions of the tracks, lighting and signage, as well we measure the efficiency of the information requests that are generated with airline managers and representatives.

Airlines satisfaction performance 2015-2017

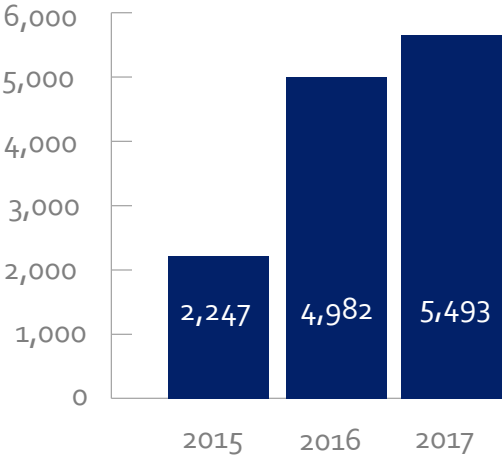
AIRLINE SATISFACTION INDEX 2015-2017	
Año	%
2015	82
2016	82
2017	80

- In 2017 406 surveys were applied to measure airlines satisfaction.
- 83 managers, 13 airlines, 415= 511 surveys. Around ____ airline representatives participated.

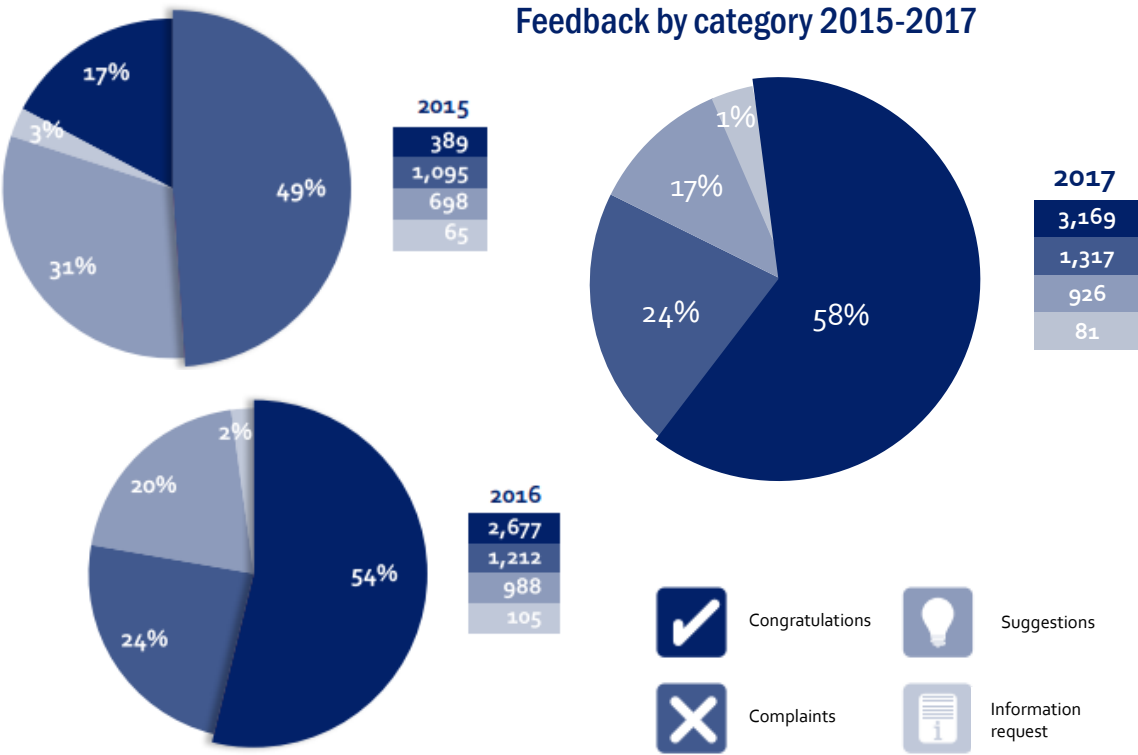
To measure customer service, we use different mechanisms to evaluate and compare the performance of our terminals against other regional and international airports.

Through 43 electronic kiosks, distributed along the terminals in all airports of the group, we acknowledge the opinion, experience and expectation of customers. Durango airport is the one who received more congratulations with 2,351. In 2017 we received 5,493 feedbacks by this means.

Feedbacks 2015-2017



Feedback by category 2015-2017



Quality

Since 2009, OMA has certified its 13 airports under the international standard ISO 9001:2008. The scope of this certification includes the provision of management services of terminal facilities including revision of luggage and passengers, cleaning and maintenance, and parking lot operations.

In the scope of the quality aspects , continuous improvement is implemented at airports using the Six Sigma international methodology that allows standardization of processes in facilitie to offer quality services that satisfy the needs and requirements of passengers.

1e. Ethics and Human Rights

G4-41, G4-56, G4-57, G4-58, G4-HR3, G4-HR4, G4-HR5, G4-HR6, G4-HR7, G4-HR8, G4-HR12, G4-SO3, G4-SO4, G4-SO5

Commitment to ethics and human rights of the sustainability policy

- Promote a culture against corruption.
- Be accountable to stakeholders in a regular and transparent basis.
- Respect for the universally recognized fundamental human rights.
- Respect diversity and promote equality of opportunity.
- Promote labor inclusion of people with disabilities.

An organization that creates a business model with an ethical vision brings benefits to the company and to the stakeholders. Acting within an ethical culture allows the company to have an added value in its decision-making process, which concerns the regions where it operates and outlines its hallmark of integrity.

The importance of ethics in OMA is founded by being an organizational value that begins at the Board of Directors and reaches all levels of the organization. This ethical approach in our organizational culture allows OMA to reach all employees that work individually or collectively and reflect responsibility and confidence as a guideline to follow.

For this reason, developing and sharing an ethical culture and of respect with companies with which we interact, is a permanent priority for the Group that goes beyond legal or regulatory compliance.

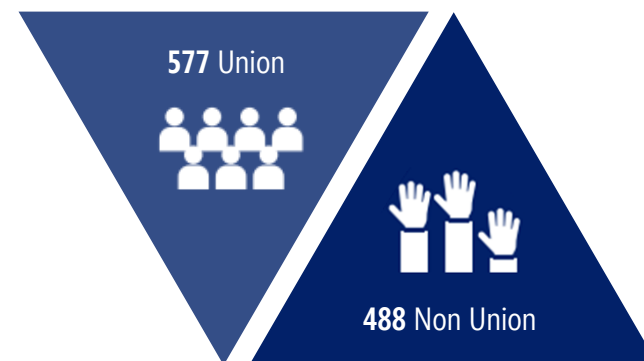
Therefore, OMA's collaborators have mechanisms that capture complaints and address them. In the case of external companies, they have access to our guidelines, which reinforce and share social commitment, sustainability and transparency, as well as promote respect for human rights before all our stakeholders.

In OMA's ethical parameters and the tools used for sharing and monitor information, respect for human rights is found in all of them. In that sense, there is special attention to the treatment and fair labor conditions with all our stakeholders. In order to provide our collaborators with options that are recommended by the international standards and procedures, there are appropriate channels to follow-up and solve generated observations.

Due to the importance of human rights in the company's operations and criteria that governs us, it is a topic that all departments of OMA are alert and updated to respond efficiently and with agility.

Freedom of association is valued and respected, and is a right for all collaborators of the company. Complementarily, all our contracts establish specific clauses about fair labor conditions, as well as the rejection of forced labor and/or child labor.

OMA workforce by type of contract



Values

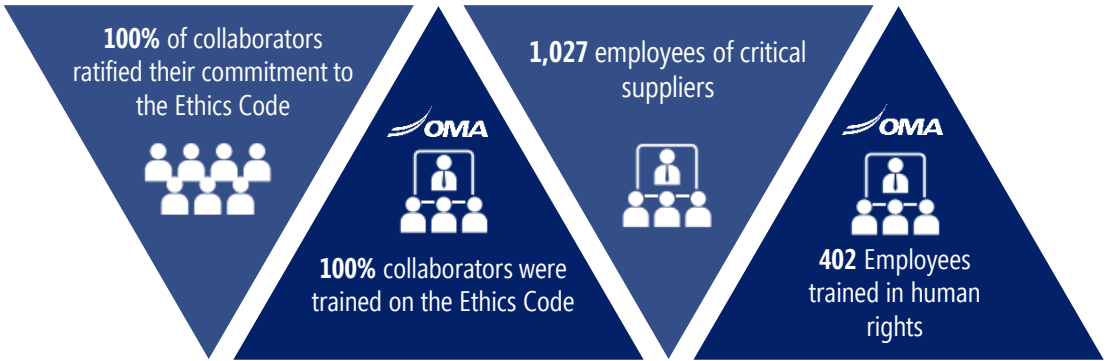
- Collaboration: Motivate and promote initiatives to contribute to teamwork.
- Ethics: Integrity in the execution of our activities.
- Customer service: Exceed expectations with attitude and dedication to service.
- Sustainability: We orient our operations and take measures to the benefit of current and future generations.



At all levels of OMA’s organization, including the senior management and the Board of Directors, organizational values that govern the activities and the decision making are developed under principles of integrity and ethics. By conviction and clarity in operations, this approach to ethics has been extended and shared to the interest groups we work with.

Adherence to the commitment of complying, in word and in action, is achieved by the Business Ethics and Conduct Code, which we share with partners and interest groups. The Code establishes how we should react to certain situations and to third parties to ensure that all airports develop the values and philosophy.

To ensure that our human capital has full knowledge on issues that require ethics and apply them in its daily operation, OMA performs a training program that extends to all collaborators, including new members. In addition, all employees ratify each year their commitment to comply with the Code.



We seek to prevent actions and behaviors that go against our guidelines, and we recognize collaborators that are an example for integrity. In addition, we inform when collaborators were involved in ethical actions, respect to human rights and anti-corruption in order to motivate and encourage the rest of the staff to a similar conduct.

By being a company that is listed in the Mexican Stock Exchange and other International Stock Exchange, inside our Business Ethics and Conduct Code we specify that the information we disclose is true, that we avoid conflict of interest and maintain a strong anti-corruption stance. In addition, we also require independent Board Members of the Group to deliver to the Board of Directors, a letter informing they are not subject to the assumptions established in the Mexican Stock Market Law.

Considered points in the Business Ethics and Conduct Code:

- Conflict of interest (Professional occupation with third parties, investments, use time and assets of the company for personal benefit, loans to employees, gifts from third parties, relationship with families and friends, and public activities).
- Abuse of privileged information.
- Behavior to combat extortion and bribery.
- Fair treatment to clients, suppliers or competitors.
- Human rights, discrimination and harassment.
- Health and safety.
- Environment.

The Business Ethics and Conduct Code is available on the following link:
<http://www.oma.aero/en/about/corporate-governance/code-of-ethics.htm>



As part of the transcendence of ethics in OMA's operations, it is equally important that it is present in our supply chain. To contribute to this matter, we established a Code of Ethics and Conduct Rules for Suppliers, Subcontractors and Business Partners, detailing the guidelines for fair and environmentally friendly trade relations. Through this code we invite companies that provide us with any product or service committed to health, security, environment, human rights, labor practices, fair competition, and anti-corruption. As well, it requests establishing financial, commerce and operation controls, avoid conflict of interest and donations with political or electoral purpose on behalf of OMA.



The Code of Ethics and Conduct Rules for Suppliers, Subcontractors, and Business Partners is available at:
<http://www.oma.aero/es/somos/gobierno-corporativo/codigo-de-etica.htm>

When a person or organization carry out actions that go against or violate any of our values, principles, guidelines or policies, our collaborators, suppliers, subcontractors, and business partners, can make a complaint through our grievance mechanisms. Anonymous complaints can be made through our line 01-800-04-38422, available 365 days a year and managed by an external company. Or in person with a direct supervisor, Human Capital Department or Legal Affairs Department, which will share to the Internal Audit Department to carry out relevant actions.

Grievance Mechanisms:

Anonymous line: 01-800-04-38422.

Online: <https://omateescucha.ethicsglobal.com/>

Direct line: Direct supervisor, Human Capital Department and Legal Affairs Department.



All complaints received through the different mechanisms are informed to the Chairman of the Board of Directors, the President of the Audit Committee and to the Chief Executive Officer through a report on the investigation of each case for formal follow-up.

Flow of complaints



Through all steps, the person that filed the complaint can review its status.

In 2017, 30 complaints were received and all were analyzed and addressed. None of them were related with age, gender, race, ethnic group, beliefs, religion, nationality, disability, origin, sexual preference, or indigenous people’s right discrimination.

NUMBER AND TYPES OF COMPLAINTS 2015-2017			
Type of complaint	2015	2016	2017
Unfair treatment	4	1	5
Unfair practices	0	0	0
Physical violence	0	0	0
Bad practices	0	0	0
Operational negligence	0	0	0
Conflict of interest	0	0	1
Labor harassment	0	1	1
Disclosure of information	0	1	0
Abuse of authority	0	0	9
Sexual harassment	0	1	0
Training in operational areas	0	0	0
Damage to the working environment	0	0	0
Violation to human rights	0	0	0
Total	4	4	16

From the 16 complaints that proceeded in the year, actions were carried out according to their degree of severity, which consisted from warning to dismissal.

1f. Safety at airports

In Mexico, airports are considered strategic facilities within the National Security Plan. For this reason in OMA, besides complying with national and international aeronautical regulations, we are committed to ensure that the 13 airports are safe facilities for all persons that visit every day and performe their jobs inside of them.

In this sense, each airport has a Security Program with Operation Rules that establish the procedures we follow for safety such as Documented Luggage Control, Main Airport Security Program, and Operational Security Management System.

In addition, in the 13 airports and in a monthly basis, authorities, air operators and service providers meet and deal with different issues related to security measures, infrastructure, operations, and facilities services to identify needs and areas of opportunities. In these meetings, suggestions, comments and complaints from the visitor, user and passengers’ mailbox are also reviewed.

During 2017 in the airport of Zihuatanejo, for the first time in Mexico, we developed a procedure for accidents close to airport facilities in conjunction with authorities such as State and Local Police, DGAC, SENEAM, PF, SEMAR, airlines, Red Cross, among others, obtaining a total of 455 participants.

Airport Rescue and Firefighting Division (ARFD)

Additional to the safety procedures and practices we carry out, in all airports we have an Airport Rescue and Firefighting Division (ARFD) formed by highly qualified personnel, whose goal is to save lives in the event of accidents or incidents that may happen inside and outside our facilities.

To ensure that those who perform this activity do so with efficiency and excellence, as well as to maintain the highest standards of quality in the rescue and firefighting services, we carry out regular evaluations to the staff regarding fitness, rescue techniques and firefighting. **During 2017 we evaluated 288 employees.**

Aerodromes Certification

OMA characterizes for being efficient, for having excellence in our staff, quality in its facilities, equipment and procedures, which are all awarded by different certifications recognized.

During this year, the airports of Torreon and Zihuatanejo obtained the Civil Aerodrome Certification issued by the Department of Communications and Transports through the Civil Aviation Authority that guarantees that all our stakeholders and airport community comply with national and international standards regarding security, normativity and efficiency during airport operations, tracks, roads and platforms.

G4-16

ASSOCIATIONS THAT EACH AIRPORT BELONGS 2017	
 Corporativo OMA	United Nations Global Compact
	Airports Council International (ACI)
	American Society for Quality (ASQ)
 Aeropuerto de Acapulco	Asociación de Empresas e Industrias Limpias del Estado de Guerrero, A.C.
	Asociación de Hoteles y Empresas Turísticas de Acapulco, A.C. (AHETA)
	Comité de Conectividad
	Comité de Promoción de Cruceros y Home Port
	Comité Estatal del Programa Paisano (Migración)
	Comité Técnico Fideicomiso de Promoción Turística de Acapulco (FIDETUR)
	Consejo Ciudadano del Estado de Guerrero del Instituto Nacional de Migración
	Consejo Consultivo de la Comisión Federal de Electricidad
	Grupo SKAL Internacional Acapulco
	Tianguis Turístico
 Aeropuerto de Cd. Juárez	Buró de Convenciones y Visitantes de Ciudad Juárez (BCV)
	Comité Local de Ayuda Mutua (CLAM)
	Asociación de Maquiladoras, A.C. (AMAC)
	Comité de Facilitación Aduanera
	Cámara Nacional de Comercio de Ciudad Juárez (CANACO)
	Confederación Patronal de la República Mexicana (COPARMEX)
 Aeropuerto de Culiacán	Cámara Nacional de Comercio de Culiacán (CANACO)
	Cámara Nacional de la Industria de la Transformación (CANACINTRA)
	Comité de Turismo Confederación Patronal de la República Mexicana (COPARMEX)
	Grupo de Ayuda Mutua Empresarial (GAME)
 Aeropuerto de Chihuahua	Asociación de Agentes Aduanales (AAA)
	Cámara Nacional de Comercio de Chihuahua (CANACO)
	Clúster Turístico Ah Chihuahua!
	Comité de Desarrollo Económico de Chihuahua
	Comité de Facilitación Aduanera
	Protección Civil del Estado de Chihuahua
 Aeropuerto de Durango	Cámara Nacional de Comercio de Durango (CANACO)
	Confederación Patronal de la República Mexicana (COPARMEX)
 Aeropuerto de Mazatlán	Cámara Nacional de Comercio de Mazatlán (CANACO)
	Cámara Nacional de la Industria de Mazatlán (CANACINTRA)
	Comité de Tráfico de la Asociación de Hoteles
	Comité de Turismo COPARMEX Mazatlán
	Instituto Municipal de Planeación de Mazatlán

ASSOCIATIONS THAT EACH AIRPORT BELONGS 2017	
 Aeropuerto de Mazatlán	Protección Civil del Ayuntamiento de Mazatlán
	Subcomité de Turismo presidido por la SECTUR del Estado
	Cámara Nacional de Aerotransportes de Ixtapa Zihuatanejo (CANAERO)
	Cámara Nacional de Comercio de Ixtapa Zihuatanejo (CANACO)
	Club Empresarial HN Ixtapa
	Club Skat Internacional Ixtapa
	Oficina de Convenciones y Visitantes de Ixtapa Zihuatanejo
	Protección Civil del H. Ayuntamiento de Zihuatanejo de Azueta
 Aeropuerto de Monterrey	Afiliados a COPARMEX para Prácticas Profesionales
	Clúster de Turismo de Nuevo León
	Comité de Facilitación Aduanera
	Monterrey Aeroclúster
 Aeropuerto de Reynosa	Cámara Nacional de Comercio de Reynosa (CANACO)
	Clúster Perfil Económico Reynosa
	Comité de Ayuda Mutua del Parque Industrial Reynosa (CAMPPIR)
	Consejo Consultivo Turístico Municipal Reynosa
 Aeropuerto de San Luis Potosí	Asociación de Hoteles y Moteles de San Luis Potosí, A.C.
	Cámara Nacional de Comercio de San Luis Potosí (CANACO Servitur)
	Clúster Logístico y Automotriz de San Luis Potosí
 Aeropuerto de Tampico	COPARMEX Sur de Tamaulipas
	Asociación Mexicana de Hoteles del Sur de Tamaulipas, A.C.
	Cámara Nacional de Comercio de Tampico (CANACO)
 Aeropuerto de Torreón	Cámara Nacional de Comercio de Torreón (CANACO)
	Cámara Nacional de la Industria de Restaurantes y Alimentos Condimentados de Torreón (CANIRAC)
	Consejo Lagunero de la Iniciativa Privada (CLIP)
	Oficina de Convenciones y Visitantes Laguna (OCV)
 Aeropuerto de Zacatecas	Asociación de Agencias de Viajes de Zacatecas
	Asociación de Hoteles y Moteles de Zacatecas
	Cámara Nacional de Comercio de Zacatecas (CANACO)
	Clúster Turístico y Cultural de Zacatecas
 Aeropuerto de Zihuatanejo	Cámara Nacional de Comercio de Ixtapa Zihuatanejo (CANACO)
	Oficina de Convenciones y Visitantes de Ixtapa Zihuatanejo
	Asociación de Hoteles y Moteles de Ixtapa Zihuatanejo
	Asociación de Desarrolladores y Operadores Turísticos de Ixtapa Zihuatanejo
	Participación permanente con Protección Civil del H. Ayuntamiento de Zihuatanejo de Azueta
	Club Skat Ixtapa
	Club Empresarial HN Ixtapa
	Cámara Nacional de Aerotransportes (CANAERO)

2017 ARCHIEVEMENTS AND RECOGNITIONS

SOCIAL DIMENSION



Family Responsible
Distinction

ENVIRONMENTAL
DIMENSION



Clean Industry



SOCIAL DIMENSION



Inclusive Company
Distinction



SOCIAL DIMENSION



Safe Company
Certification



ECONOMIC DIMENSION



Distintivo M



SOCIAL DIMENSION



Civil Airfield



ECONOMIC DIMENSION



S Distinction



2017 ARCHIEVEMENTS AND RECOGNITIONS

ECONOMIC DIMENSION



Socially responsible Company

SOCIAL DIMENSION



Great Place to Work

ECONOMIC DIMENSION



ISO 9001

13 Airports

ECONOMIC DIMENSION



IPC Sustentable

ENVIRONMENTAL
DIMENSION



ISO 14001

13 Airports

ECONOMIC DIMENSION



DJSI

SOCIAL DIMENSION



OSHAS 18001

13 Airports

MEANING OF ACHIEVEMENTS AND RECOGNITIONS

Family Responsible Distinction

Recognition of companies that implement and promote policies and practices for the workforce in order to achieve personal and professional development.

Inclusive Company Distinction

Recognition of companies that develop inclusive labor practices and allows and encourage all people even with a vulnerability condition or situation.

M Distinction

Recognition to companies that increase their profitability and competitiveness, based on a modern way of management in a tourism company, which meet customer expectations.

Civil Airfield

Recognition of airports that meet the international technical standards in the airside, to ensure Operational safety , facilities, processes, services and qualified personnel.

Clean Industry

Recognition of companies that guarantee effective compliance with legislation and improve the efficiency of their production processes, their environmental performance and their competitiveness.

Safe Comapny Certification

Recognition to companies that operate Safety and Health programs in order to facilitate the operation of workplaces.

Recognition of sustainability good practices in the development of tourism projects and the commitment of tourism companies operating in Mexico under the global sustainability criteria.

S Distinction

Recognition of companies committed voluntarily and publicly with socially responsible management as part of their culture and business strategy.

Socially Responsible Company

The standard is a tool for companies that want to ensure that its products and services constantly comply with customers' requirements and quality is always improved.

ISO 9001

The standard provides assurance that the company environmental impacts are being measured and improved

ISO 14001

The standard demonstrates organizational structures in order to maintain a commitment to occupational health and safety management.

OSHAS 18001

Research and recognize the best workplaces in more than 45 countries around the world. Based on employee information, this study on workplace excellence and leadership practices is the most extensive and respected worldwide.

GREAT PLACE TO WORK

Public companies recognized by their environmental, corporate governance and social responsibility practices.

SUSTAINABLE IPC

This index is the highest standard in terms of corporate sustainability, based on the analysis of financial, environmental, social, and corporate governance information.

DJSI

“I am not a product of my circumstances.
I am a product of my decisions”.

Stephen Covey

2. CORPORATE GOVERNANCE

G4-34, G4-35, G4-36, G4-37, G4-38, G4-39, G4-40, G4-41, G4-42, G4-43, G4-44, G4-46, G4-48, G4-49, G4-50, G4-51, G4-52, G4-53, G4-56, G4-57, G4-58, G4-LA12

OMA's corporate governance is based on the highest national and international standards of corporate ethics, transparency and compliance. It is based on the highest international standards to promote stability, economic growth and confidence to our stakeholders.

Corporate governance practices are regulated by the bylaws and provisions applicable in Mexico and United States. In addition, we comply with the requirements established by the Sarbanes-Oxley Act of 2002. In the same way, we comply with the Corporate Best Practices Code.

In 2017, two women were part of the Board of Directors.

The 5 independent board members cover the criterion of the declaration of independence of Mexican Stock Market Law.

The Board is assisted by two support committees, both chaired and integrated by independent board members.

To know the biography of the members of the Board of Directors, please visit: <http://ir.oma.aero/es/directors.cfm>

BOARD OF DIRECTORS

2a. Board of Directors

The Board of Directors is the body responsible for establishing the business strategy of the group, approve the business plan, annual investments, monitor compliance, manage risks and assess the CEO and relevant directors.

In 2017, the Board of Directors included 11 members, of which five are independent directors and two are women, all of them professionals with extensive experience and knowledge of the industry in Mexico. The President of the Board of Directors does not take any leading position within the company, and OMA's CEO is not part of the Board of Directors. The board members who runs for the position of President of the Audit Committee qualifies with the Financial Expert Criteria according to the Sarbanes-Oxley Act. To acknowledge the biography of the members of the Board of Directors, please viit: <http://ir.oma.aero/es/directors.cfm>

BOARD OF DIRECTORS 2017 Up to December 31, 2017			
<i>Board members</i>	<i>Position</i>	<i>Date of appointment as Director</i>	<i>Age</i>
Diego Quintana Kawage *	President and Board Member	April 14, 2011	46
Guadalupe Phillips Margáin*	Board Member	February 24, 2017	46
Rodrigo Antonio Quintana Kawage*	Board Member	February 24, 2017	39
Jacques Edouard Julien FOLLAIN	Board Member	December 13, 2006	62
Pablo García Aguilar	Board Member	February 24, 2017	46
Próspero Antonio Ortega Castro	Board Member	February 24, 2017	47
Elsa Beatriz García Bojorges	Independent Board Member**	April 16, 2013	52
Alberto Felipe Mulás Alonso	Independent Board Member**	October 2, 2006	56
Ricardo Gutiérrez Muñoz	Independent Board Member**	April 16, 2013	74
Ricardo Maldonado Yañez	Independent Board Member**	April 14, 2016	50
Felipe Duarte Olvera	Independent Board Member**	14 abril 2016	43
Patrice BASTID	Deputy Board Members	24 febrero 2017	60
Bernardo Casas Godoy	Pro-secretary of the Board (does not integrate the Board)	24 febrero 2017	51

During 2017, the Board of Directors had 6 meetings, with a 100% participation in each of the sessions, where a wide range of topics related to business administration was discussed, it was also included in the economic, social performance and environmental of the organization.

* Appointed by SETA / Board Members appointed by the Series "BB" Shareholders.

** The Independent Board Members are not linked to the executive team of the company, they are appointed by their experience, capacity and professional prestige, considering that due to their characteristics may develop its position free from any conflict of interest and without being subject to economic, patrimonial or personal interest, in terms of article 26 of the Stock Market Law.

SESSIONS OF THE BOARD OF DIRECTORS 2017	
<i>Date session</i>	<i>Participation %</i>
March 16, 2017	100%
April 19, 2017	100%
July 19, 2017	100%
October 13, 2017	100%
December 5, 2017	100%

The main functions of OMA's Board of Directors are:

- Determine and establish the overall strategies for conducting the business, business plan and annual investment budgets.
- Monitor compliance of standards, certifications and Business Ethics and Conduct Code Approve the Strategic Plan and annual budget.
- Authorize the five-year Development Master Plan of airports.
- Approve the way in which the Company will vote its shares in the Shareholders
- Meetings of subsidiaries.
- Monitor compliance of the Sustainability Policy.
- Design and follow-up the Sustainability Strategies.
- Propose share capital increases.
- Appoint the CEO, among candidates proposed by the Board of Directors, as well as remove it for justified causes.
- Establish and/or remove committees, as well as delegate committees authorities or modify existing ones.
- Analyze potential risks.
- Submit annual reports from the Audit Committee and Corporate Practices Committee, if applicable, as well as submit the CEO's annual report accompanied by an external audit report.

2b. Support Committees

The Board of Directors of OMA has two support committees to fulfill their duties: The Audit Committee and Corporate Practices, Finance, Planning and Sustainability Committee. The committees are integrated by independent directors.

Audit Committee

Monitors compliance with corporate policies, internal control, accounting and financial information, evaluates the independent auditor’s performance and propose the election of an external auditor. As well, ensures that the CEO comply with the agreements of the Shareholders meetings and Board of Directors, discuss the financial statements of the company, review and approve annual reports submitted by the Securites and Exchange Commission, to the Mexican Stock Market and to the Mexican Banking and Securities Commission.

Integrated by



Elsa Beatriz García Boiorges
(President /Independent Board Member)



Felipe Duarte Olvera
(Independent Board Member)



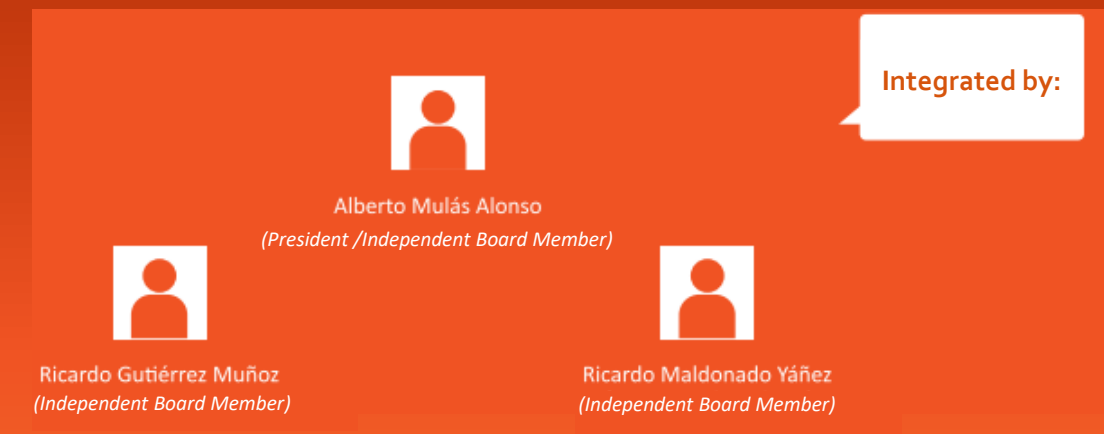
Alberto Mulás Alonso
(Independent Board Member)

AUDIT COMMITTEE SESSIONS	
Session date	Participation %
February 22, 2017	100%
March 9, 2017	100%
April 18, 2017	100%
July 18, 2017	100%
October 12, 2017	100%

Joint session of the audit committees and corporate practices, finance, planning and sustainability	Participation %
November 29, 2017	100%

Corporate Practices, Finance, Planning, and Sustainability Committee

Oversees ethical principles on which OMA operates; It assesses the investment and financing policies; establishes long-term strategic planning and identifies risks to which the company is exposed at all levels that include sustainability; economic, financial, social, and environmental. Likewise, is the body responsible for the evaluation and compensation of the relevant members of the Board of Directors.



CORPORATE PRACTICES, FINANCE, PLANNING, AND SUSTAINABILITY COMMITTEE	
Session date	Participation %
January 31, 2017	100%
February 22,2017	100%
July 18, 2017	100%

Joint session of the corporate practices, finance, planning, and sustainability committee	Participation %
November 29, 2017	100%

OMA has different mechanisms to maintain communication between the Board of Directors and the stakeholders, such as conference calls with investors, monthly and quarterly reports published in OMA’s website, reports submitted to the Mexican Stock Market, to the Mexican National Banking and Securities Commission, and to NASDAQ, as well as events by the Company. The Investor Relations Department coordinates, serves and channels these communications to the interested parties.

For more financial and corporate information, please read our 20F Form that include topics related to risks, voting rights, conflict of interest, among others. The 20F Form can be consulted in OMA’s website at: <http://ir.oma.aero/es/resultsEarnings.cfm>

Management Team

OMA is directed by an experimented and dynamic management team committed with responsibility and transparency, focused on providing airport and commercial services with excellence, continually exceeding the economic performance of the company.

The CEO approves annually OMA's Sustainability Report and submits it to the Board of Directors.



Porfirio González
(Chief Executive Officer)



Alfredo Domínguez
(Director of Legal Affairs)



Héctor Cortés Cortés
(Diversification and New Bussiness Director)



Roberto Ontiveros
(Intraestructure and Maintenance Director)



Juan Manuel Jáuregui
(Airport Operations Director)



Enrique Navarro Manjarrez
(Monterrey Airport Director)

2c. Risk Management

G4-2, G4-14, G4-45, G4-46, G4-47, G4-EC2, G4-S03

OMA has a risk Committee responsible of ensuring the continuity of the business. The risk management process is present at the level of the Board of Directors, executive level and at operational level.

The internal methodology used, allows to identify, prioritize and evaluate risks according to the impact that could be generated in the operation of the installations, in the safety of users and passengers, on the profitability of the company, and on issues related to corruption or fraud, at the level of all subsidiaries.

Since 2014, climate change and its effects are now identified as a potential risk.

For more information related to the administration and risk management of the company, please visit Form 20-F: <http://ir.oma.aero/index.cfm>

During 2017 we identified 75 potential risks.
Risk Classification:



“Land really is the best art”

Andy Warhol.

3. Sustainability

G4-18, G4-19, G4-20, G4-21

Airports are a key factor in the development of a country and local communities; they are the gateway to the cities, to people that visit their loved ones. At the same time, they are also a mechanism for the development of businesses and investments. By its features and facilities, they constitute reunion spaces where different actors join efforts to connect users and passengers.

Since its foundation, OMA has a clear conviction to be a company that provides economic, social and environmental value, and be responsible before all the stakeholders.

In the first years of operation, we implemented local actions on behalf of the community and the environment, but without a framework that organizes them. It is for this reason that as of 2007 we set up guidelines at the airports of the Group, this is how we create OMA's Sustainability Policy and its commitments, which have evolved according to the performance of our organization. In this way we have succeeded with our actions to have greater positive impacts conceiving sustainable environments.

Our Sustainability Policy:

Contribute to the well-being and satisfaction of our employees and their families, customers, shareholders and business partners, through the development of airport infrastructure and quality services based on: respect for human rights, the mitigation of the environmental impact of our operations, the care of the quality of life at work and the balance in the use of our economic, social and environmental resources preserving them for future generations. In the same manner, collaborate to achieve a socio-economic development of the surrounding communities of the airport.

Our commitments are:



Corporate Governance

- i. Establish an economic, corporate, environmental and social performance in-line with the Code of Ethics of OMA, the adoption of the best practices and compliance with national and international applicable standards.
- ii. Effectively manage risks for which the company is directly responsible.
- iii. Promote a culture against corruption.
- iv. Be accountable to stakeholders in a regular and transparent basis

Environment

- i. Systematically integrate a preventive approach that favors the care of the environment in all of our activities.
- ii. Promote values and publicize the best environmental practices to parties concerned.
- iii. Establish targets to prevent pollution to the environment.
- iv. Encourage the reuse, recovery and recycling of materials.
- v. Mitigate environmental impact of our operations in the fields of water, air, ground, biodiversity, noise, waste and energy.



Biodiversity

- i. Mitigate the impact deriving from our operations.
- ii. Inform employees of the importance and benefits of the protection and conservation of biodiversity at our airports and areas of influence.
- iii. Identify the flora and fauna species present at our airports in order to establish conservation priorities.
- iv. Collaborate with external organizations and government bodies for the protection and recovery of areas of ecological importance inside and outside our facilities.





Social Environment

- i. Respect for the universally recognized fundamental human rights.
- ii. Operate within a framework of social responsibility.
- iii. Collaborate for a social balance among our stakeholders.
- iv. Respect diversity and promote equality of opportunity.
- v. Promote labor inclusion of people with disabilities.
- vi. Promote a work environment that contributes to the improvement of employees' quality of life.
- vii. Establish targets to prevent occupational hazards that allow us achieve zero accidents and zero occupational diseases.
- viii. Encourage the individual and collective effectiveness, motivating and developing the competencies of the employees.
- ix. Train our employees on principles of quality, operational health and safety, environment and social responsibility, to face the challenges of our business and our community.



Economic Environment

Customers:

- i. Meet the needs of our customers with opportunity and innovation, quality and efficiency.
- ii. Continuously improve the efficiency and effectiveness of our processes.
- iii. Cooperate with airline companies, service providers and business partners to involve them in projects to improve service quality.
- iv. Use marketing tools observing ethical principles of respect to customers, community and environment.

Suppliers:

- i. Establish fair business relationships with suppliers.
- ii. Implementation of the Code of Ethics of OMA and ensure its compliance with procurement.
- iii. Involve suppliers and business partners to comply with corporate government, environmental and social quality standards.

Neighbor Communities:

- i. Collaborate for the socio-economic development of the surrounding communities of the airport.

3a. Materiality

The best sustainability practices includes establishing those relevant economic, social and environmental aspects to the organization and its stakeholders, in this sense the materiality analysis is the tool used to achieve this purpose.

In 2014, OMA accomplished a Materiality Analysis, its result allowed focusing the resources in order to reach the strategic sustainability objectives, and at the same time be accountable to our stakeholders.

The Identification of relevant aspects is based on the G4 version of the Global Reporting Initiative, which was made by an external advisory that implemented on-line surveys to the stakeholders, to the executive management and airport managers.

External Consultant:

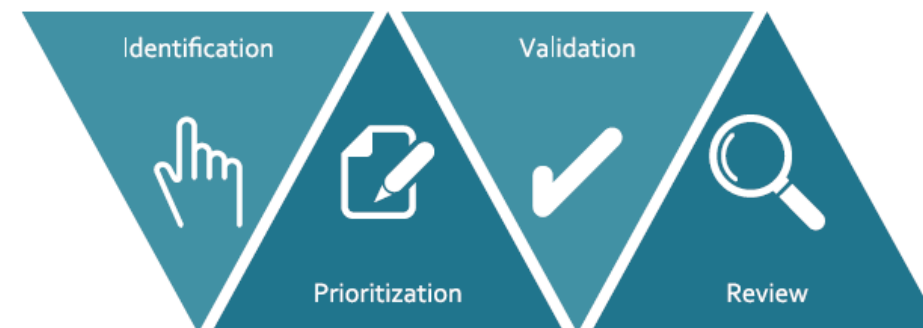


Materiality Analysis Premises:

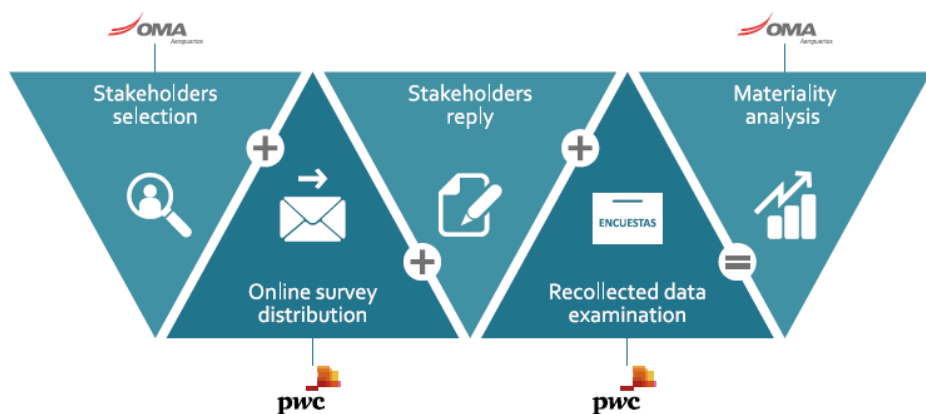
Global Reporting Initiative
Sustainable IPC
Legal requirements

Risks Analysis
Business Objectives

Materiality Analysis Key Steps:



Materiality Analysis Process:



According to the information obtained, the relevant aspects for OMA and its stakeholders were defined. In addition, we managed to link these aspects to the Global Reporting Initiative performance indicators, which allow us to establish a timeline in order to respond to such aspects in the following years. Performing an exercise and planning ahead, provides the conditions to inform precisely about the sustainable performance of the Group.

Materiality Matrix: Aspects that are not relevant and less relevant

▲ Social Impacts

■ Environmental Impacts

◆ Economic Impacts

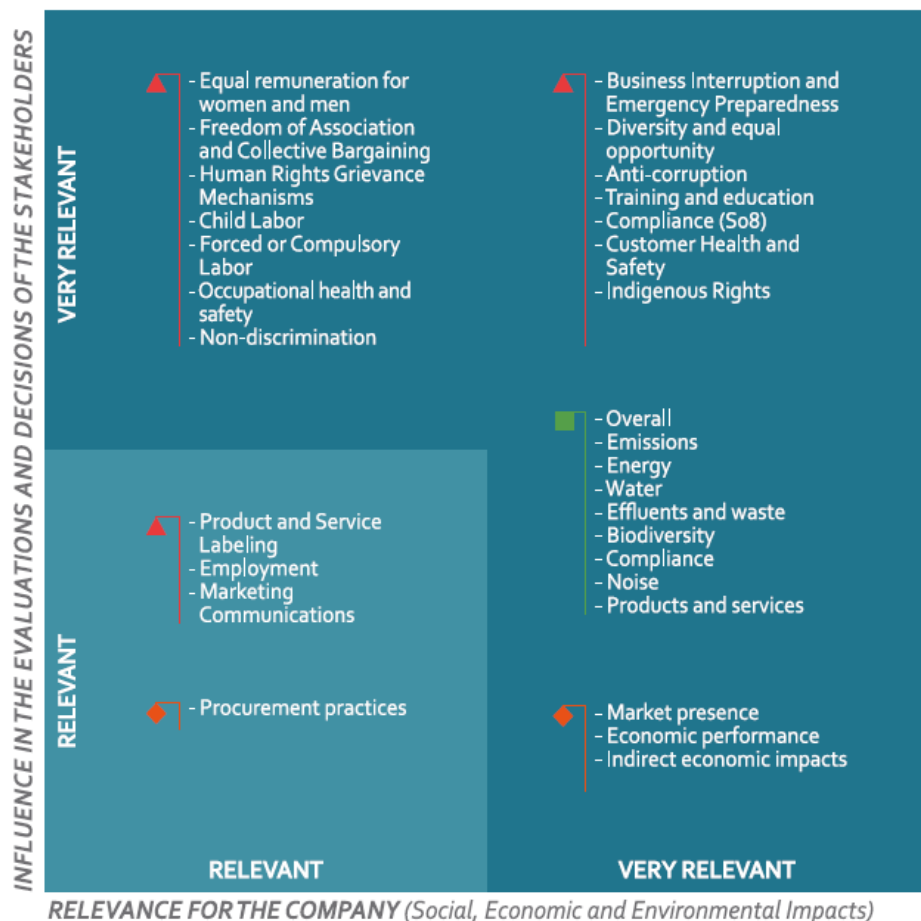


Materiality Matrix: Aspects that are relevant and very relevant

▲ Social Impacts

■ Environmental Impacts

◆ Economic Impacts



3b. OMA Strategic Objectives for Sustainable Development

The sustainability plan is the set of investments, programs and activities carried out to comply with the commitments acquired by OMA in this field.

It consists of 3 stages:

- The Base Program, through which we manage the activities and investments.
- The Improvement Plan, through which we identify new projects that should be incorporated in the management of sustainability.
- The Innovation Plan, through which we establish the differentiation strategies that promote the sustainable development of OMA.

Stages	Content
Base Program	37 initiatives or activities that cover the dimensions of sustainability.
Improvement Plan	Increase the management indicators of sustainability from 20 to 62 indicators.
Innovation Plan	We achieved staying in indicators such as MILA, DJSI and Sustainable IPC.

Initiatives that integrate Sustainability at OMA:



This section contains OMA’s performance through strategic sustainability indicators. In each of the integrated dimensions, we have created objectives and goals, which confirm that the commitment to sustainability is present throughout the organization.

The indicators are perfectly aligned to the sustainability strategy and linked to the aspects identified by the company and its stakeholders.

OMA Strategic Objectives for Sustainable Development 2017

ECONOMIC DIMENSION			
Objective: Increase customer satisfaction			
KPI	Goal	Real	Compliance %
Service Quality ASQ	4.15	4.15	99.6%
Increase passenger satisfaction	100%	100%	
Airline satisfaction index	83	80	

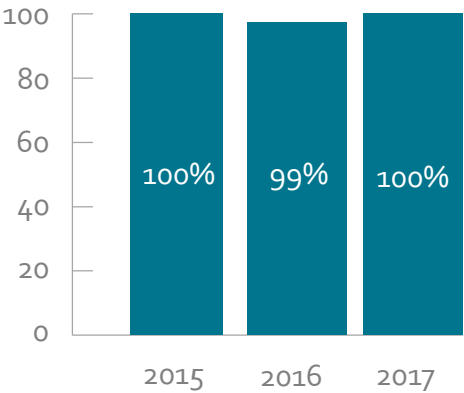
DIMENSIÓN AMBIENTAL			
Objetivo: Fomentar el cuidado del medio ambiente			
KPI	Goal	Real	Compliance %
Quality of treated water	99%	99%	100%
Carbon footprint	1.54	1.49	
Biodiversity protection	3	3	

SOCIAL DIMENSION			
Objective: Contribute to the development of the community			
KPI	Goal	Real	Compliance %
Economic, social and corporate governance performance	77.8	79.7	50%
OMA Foundation social impacts	3	0	

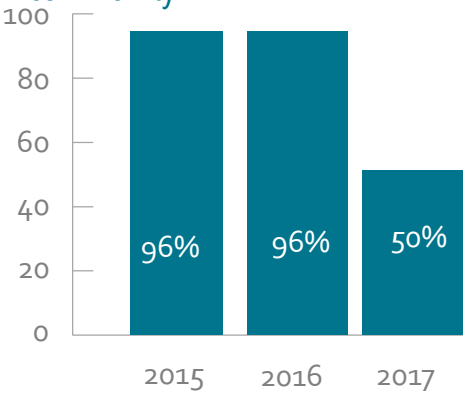
SOCIAL DIMENSIO			
Objective: Mitigate labor risks			
KPI	Goal	Real	Compliance /
Accident frequency rate	0.51	0.62	91.2%
Accident severity rate	15.19	14.65	
STPS auto-management Program	96.0	96.35	

STRATEGIC OBJECTIVES COMPLIANCE PERCENTAGE 2015-2017

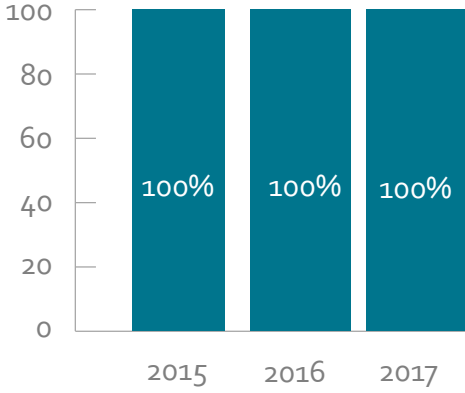
Increase customer satisfaction



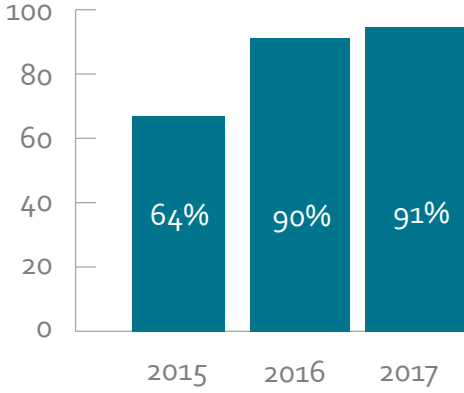
Contribute to the development of the community



Promote care of the environment



Mitigate labor risks



“None of us is as good as all of us”.

Ray Kroc

3c. Integrated Management System

OMA's vision is to be leader Airport Group in Mexico in the creation of value for the airport industry, its staff and shareholders.

With this in mind, the sustainability model seeks to actively contribute to the fulfillment of our vision. We understand creation of value as the actions performed to stimulate the development and quality of life of employees, improve quality of service offered to users and passengers, guarantee safety and health of those who transit at the airport terminals, manage the natural resources, assist local communities, and operate with ethics and integrity.

OMA sustainability strategy pursue one objective: consolidate OMA's sustainable development in its operations. The priorities arising from our sustainability model are complying with the legal framework, prevent labor risks, mitigate impacts to the environment and being a good neighbor with the communities.

Integrated Management System includes the following initiatives:



The Integrated Management System has a management review program carried out at the airports of the Group and in its corporate office, and it is scheduled every six months in order to ensure its efficiency and convenience. In a complementary manner and according to anticipated schedules, audits are carried out to allow maintaining current certifications.

OMA adopted for its Integrated Management System the following standards:



3d. Value Chain

G4-2, G4-12, G4-45, G4-EC9

Commitment to our suppliers of the Sustainability Policy

- Establish fair business relationships with suppliers.
- Implementation of the Code of Ethics of OMA and ensure its compliance with procurement.
- Involve suppliers and business partners to comply with corporate government, environmental and social quality standards

Around the world, there is a need and convenience to develop and permeate the commitment to sustainability before the value chain, which requires strengthening the practices of suppliers and business partners. Sensitive to the above, management of risks and opportunities in the supply chain is one of the aspects that investors start to value with more appreciation.

Suppliers and business partners are an integral part of OMA's business. The interaction dynamics is reflected with the fact that during 2017 we had trade relations with 908 national suppliers.

OMA is looking forward to maintain business relations with the value chain according to the corporate values of the Group, and to achieve this we planned the objective of creating responsible business relationships with suppliers and business partners through a collaborative approach.

The approach of developing a sustainable value chain is based on the United Nations Global Compact guidelines, which helps to define expectations regarding suppliers and partners, trace the supply chain to determine efforts based on business priorities and impacts, help suppliers generate internal capabilities to align with such expectations, and follow-up in reporting progress and opportunities areas.

Since 2014, we promote the Code of Ethics and Conduct Rules to Suppliers, Subcontractors and Business Partners. With this code we expect to positively impact our business relations and help our suppliers, subcontractors and business partners adopt commitments to respect matters related to health, security, environment, human rights, and labor practices. The code specifies the need for financial and operation controls, as well as provides OMA's positions against conflict of interest, improper payments, anticorruption, etc. Trade controls, fair competition and government cooperation are points and guidelines included in the Code of Ethics

The Code of Ethics and Conduct Rules for Suppliers, subcontractors and business partners is integrated into our recruitment processes and is included in all contracts signed by suppliers and partners.

OMA selects, evaluates and reevaluates suppliers to identify those that are critical for the business. Critical suppliers are those that provide a service on behalf of OMA, understanding that their practices can affect directly in the quality and level of service offered to users, passengers and the brand, due to its proximity and contact with customers, as well as considers their purchase volume.

OMA Critical suppliers



Identification of potential risks

Each year we seek to identify and update potential sustainability risks among our critical suppliers, for this we have developed the Supplier Rating. This rating helps OMA to focus its efforts on those suppliers and partners who have higher risks and higher areas or opportunities. This rating allows us to classify suppliers according their level of risk considering four parameters.

To know and assess potential sustainability risks existing in the critical suppliers, we identify key issues that may pose a greater risk through a sustainability advisory. For such analysis we consider the following aspects: Environment, corruption, labor rights, labor conditions, and quality service, this tool also allows suppliers and business partners include accreditations, certifications or evidence about their current practices to not only measure their sustainability performance but also their transparency within OMA's relationship.

The Risk rating process is a diagnosis to acknowledge the performance of critical suppliers utilizing the aspects mentioned above.

Risk rating process:



As a result, in the year 2017, from 12 suppliers and business partners analyzed, 2 presented a high level of risk, while 9 presented a medium risk level and 1 low risk. During 2017 we worked together with suppliers and partners to analyze the results obtained, as well as opportunity areas.

In 2017, the Frame of Reference is updated and goals were established to advance in the integration of sustainability in the supply chain. The framework contains three guiding lines focused to follow-up and control the performance of the value chain; train and create collaborative opportunities and integrate sustainability in procurement process.

Within the actions undertake were:

- Training in Sustainability Policy for critical suppliers.
- Adherence to the Code of Ethics and Conduct Rules for Suppliers, Subcontractors and Business Partners through contracts.

3e. Stake holders

G4-24, G4-25, G4-26, G4-27, G4-37

Inside and outside of our facilities our airports interact daily with different stakeholders, the relationship built with them, influences the way in which we do business.

In this sense, the airports of the group perform annual Consultive Commissions, which are integrated by authorities of the three levels of government, representatives of chambers of commerce, productive sector, and civil society.

The main purpose of this activity is to strengthen the socio-economic activity of regions where airports are located.

In 2017, consulting, discussion and agreement activities were carried out regarding the following topics:

- Development Master Plan
- Operative Results
- Connectivity
- Sustainable actions.

In OMA we have identified the means of communication to interact with our stakeholders and established an interaction frequency.

Stakeholders	Communication means	Frequency
Colaboradores		
1,065 collaborators, unionized workers and managers that work in our 13 airports and corporate office.	Intranet	Permanent
	Internal magazine	Bi-monthly
	Press releases	Permanent
	Boards	Permanent
	Website and social media	Permanent
	Employee satisfaction survey	Two per year
	Complaints hotline	Permanent
Stock Market		
Regulatory institutions, stock markets, corporate governance, investors, and financial advisors.	Annual report	Annual
	Website	Permanent
	Investors Relations Department	Permanent
	Newsletters	Permanent
	Email	Permanent
Suppliers		
Companies that provide infrastructure maintenance and operation services.	Email	Permanent
	Press releases	Permanent
	Complaints hotline	Permanent

Stakeholders	Communication means	Frequency
Clientes		
Passengers, economic partners, airlines, and lessees.	Screens and information modules	Permanent
	Email	Bi-monthly
	Website	Permanent
	Operations and local committee	Permanent
	Suggestion box	Permanent
	Passenger satisfaction surveys	Two per year
	Airline satisfaction surveys	Permanent
	Telephone	Permanent
	Social media	Permanent
Service Providers		
Companies that support us in the operation of the business with complementary services	Operations and schedules local committee	Permanent
	Contracts	Permanent
Government		
Authorities from the three government levels: Federal, State and Municipal.	Advisory Committees	Annual
Surrounding community		
Neighbors, companies and the community in general.	Advisory Committees	Annual
	Website	Permanent
	Email	Permanent
NGOs		
Mainly those related to health, safety and environment	Correo electrónico	Permanent
	Página web	Permanent

“The activist is not the man who says the river is dirty. The activist is the man who cleans up the river”.

Ross Perot

3f. Sustainable Development Goals and Global Compact

G4-15

The 2030 Agenda for Sustainable Development aims to strengthen universal peace within a broader concept of freedom, turning it into a plan of action for people, the planet and prosperity.

Global challenges ranging from climate change, water crisis, poverty, and inequality, need solutions that the private sector can reach, representing a major contribution to the growing innovation market in businesses.

The 17 Sustainable Development Goals aim to realize human rights to all persons, achieve equality among genders and provide empowerment to all women and girls. The objectives and goals are integrated and indivisible, and combine the three dimensions of sustainable development: Economic, social and environment.

In this sense, the programs, initiatives and projects undertaken by OMA during the years, add themselves to contribute to this genuine global effort.

We share with our stakeholders, the 17 Sustainable Development Goals, and OMA's contribution with the programs that attend them



Objective 1: End poverty in all its forms everywhere.

- Providing reliable job sources.
- Donating in-kind and in cash to local communities.

Objective 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture.

- Promoting healthy eating habits..

Objective 3: Ensure healthy lives and promote well-being for all at all ages.

- Developing health programs that includes vaccination.
- Analyzing labor risks.
- Eliminating the use of prohibited substances in collaborators.

Objective 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

- Developing programs to raise the degree of study of collaborators that have educational backwardness.
- Grant scholarships for all educational levels (primary, secondary, high school, bachelor, and master's degree).
- Supporting improvements in educational infrastructure.

Objective 5: Achieve gender equality and empower all women and girls.

- Establishing commitments in our Sustainability Policy to respect diversity.
- Establishing commitments in our Sustainability Policy to promote equal opportunities.

Objective 6: Ensure availability and sustainable management of water and sanitation for all.

- Establishing commitments in the Sustainability Policy to mitigate environmental impact of the operations.
- Establishing objectives in the Sustainability Policy to prevent environmental pollution.
- Investing in infrastructure to improve the waste water treatment plants.
- Decrease use of potable water.
- Respecting protected water sources. • Protecting wetlands.

Objective 7: Ensure access to affordable, reliable, sustainable, and modern energy for all.

- Establishing commitments in the Sustainability Policy to mitigate environmental impacts of our operations.
- Operating a solar park to generate energy.
- Developing a strategy for energy efficiency.



8 DECENT WORK AND ECONOMIC GROWTH



Objective 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

- Establishing commitments in our Sustainability Policy to prevent labor risks.
- Protecting labor and employee's rights.
- Eliminating forced labor.
- Eliminating child labor.
- Facilitating innovation for employees.
- Developing a solid business diversification strategy.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Objective 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

- Investing in the development of airport infrastructure through the Development Master Plan.

10 REDUCED INEQUALITIES



Objective 10: Reduce inequality within and among countries.

- Establishing commitments in our Sustainability Policy to promote labor inclusion of people with disabilities.
- Establishing commitments in our Sustainability Policy to respect diversity.
- Establishing commitments in our Sustainability Policy to promote equal opportunities.
- Offering to collaborators training, development and programs for personal and professional growth.
- Providing equal opportunities without gender, race, sexual preference, age, nationality, and religion discrimination.
- Managing an anonymous reporting system to report any grievance to human rights of employees and interest groups.

Objective 11: Make cities and human settlements inclusive, safe, resilient, and sustainable.

- Establishing commitments in our Sustainability Policy to mitigate environmental impact of our operations.

Objective 12: Ensure sustainable consumption and production patterns.

- Implementing the environmental management system focused on waste management.

Objective 13: Take urgent action to combat climate change and its impacts.

- Establishing commitments in our Sustainability Policy to mitigate environmental impact of our operations.
- Establishing objectives in our Sustainability Policy to prevent environmental pollution.
- Incorporate climate change measures in risk management.
- Measure carbon emissions in its three scopes.
- Implement initiatives to reduce carbon emissions.

Objective 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development.

- Cleaning beaches.
- Releasing sea turtles.

11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER





Objective 15: *Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.*

- Establishing commitments in our Sustainability Policy for Biodiversity.
- Establishing a Biodiversity Action Plan.
- Protecting endangered flora species.
- Developing Environmental Management Units to reproduce the mangle specie.
- Reforest wetlands within any of the airport facilities.
- Integrate the values of the ecosystem and biological diversity in the planning of airports.



Objective 16: *Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable and inclusive institutions at all levels*

- Train OMA's collaborators in issues regarding the fight against corruption.



Objective 17: *Strengthen the means of implementation and revitalize the global partnership for sustainable development.*

- Support and contribute to the Mexican network of the United Nations Global Compact.

In accordance with the commitment to respect for human rights, ethics, the environment, as well as to avoid corruption both internally and in the value chain, OMA supports and contributes to the United Nations Global Compact since 2009.



To contribute with proper policies and good practices, the actions that are undertaken at the corporate level at all levels are oriented to the fulfillment of the ten principles of the Compact:

Human Rights

1. Businesses should support and respect the protection of internationally proclaimed human rights.
2. Companies should make sure that they are not complicit in human rights abuses

Labor Rights

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. Businesses should support the elimination of all forms of forced and compulsory labor.
5. Businesses should support the effective abolition of child labor.
6. Businesses should support the elimination of discrimination in respect of employment and occupation.

Environment

7. Businesses should support a precautionary approach to environmental challenges.
8. Businesses should undertake initiatives to promote greater environmental responsibility.
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

At all levels of OMA, awareness of these principles are valued, exercised and shared, both internally and externally on the conviction of the usefulness and relevance of the topics addressed.

OMA PROGRAMS AND ACTIVITIES
CONTRIBUTING TO THE SUSTAINABLE
DEVELOPMENT GOALS



SUSTAINABLE
DEVELOPMENT GOALS
17 GOALS TO TRANSFORM OUR WORLD



- Sustainability Policy Commitment
- OMA Good Neighbor Program



- Sustainability Policy Commitment



- OMA Health Program
- Health and Safety Program



- Sustainability Policy Commitment
- Environmental Management Units
- Environmental Management System



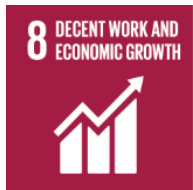
- OMA Health Program
- Health and Safety Program



- Sustainability Policy Commitment
- Solar Park
- Energy efficiency strategy



- Educational backwardness Program
- OMA Scholarships Program
- OMA Adopt a School Program



- Sustainability Policy Commitment
- OMA Innovation HUB



- Development Master Plan



- Sustainability Policy Commitment
- Grievance Mechanisms
- OMA Training Program



- Sustainability Policy Commitment
- Environmental Management System



- Environmental Management System



- Sustainability Policy Commitment
- Environmental Management System



- Corporate Social Responsibility Program



- Sustainability Policy Commitment
- Environmental Management Units
- OMA Training Program



- Grievance Mechanisms
- OMA Training Program



- Support UN-Global Compact

“Be the change that you wish to see
in the world”.

Mahatma Gandhi

4. SOCIAL DIMENSION

G4-15

4a. Social Responsibility

Social commitment of OMA's Sustainability Policy

- Operate within a social responsibility framework
- Collaborate to social equilibrium among our interest groups.
- Collaborate for the socio-economic development of the surrounding communities to our operations.

Create value to local communities is one of the objectives of OMA's sustainability strategy. We focus on the development of interest groups. As a responsible company, we seek to create long-term benefits in the communities. We want to extend the scope of our business through activities that generate a positive impact on them.

Companies with this profile extend their vision beyond legal compliance, promote quality of life of its employees, act with ethics and integrity in their operations, protect the environment and privilege the dialogue and interaction with their community.

To accomplish this, OMA has adopted a commitment with the surrounding communities with the objective of being a good neighbor and ally. Since eleven years ago, we implemented various programs aimed to identify and solve local issues, including those framed under the 2030 agenda of the United Nations.

OMA'S SOCIAL RESPONSIBILITY REFERENCE FRAMEWORK		
Stakeholders / Objectives	Field	Performed Actions and Programs in 2016
Employees and Families Objective: Promote health care, guarantee security, improve their educational level, avoiding discrimination and fair treatment for the purpose of ensuring the integrity of all employees.	Health and safety: We mitigate safety risks and assist in the improvement of our employees' health.	<ul style="list-style-type: none"> • OMA's Health and Safety Program. • Civil Protection Family Plan • Video Safe Program • OHSAS 18001:2007 Certification • Safe Company Certification • Free prohibited substances Consumption Company Certification • Sustainability Fair
	Education: Support the intellectual and professional development of our employees.	<ul style="list-style-type: none"> • OMA Scholarships • OMA Innovation Hub • Educational backwardness Program
	Human Rights: Support compliance and respect of employees' rights.	<ul style="list-style-type: none"> • United Nations Global Compact • Grievance Mechanisms • Business Ethics and Conduct Code • Staff Integration Policy
	Environment: We inform our employees about the importance and benefits of environmental protection.	<ul style="list-style-type: none"> • Biodiversity Action Plan. • Environmental Awareness campaign. • Sustainability Fair • ISO 14001:2004 Certification
	Life Balance and Professional Development: We promote programs to achieve balance between employment and professional activities of the collaborators.	<ul style="list-style-type: none"> • Life Balance Program • Great Place to Work • Career Plan

OMA'S SOCIAL RESPONSIBILITY REFERENCE FRAMEWORK		
Stakeholders / Objectives	Field	Performed Actions and Programs in 2016
Community Objective: Support local communities through programs that foster education and community development.	Community Development: We support programs that favor education, development and life quality in the communities where we operate.	<ul style="list-style-type: none"> • Corporate Social Responsibility Program • OMA Adopt a School Program • OMA Good Neighbor Program • OMA Volunteer Program
	Environment: We collaborate promoting care and preservation of the environment.	<ul style="list-style-type: none"> • Biodiversity Action Plan. • Sustainability Fair • ISO 14001:2004 Certification
Suppliers Objective: Involve suppliers in sustainability practices in order to maintain and strengthen bilateral communication.	Best Practices: We develop programs that promote a sustainability culture in our suppliers for cleaning, security and parking lots.	<ul style="list-style-type: none"> • Extension of sustainability practices to critical suppliers. • Sustainability Fair. • Business Ethics and Conduct Code for suppliers • Sustainable Supply Chain.

OMA’s Corporate Social Responsibility Program covers and summarizes the activities and projects designed to engage with the surrounding community of the airports. To do this correctly, it contains the annual activities plan that establishes specific responsibilities and commitment dates.

Following up, we share the activities that are part of this Program.

OMA VOLUNTEER PROGRAM

OMA seeks to work on the solution of local problems with activities that promote social development of the communities where it operates, therefore, we facilitate mobilization of talent, time and energy of our staff, thus stimulating cooperation between civil society and private sector.

Through OMA volunteer program we want to eliminate the barrier of discrimination with awareness and coexistence.

Vulnerable groups attended:



20 volunteering activities were performed in 2017

20 civil society organizations were benefited.

130 collaborators participated during 2017

Aware that problems need cooperation from everyone, we have developed a methodology that allows us to link with the organized civil society, identifying those associations that work directly with vulnerable groups, this way, we can establish a program where collaborators can participate, culminating the completion of the planned activity.

OMA GOOD NEIGHBOR:

Through this program we approach local communities, detect their needs and plan together solutions through in-kind donations.

In 2017, our axis of action was the contribution towards the development of stronger institutions with decent conditions. We focused on strengthening the fire departments from different municipalities where we operate, through the donation of vehicles, operating equipment and rescue equipment.

**In 2017, 19 donation events were carried out in our 13 Aeropuertos and corporate offices.
15 civil society institutions were supported.**

SUSTAINABILITY FAIR:

This event is the interactive forum that allows us to share with partners and the airport community, current and most relevant sustainability issues.

During a week, the 13 airports and corporate offices organize a series of lectures and activities that help us permeate the message of sustainability with attendees.

This year, the topics were:

- Care of water.
- Safety on construction sites.
- Climate change.
- Quality of service.
- Diversity in the workplace / Rights of persons with disabilities.

**In 2017, 2,337 persons attended.
There were 300 photographs that participated in the contest.**

SUSTAINABILITY EXTENSION PRACTICES TO SUPPLIERS

With the commitment to promote sustainability to our stakeholders, we train the employees of our critical suppliers, in topics such as OMA culture, Sustainability Policy, Business Code of Ethics, Human Rights, Customer Services, Environment, Security, and Health at work.

In 2017, 1,882 OMA employees were trained, including OMA critical supplier's employees, in topics such as security, cleaning and parking lots.

Since 2008, OMA is certified as Socially Responsible Company granted by the Mexican Center for Philanthropy (CEMEFI) and the Alliance for Corporate Social Responsibility (AliaRSE).

10 years recognized as Socially Responsible Company.

BEACH CLEAN UP

One of the existing global problems is marine pollution. The seas and oceans provide fundamental natural resources, and they are also a great place for tourism, recreational activities and contribute to the economic development of the regions.

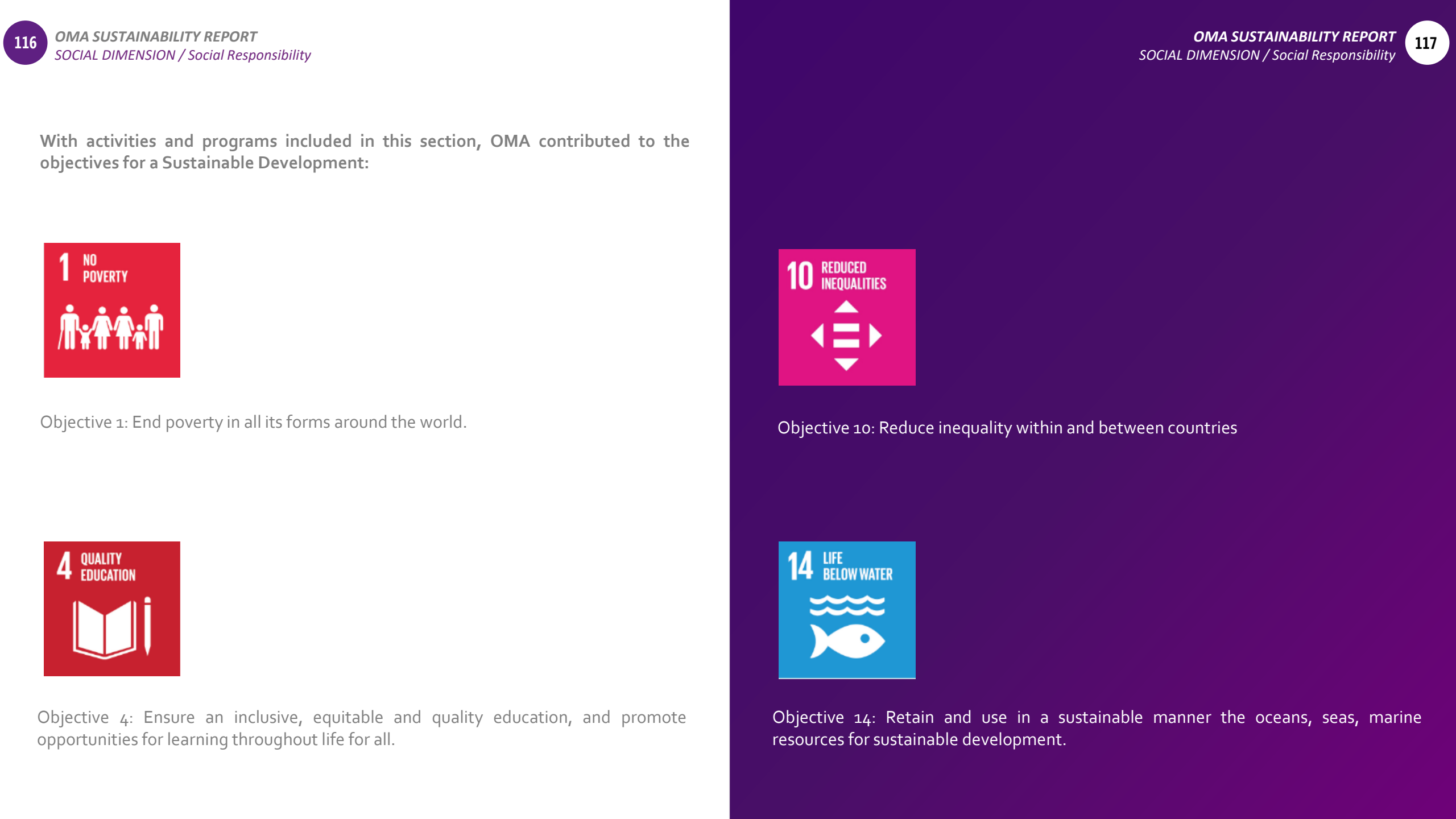
According to a study of the United Nations for the Environment, each year, more than eight million tons of plastic reach the seas and oceans, equivalent of pouring a garbage truck full of plastic every minute. If we keep doing this, it is estimated that by 2050 there will be more plastic than fish in the oceans.

In 2017 the Clean Seas Campaign was created, which aims to raise global awareness about the need to reduce marine pollution.

Given the magnitude of this problem, it is necessary to take action, therefore OMA joined this cause performing beach cleaning activities.

Zihuatanejo airport personnel participated in the cleaning of Playa Linda, located in this municipality. They collected plastic waste which were deposited responsibly.

Mazatlan airport personnel, carried out a cleaning campaign in Playa El Cid located in this municipality.



With activities and programs included in this section, OMA contributed to the objectives for a Sustainable Development:



Objective 1: End poverty in all its forms around the world.



Objective 4: Ensure an inclusive, equitable and quality education, and promote opportunities for learning throughout life for all.



Objective 10: Reduce inequality within and between countries



Objective 14: Retain and use in a sustainable manner the oceans, seas, marine resources for sustainable development.

“Talent wins games, but teamwork wins championships”.

Michael Jordan

4b. OMA Labor Practices

G4-10, G4-11, G4-EC3, G4-EC5, G4-EC6, G4-LA1, G4-LA2, G4-LA9, G4-LA10, G4-LA11, G4-LA12, G4-LA13

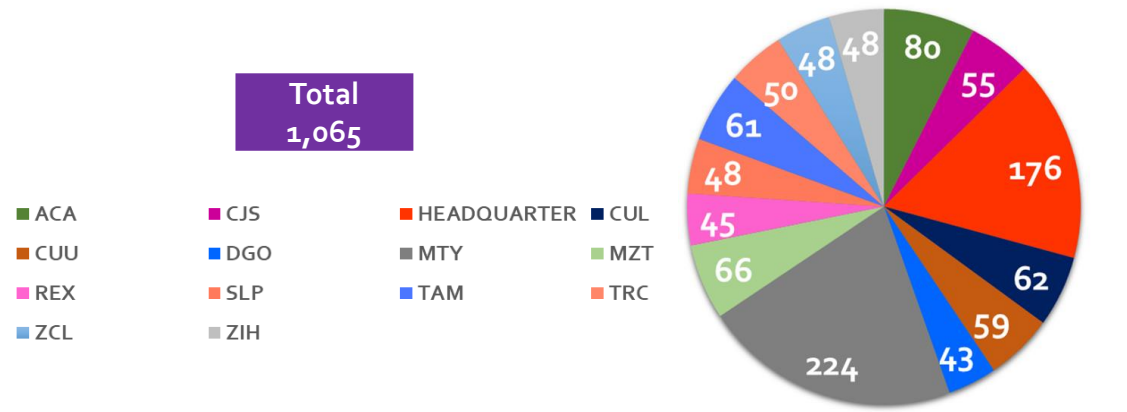
Commitment to labor rights of the sustainability policy

- Respect diversity and promote equal opportunities.
- Promote labor inclusion of people with disabilities.
- Promote a working environment that contributes to improve quality of life for employees.
- Stimulate individual and collective efficiency, developing skills in employees.
- Train our employees in quality, security, health, environment, and social responsibility principles to confront the challenges of our business and our community.

OMA continuously work to promote a pleasant working environment where collaborators can develop professionally and personally in a balanced way. We are a company committed to protect labor rights, uphold freedom of association and collective bargaining; we avoid forced and child labor, and eliminate all forms of discrimination.

OMA's Human Capital is formed by committed women and men characterized for being passionate for their work and have confidence that the services provided to customers, users and passengers are reliable and of quality.

OMA WORKFORCE BY AIRPORT 2017



OMA Workforce by gender

Men	835
Women	230

Collaborators at management level

1 Women	
---------	--

Collaborators by type of contract

Unionized	577
Administrative	488

53% of senior managers come from local communities where we have operations.

OMA Workforce by age

19-30	257
31-50	670
51 +	138

Annual Rotation: 3.5%

Voluntary resignation of workforce by age

19-30	22	62.80%
31-50	12	34.30%
51 +	1	2.90%

Voluntary resignation by gender

Men	18	51.40%
Women	17	48.60%

In OMA we are convinced that the ability, experience, knowledge, and skills generate value to the Group, therefore in our recruitment process and sta selection we focus our attention to select competent and skilled candidates. We value and promote diversity and equality in opportunities in all its forms. We eliminate racial, ethnic, religious, moral, and sexual discrimination, also for union membership, political views and health.

Aware of the impact of handling personal information of all candidates, we guarantee to safeguard documents with the same duty and diligence as if they were our own. We commit to not disclose sensitive personal data obtained in our recruitment process to prevent affecting their privacy.

New hires in 2017:

109 persons

New hires in OMA by age:

19-30	62	15.60%
31-50	47	17.40%
51 +	0	0%

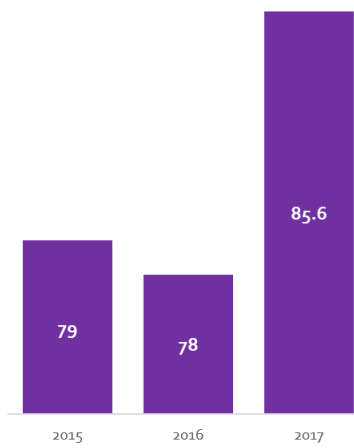
New hires by gender:

Men	73	66.90%
Women	36	33%

When the recruitment process is realized and the new members of OMA's workforce integrate the team, they receive proper training to develop the knowledge and skills required to perform their duties. Through continuous training applied and promoted at all levels of the organization, we aspire to capitalize the knowledge and innovation to achieve growth in conjunction with the company and collaborators.

Among the training programs that stimulate the development and specialization of personnel we highlight: Chief Operations and Security Development, Maintenance Chiefs, Medium management development, Leader formation, teamwork development, Engineering and Airport Certification International Diploma, Airport Management Diploma, CREI Commanders Diploma, and Master in Airport Management.

AVERAGE TRAINING HOURS
PER EMPLOYEE 2015 - 2017



TOTAL TRAINING HOURS BY COLLABORATOR CATEGORY 2017	
	Average training hours per employee
Type of contract	
Administrative	58.5
Unionized	108.58

TRAINING HOURS PER GENDER 2017	
	Average training hours per employee
Gender	
Men	96.07
Women	48

Within their usual processes, OMA carries out the annual evaluation of the performance of employees. This measurement process aims to reward productivity at work and improve potential in areas required.

It is a continuous process carried out to assess the degree in which collaborators reach their goals, as well as promotes skills development. With this process we guarantee equal opportunities to all collaborators.

Evaluated persons in 2017: 469 employees

Our commitment is to strengthen the comprehensive development of employees. For this, we have different tools that help us enhance the professional and personal development of collaborators through mechanisms, planned process changes, short-term programs, medium-term programs, and long-term programs aligned to the business strategy.

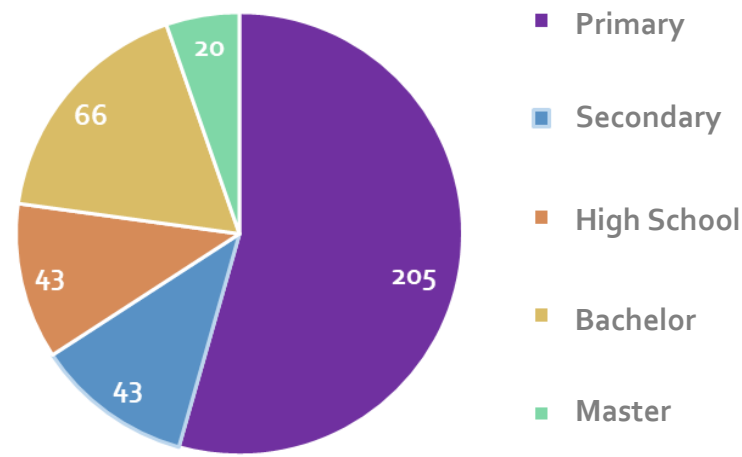
OMA's career plan is a tool that defines the collaborator's long-life personal objectives, and their profession or work is the bridge to achieve them.

OMA has 33 career plans ranging from technical positions to management positions.

OMA Skills Management Model aims to ensure that all workers work aligned to the business strategy. This model is defined based on the mission, vision and values of the Group, and consists of 21 skills distributed in three categories. Each skill is composed of observable behaviors that are assessed by the collaborator and, in some cases, by their direct supervisor. This model aims to reduce the margin of difference between the requirements of the position, thus improving the professional performance of our team.

Another tool that contributes to the comprehensive development of personnel and their families are the educational scholarships. In 2016, we granted 293 scholarships, investing three million pesos, of which thirty percent was for bachelor and master degree studies.

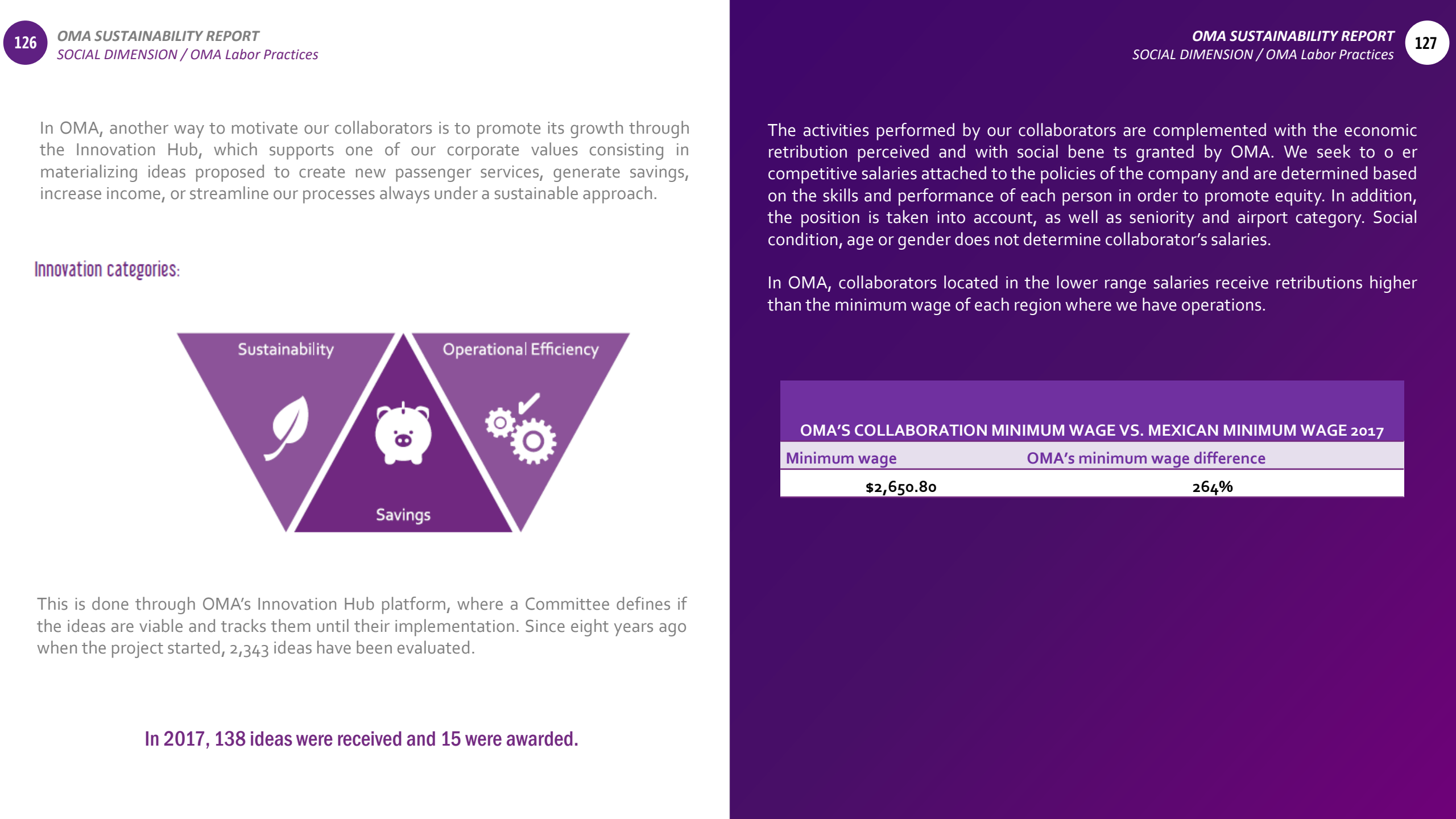
SCHOLARSHIPS PER GRADE 2017



For collaborators who have not yet completed a high school degree, we have joined the program promoted by the National Institute for Adult Education (INEA), Company Free of Educational Backwardness. In this sense, OMA contributed to all collaborators to have primary studies, as well as secondary education.

Collaborators with educational backwardness at primary level: 0
Collaborators with educational backwardness at secondary level: 1

COLLABORATORS WITH EDUCATIONAL BACKWARDNESS AT SECONDARY LEVEL			
Airport	2015	2016	2017
Acapulco	2	0	0
Monterey	4	1	1
Zihuatanejo	1	0	0
Total	7	1	1



In OMA, another way to motivate our collaborators is to promote its growth through the Innovation Hub, which supports one of our corporate values consisting in materializing ideas proposed to create new passenger services, generate savings, increase income, or streamline our processes always under a sustainable approach.

Innovation categories:



This is done through OMA’s Innovation Hub platform, where a Committee defines if the ideas are viable and tracks them until their implementation. Since eight years ago when the project started, 2,343 ideas have been evaluated.

In 2017, 138 ideas were received and 15 were awarded.

The activities performed by our collaborators are complemented with the economic retribution perceived and with social bene ts granted by OMA. We seek to o er competitive salaries attached to the policies of the company and are determined based on the skills and performance of each person in order to promote equity. In addition, the position is taken into account, as well as seniority and airport category. Social condition, age or gender does not determine collaborator’s salaries.

In OMA, collaborators located in the lower range salaries receive retributions higher than the minimum wage of each region where we have operations.

OMA’S COLLABORATION MINIMUM WAGE VS. MEXICAN MINIMUM WAGE 2017	
Minimum wage	OMA’s minimum wage difference
\$2,650.80	264%

Among the benefits and others additional to the economic compensation received by all of our collaborators, include life insurance, savings fund, family support, and special permissions for various reasons, among others.

OMA COLLABORATORS BENEFITS 2016		
Benefit	Administrative	Unionized
Vacations		
Vacation bonus		
Year-end bonus		
Life insurance		
Savings fund		
Family support fund		
Special permissions		
Dining room		
Savings plan		
Maternity leave		
Paternity leave		

Awarded higher than required by law.

Not required by law but the company awards it.

Granted according to law.

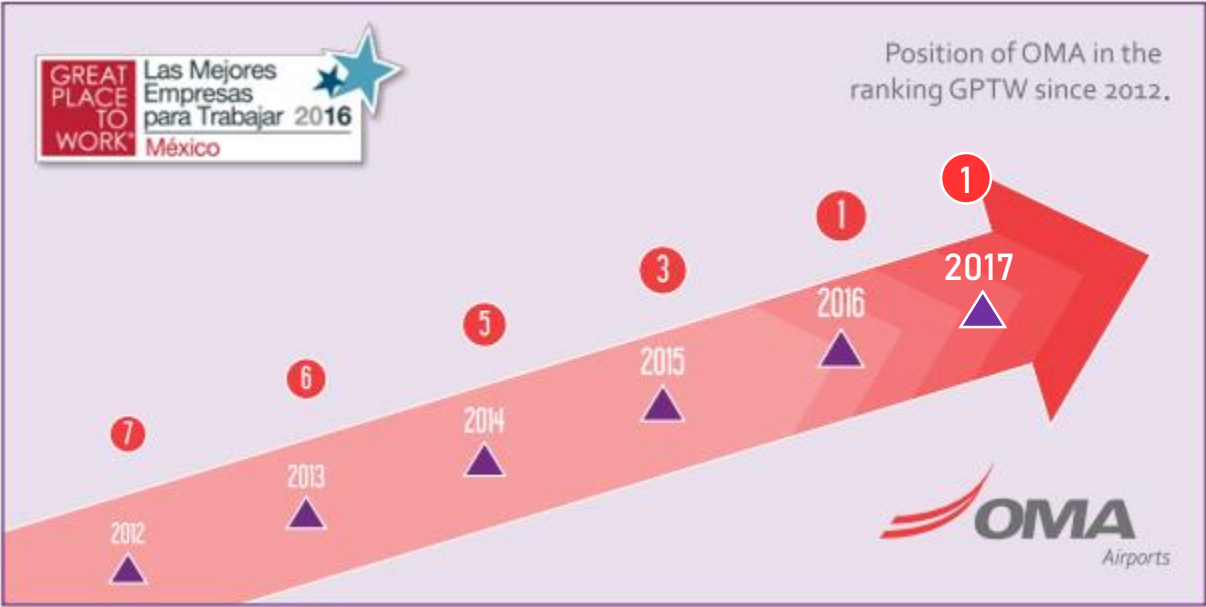
Committed to support our collaborators in each of their professional life stages, OMA created the Retirement Program that aims to help collaborators plan their successful separation from the company by providing advice to reduce emotional conflict and by orienting them to take advantage of their strengths.

For the executive staff, OMA created a Pension Plan for Managers, Executives and Directors in order to secure the economic future at the end of their working life. The program is composed by a defined benefit at retirement (legal compensation) and a defined contribution, which consists of contributions made by the collaborator by a maximum amount of 10.5% of its salary, plus a contribution made by OMA based on 2% of the salary base throughout the life of the plan.

Until 2017, 46.2 million pesos have been assigned as a reserve for this benefit and 19.5 million pesos in an independent fund to meet this obligation.

Thanks to all the actions made in favor of the employees, OMA was recognized for the second consecutive year as the Best Company to Work in Mexico in the Northeast region category with more than 1000 employees, award that the Great Place to Work® Institute (GPTW) México granted and ranked as #1.

Likewise, in the National Ranking, in the category of companies with 500 to 5000 employees, OMA obtained a Global Grade of 84%, achieving place 24 nationwide.



With activities and programs included in this section, OMA contributes to the objectives of the Sustainable Development:



Objective 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



Objective 5: Achieve gender equality and empower all women and girls.



Objective 10. Reduce inequality within and among countries.

4c. Health and Safety in the Workplace

G4-LA5, G4-LA6, G4-LA7, G4-LA8, G4-PR1

Commitment to health and safety of the sustainability policy

- Prevent occupational risks to achieve the goal zero accidents at work and zero occupational diseases.
- Transmit the approach to safety and health to our visitors, users, and value chain.

In OMA, a very important aspect is the health and safety of our collaborators, visitors and users in all of our facilities, as well as in all of our operations. Our objectives are to have proper controls, avoid risk situations and meet the goal of zero work accidents.

As part of the prevention tasks, we carry out evaluations to identify potential risks in the facilities and processes where we consider a probable occurrence, exposure and consequence, to reduce its frequency, severity and accident rate. In 2017, 3,924 activities were evaluated, of which 92%, in other words, 3,620 are considered non-significant.

From the risk analysis performed, data reflected is submitted in quarterly basis to the Sustainability Committee, chaired by the CEO and addressed by other directors. This analysis provides information to implement decisions through the general strategy for health and safety at work.

ACCIDENTS BY GENDER 2017		
Concept	Men	Women
Incapacitating working accidents	7	0
Days of incapacity for work accidents	165	0

INCAPACITATING WORK ACCIDENTS AND LOST DAYS BY GENDER 2017				
Gender	Lost days	% of lost days	Number of accidents	% of accidents
Men	165	100	7	100
Women	0	0	0	0
Total	165	100	7	100

DESCRIPTION OF INCAPACITATING WORK ACCIDENTS 2017				
Airport	Brief description	Incapacity days	Staff	Gender
ACA	One CREI staff member suffered a fall during fitness training with a handrail and injures her right elbow.	10	OMA	Men
TAM	One CREI staff member twisted his right ankle while moving equipment from the physical training area.	82	OMA	Men
ACA	One employee from the maintenance department slips and falls in the shower injuring his left eyebrow.	5	OMA	Men
TRC	One CREI staff member suffered lower back pain during physical training.	6	OMA	Men
SLP	One CREI staff member injured his ankle when falling from a handrail.	11	OMA	Men
SLP	One CREI staff member while warming up and doing skipping suffered pain and inflammation in the knee.	13	OMA	Men
REX	One CREI staff member suffered pain in the left thigh during springs routine.	38	OMA	Men

With views of maintaining a culture of health and safety, and create responsible environments, we also have Health and Safety Commissions in all of our working centers. These commissions are aligned with the Mexican Official Standards NOM-019-STPS-2011 with OMA's Security and Hygiene Regulations and with our internal processes.

Health and safety committees formed by different members of the organization exist:

- The general commission is formed by the CEO, Secretary General of the National Union, Director of Legal Affairs, Human Capital Director, Labor and Conflict Secretary of the National Union, and Minutes and Resolutions Secretary of the National Union.
- The local commissions at each of the airports are formed by the Airport's Manager, Human Capital Coordinator, Union Delegate, and Management and operation employee's representative.
- The corporate local commission is formed by human capital director, sustainability, legal, and maintenance personnel.

PERCENTAGE OF TOTAL WORKFORCE REPRESENTED IN THE HEALTH AND SAFETY COMMITTEE BY WORKING CENTER 2017			
Airport	Staff per airport	Number of members	Representation %
ACA	80	14	18%
CJS	55	11	20%
CUL	62	8	13%
CUU	59	11	19%
DGO	43	9	21%
MTY	224	14	6%
MZT	65	6	9%
REX	45	12	27%
SLP	48	7	15%
TAM	61	11	18%
TRC	50	6	12%
ZCL	47	7	15%
ZIH	49	8	16%
CORP	176	5	3%
General	-	6	1%
Total	1064	135	13%

OMA and its Directors maintain constant dialogue with the National Union of Workers of the Airport, Similar and Related Services Industry of the Mexican Republic (*Sindicato Nacional de Trabajadores de la Industria Aeroportuaria y Servicios Similares y Conexos de la Republica Mexicana*) regarding health and safety through participation agreements such as: Collective Bargaining Agreement, Internal Work Rules, Internal Security and Hygiene Rules, Self-management Program for Health and Safety at Work, Security Procedures, Excellence CREI Program, General and Local Health and Safety Commissions, Company Free of Addictions, Civil Protection Family Program, Sustainability Fairs for Collaborators and Families, Great Place to Work® Surveys, and OMA Scholarship Program.

In order to carry out all actions regarding health and safety for our collaborators and supply chain, we have different certifications that allow us ensure the professionalization of our processes.

Since 2011, we have the international certification OHSAS 18001:2007, which was renovated in 2014 for our 13 airports effective until 2017. Through internal and external audits a constant evaluation is completed that allows knowing and working in detected opportunity areas. This system has enabled us to mitigate risks associated with our collaborator's health and safety, as well as with all other persons associated with the daily operations

In addition, we obtained voluntarily the Safe Company Certification granted by the Department of Labor and Social Welfare (STPS) to reaffirm our commitment to health and safety in all our airports. This has allowed us to continuously improve the reduction of risks arising from the operation through the implementation of national and international health and safety standards.

OMA is the first airport group in Mexico to receive the Safe Company Certification in all its airports granted by the Department of Labor and Social Welfare (STPS) through the Self-Management Program for Health and Safety at Work (PASST).

SAFE COMPANY CERTIFICATION BY AIRPORT 2017	
	LEVEL 1
	 Aeropuerto de Reynosa
	LEVEL 2
	 Aeropuerto de Zacatecas
	LEVEL 3
	    Aeropuerto de Acapulco Aeropuerto de Monterrey Aeropuerto de Cd. Juárez Aeropuerto de Zihuatanejo
	LEVEL 3 (revalidation)
	    Aeropuerto de San Luis Potosí Aeropuerto de Mazatlán Aeropuerto de Torreón Aeropuerto de Culiacán
	NOT ELIGIBLE FOR ACCIDENT
	   Aeropuerto de Tampico Aeropuerto de Chihuahua Aeropuerto de Durango

For the ninth consecutive year, we ratified our Drug Free Company Certificate endorsed by the Department of Health, the Department of Labor and Social Welfare and the Mexican Institute of Social Security, which consists in the application of tests to detect illegal drug consumption among our collaborators. In 2017, 990 anti-doping exams were applied (93% of the staff). All this as a reinforcement to our policy of zero tolerance to positive cases of illegal substances consumption.

In addition to health and safety at the workplace, we promote comprehensive care of our collaborators, therefore, we designed the OMA Health Program to help and improve health through periodic medical exams, nutrition consultation, visual and hearing conservation, vaccination campaigns, as well as cancer prevention. During 2017, 1,041 medical exams were given (98% of collaborators) and 566 influenza vaccines applied (53% of collaborators).

With activities and programs included in this section, OMA contributes to the Sustainable Development Objectives:



Objective 3: Ensure healthy lives and promote well-being for all at all ages.

“Nature never breaks her own laws”.

Leonardo da Vinci

5. ENVIRONMENTAL DIMENSION

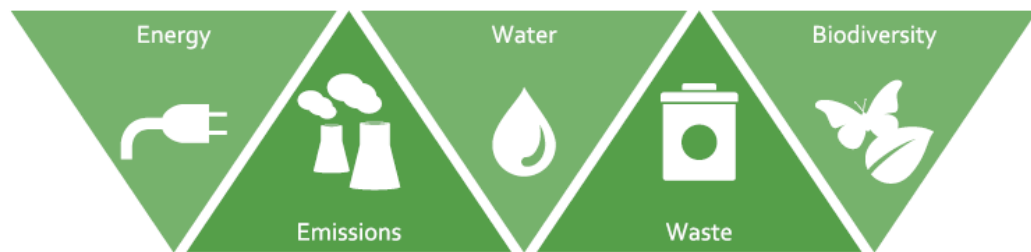
G4-EN31

Commitment to the environment of the sustainability policy

- Systematically integrate a preventive approach that favors the care of the environment in all of our activities.
- Promote values and publicize the best environmental practices to parties concerned.
- Establish targets to prevent pollution to the environment.
- Encourage the reuse, recovery and recycling of materials.
- Mitigate environmental impact of our operations in the fields of water, air, ground, biodiversity, noise, waste and energy.

For OMA, the environment is a priority and it is reflected in our Sustainability Policy, which has been clarified since the beginning of our operations. The allocation of resources carried out in human and financial capital is also aimed to support compliance of the main objective: mitigate the environmental impacts of our operations.

Main environmental impacts:



To fulfill the commitments acquired by the Group, we made investments in efficient technology, carry out detailed monitoring of the environmental impacts and incorporated preventive methods with the vision to respect and preserve the environment.

In 2017, the environmental investment was \$32,470,005 pesos

The investment also include:

- Operating costs: Payments of water consumption and waste disposal.
- Legal compliance: Studies and consulting external services.
- Environmental management: Audits and certifications
- Education and training.
- Use of cleaner technologies.

OMA's environmental management system has been designed to comply with the Mexican environmental law, as well as with other commitments acquired. To achieve this, we periodically perform an assessment of the legal requirements. Through planning and budget allocation, preventive actions are carried out to avoid potential non-compliance in environmental matters.

In OMA, we have developed a specialized team, coordinated by corporate and with presence in our airports, with the responsibility to manage, follow-up and monitor implemented environmental initiatives. This way, the efficiency in the environmental performance of the Group is guaranteed.

The experience of our personnel is shared within the organization, particularly with new staff members. As part of this, the environmental awareness program schedules training sessions about hazardous waste, non-hazardous waste, water saving, energy saving, and ecological footprint. The contents are oriented to the collaborators of the Group, as well as to critical supplier's employees, with the intention to develop and strengthen the message of the importance of the care and conservation of the environment.

In 2017, 927 OMA collaborators were trained.

As well, 955 employees from critical suppliers were trained.

5a. Water

G4-EN8, G4-EN9,G4-EN10, G4-EN22

Water is a material aspect in the airport operations and necessary to provide quality services to users in our facilities. For that reason, rational and responsible use is encouraged to reduce its consumption, taking into account the annual increase of passengers.

Within our daily activities, we analyze the processes where water consumption can be reduced, and take actions such as the replacement of conventional equipment for water saving technologies such as saving valves, underground water pipes leaks detection, repair of leaks, and use of water from air conditioner (A/C) condensation.

Water consumed by the airports of Culiacan, Mazatlan, Tampico, Torreon, and Monterrey comes from municipal water supplies, which represents 53% of OMA’s total consumption. The other 47% corresponds to the airports of Acapulco, Chihuahua, Ciudad Juarez, Durango, Monterrey, Reynosa, San Luis Potosi, Zacatecas, and Zihuatanejo and comes from groundwater. In no case OMA’s water withdrawal was extracted from protected water sources.

In 2017 water withdrawal consumption was 704,773 m3.
Municipal water supplies: 374,873 m3.
Groundwater: 329,900 m3.

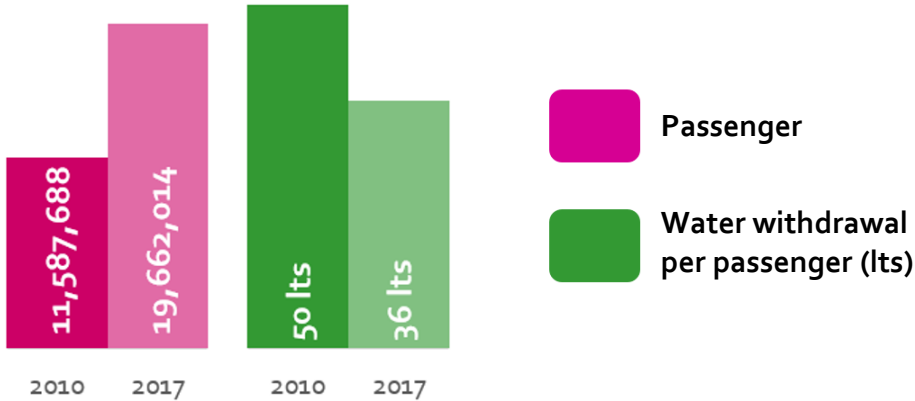
WATER WITHDRAWAL BY SOURCES 2015 - 2017 (m³)			
	2015	2016	2017
Municipal supply	88,607	378,358	374,873
Groundwater	571,606	344,630	329,900
Total	660,213	722,988	704,773
Passengers	16,922,143	18,763,638	19,662,014

The airport operations and services produce wastewater, and if it is not disposed properly, it can generate a negative impact to the environment. In OMA we have made nancial and human capital investments to manage and dispose it in a responsible manner.

Our 13 airports have water treatment plants that operate with activated sludge systems allowing wastewater comply with the established environmental regulations. The quality of wastewater is determined in a quarterly or in a six-month basis through sampling made by accredited and certi ed laboratories. The Mexican Regulation NOM 001-SEMARNAT-1996 is taken as a reference to facilitate the mitigation of environmental impact by the ground discharge of treated water.

In OMA, we don’t recycle treated water..
In 2017 168,856 m3 of treated water was disposed to the ground and subsoil.
98% of treated wastewater complies with the applicable environmental regulation.

2017 WATER WITHDRAWAL PER PASSENGER VS. BASELINE



5b. Energy, Emissions and Climate Change

G4-EN3,G4-EN4,G4-EN5,G4-EN6,G4-EN15,G4-EN16,G4-EN17,G4-EN19, G4-EN21

We have identi ed that energy consumption is the main environmental aspect required to operate the airport facilities. In that sense, OMA’s e orts are aimed to achieve energy e ciency, through the use of new technologies and solar energy.

Initiatives to mitigate energy consumption

- LED lighting for buildings.
- LED lighting for tracks and roadways.
- Monitoring and energy control.
- Solar energy generation.
- Efficient air conditioning.
- Motors speed control.

In 2017, 61,316,742 Kwh of electricity was consumed.
201,198 Kwh were generated in the solar park in Zacatecas.

ELECTRIC ENERGY CONSUMPTION 2014-2017			
	2015	2016	2017
Kwh	59,657,512	51,450,908	61,517,940
Number of passengers	16,922,143	18,763,638	19,662,014
Kwh per passenger	3.53	3.27	3.13

As part of the airport infrastructure operations, non-renewable fuels like gasoline, diesel and LP gas are used.

2017 DIRECT ENERGY CONSUMPTION

Gasoline	Diesel
8,630 GJ	5,891.36 GJ
255,725 lts	155,135 lts
LP Gas	Total
4,286 GJ	18,808 GJ
164,196 lts	575,056 lts

Giga joule (GJ). Litros (lts)

2017 TOTAL ENERGY CONSUMPTION

240,267 GJ

Giga joule (GJ).

2017 INDIRECT ENERGY CONSUMPTION

Electric Energy
61,517,940 Kwh
221,459 GJ

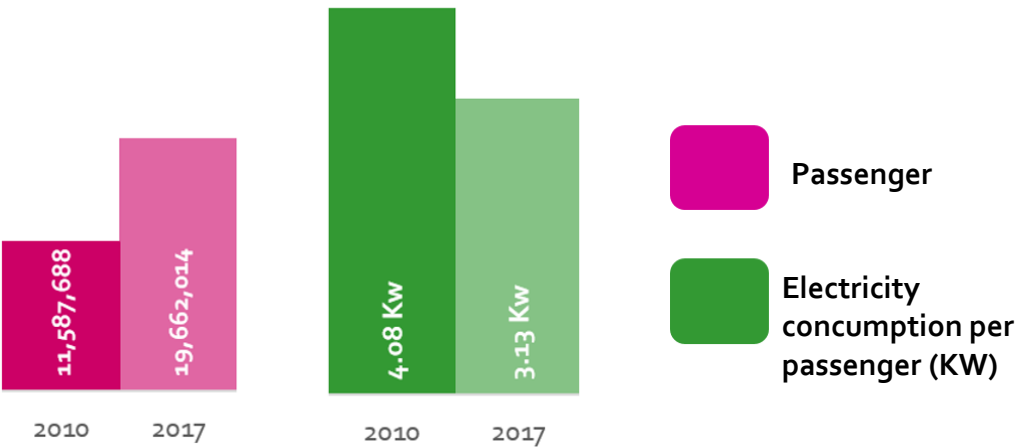
Giga joule (GJ). Kilowatts Hora (Kwh)

2017 INDIRECT ENERGY CONSUMPTION

35,686Ton

Tons of CO2 Equivalent (Ton CO2 eq)

2017 ELECTRICITY CONSUMPTION PER PASSENGER VS. BASELINE



Climate change is one of the material aspects for OMA and our stakeholders due to its relevance to the long-term business sustainability. The increase in the intensity of natural phenomena and the disease rate are both consequences of climate change, and they represent a long-term risk for the operations located in coastal or high-risk areas.

Through OMA’s carbon footprint, we calculate direct and indirect GHG emissions of our operations in order to acknowledge our impact on climate change.

According to the Intergovernmental Panel on Climate Change (IPCC), carbon dioxide (CO2) is one of the main causes of climate change, due to the fact that its concentration in the atmosphere has increased considerably since the year 1750. In order to understand its impact and develop mitigation strategies, it is important that companies carry out the quantification of this gas through the calculation of the carbon footprint.

In OMA, the calculation of emissions is based on the guidelines specified by the GHG Protocol of the World Resources Institute (WRI), which divides the emissions in Scope 1, Scope 2 and Scope 3 Guidance. This classification is based on the nature of the operations in which emissions take place, determining if these emissions can be attributed directly to the organization or other related entities.

The GHG emissions generated by the Group’s operation come from non-renewable fuels consumption (Scope 1), electricity consumption (Scope 2).

The quantification of Scope 1 and 2 emissions are done using the methodology of the National Emissions Registry (*RENE*) promoted by the Department of Environment and Natural Resources (*SEMARNAT*). With this information, we take the emissions factor, the calorific power and other data referenced for the calculation of emissions.

The 2015-2017 GHG Emissions Table shows OMA's emissions for such period. As it is shown below, in the year 2016, OMA's total emissions reached 37,026 tons of CO₂e, categorized mainly in the Scope 2 emissions and which constituted 96% of all emissions.

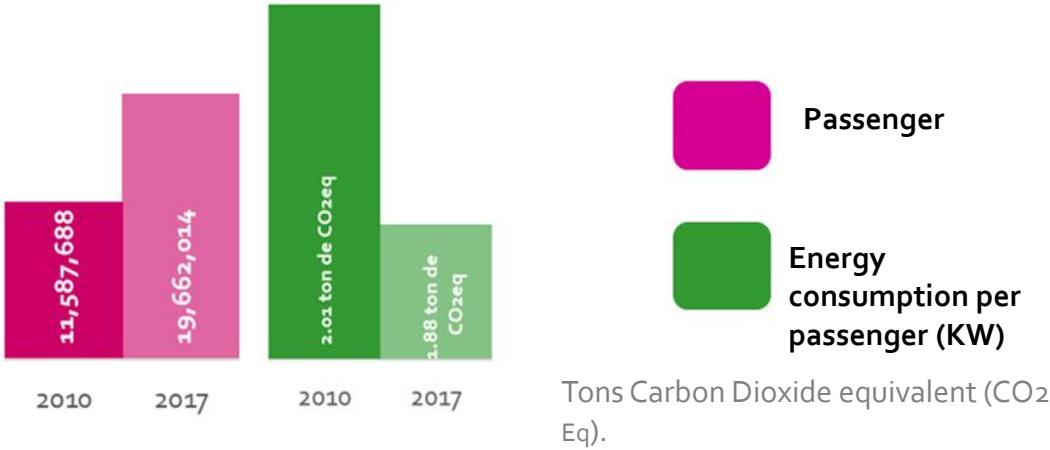
2015-2017 GHG EMISSIONS			
	2015	2016	2017
Scope 1 (direct emissions)	884	896	1,340
Scope 2 (indirect emissions)	24,085	28,145	35,686.34
Scope 3 (other emissions)	-	279	-
Total Emissions	24,969	29,320	37,026
Total number of passengers	16,922,143	18,763,638	19,662,014

It should be noted that the increase in indirect emissions is derived from the increase in the emission factor of the 2017 National Electric System to 0.582 tons of CO₂/MWH, obtained from <https://www.gob.mx/semarnat/acciones-y-programas/registro-nacional-de-emisiones-rene>

In addition, the intensity emission table we show the intensity of emissions calculated per each one thousand passengers that visit our airports. It is important to distinguish that in 2017, 1.88 tons of CO₂e were emitted per each one thousand passengers.

2015-2017 INTENSITY OF EMISSIONS (TON CO ₂ eq/THOUSAND PASSENGERS)			
	2015	2016	2017
Intensity of emissions	1.65	1.56	1.88

2017 GHG EMISSIONS PER PASSENGER VS. BASELINE



To measure atmospheric emissions, in Culiacan airport we carried out a study through a laboratory accredited by the Mexican Accreditation Entity.

Eight compounds were measured:

COMPOUNDS ANALYZED		
Compound	Principle	Method used
Particles PM10/2,5	A sampler draws ambient air to constant flow through an entrance with special geometry that separates particles in one or more fractions of size in the range of PM10/2,5.	MMPM-AAM-4
Sulphur Dioxide and Nitrogen Monoxide (NO2, SO2)	The filters provided by the supplier (OGAWA) are placed in the passive samplers.	OGAWA
Benzene, Toluene, Ethylbenzene and Xylene	The filters provided by the supplier (AMC) are placed in the passive samplers.	BTEX

The results are described below and as they can be seen are in compliance:

STUDY OF AIR QUALITY							
Compound	Unit	Norm	Max. value	Min. Value	Average	LMP	Compliance
PM 2.5	µg/m³ ca	NOM-025-SSA1-2014	16.7	10.8	13.84	45	SI
PM 10	µg/m³ ca	NOM-025-SSA1-2014	61.7	27.5	47.06	75	SI
NO2	ppb	NOM-023-SSA1-1993	31.8	25.9	27.50	210	SI
SO2	ppb	NOM-022-SSA1-2010	16	0.892	1.49	210	SI
Benzene	ppb	There is no legislation	1	1	1	NA	NA
Toluene	ppb		1	1	1	NA	NA
Ethylbenzene	ppb		2	2	2	NA	NA
Xylene	ppb		2	2	2	NA	NA

5c. Waste Management

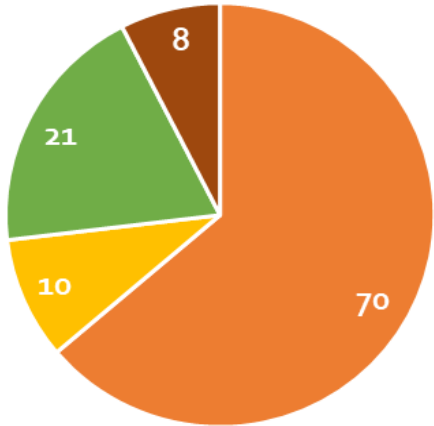
G4-EN23,G4-EN24, G4-EN25

One of the fundamentals of the environmental management system is waste management. Since the activity and operation of airport services produce waste, OMA implemented guidelines to identify, store, transport, and dispose waste that complies with the applicable Mexican environmental regulations.

2015 - 2017 RESIDUES (tons)			
	2015	2016	2017
Hazardous	12.4	11.5	8.08
Non-hazardous	2,016	2,086	2,044

Non-hazardous waste is collected and separated in order to be able to recycle and/or reuse it: carton, PET, paper, aluminum, scrap metal, wood, and glass.

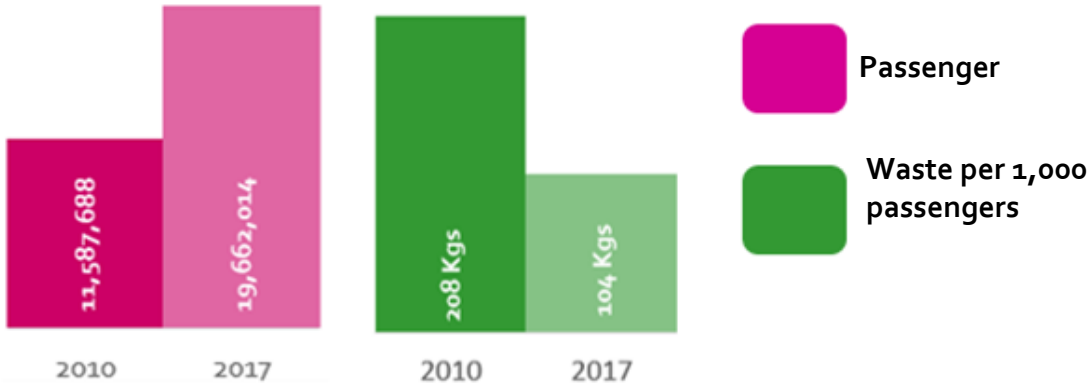
In 2016 we recycled 141 tons of non-hazardous waste.



2017 RECYCLED NON-HAZARDOUS (Tons).



2017 WASTE PER PASSENGER VS. BASELINE



During 2017, they were no spills greater than a thousand liters of oil, fuels, chemical residues or other substances resgistered.

Through the Integrated Management System, the Environment Program is certified in ISO 14001:2004 for the 13 airports of the Group since 2011. Its rigorous application has allowed to standardize processes, measure material aspects and mitigate risks to achieve continuous improvement under a sustainable focus in OMA.

The scope of the certification covers provision of airport terminal facilities management services, including baggage and passenger security, facilities cleaning and maintenance and parking lot operations of the 13 airports of the Group.

In 2017 two follow-up on certification audits were performed.

The current Certificate is valid until 2018.

Voluntarily, OMA added itself to the Environmental Quality Certification Program promoted by Federal Environmental Protection Agency (*PROFEPA*). This distinction is obtained by the recognition of actions implemented to improve the quality of the environment regarding water, air, soil and subsoil, hazardous and non-hazardous waste management, electricity, and training.

PROFEPA performs environmental audits to verify legal compliance and the implementation of appropriate environmental practices in all our operations. Currently, the airports of Acapulco, Ciudad Juarez, Culiacan, Chihuahua, Mazatlan, Reynosa, San Luis Potosi, Tampico, Torreon, Zacatecas, and Zihuatanejo have valid Environmental Quality Certificates. During 2017, pre-audits and audits were made.

Through a set of actions supported by all collaborators, OMA achieved 100% of its environmental strategic objectives, which includes wastewater quality and reducing the carbon footprint. These achievements confirm OMA's interest at all levels of the organization to create real and positive results to preserve the environment.

5d. Biodiversity

G4-EN11, G4-EN12, G4-EN13, G4-EN14, A09

Commitment to biodiversity of the sustainability policy

- Mitigate the impact deriving from our operations.
- Inform employees of the importance and benefits of the protection and conservation of biodiversity at our airports and areas of influence.
- Identify the flora and fauna species present at our airports in order to establish conservation priorities.
- Collaborate with external organizations and government bodies for the protection and recovery of areas of ecological importance inside and outside our facilities.

In OMA, we have implemented activities to promote and protect the abundant biodiversity existing in the area that surrounds some of the airports of the group, and convinced of the importance of the promotion and protection of biodiversity, we allocate investments that meet this purpose.

Halting the loss of biodiversity is one of the major global objectives.

The biodiversity-rich areas, provide a series of eco-systemic services, invisible for many. Let's remember that these areas bring us breathing air, drinking water and food. Millions of persons depend on biodiversity-rich areas and is the home for the majority of flora and fauna species.

Since 2014, OMA has implemented its Action Plan for the Protection of Biodiversity, guide for the development of programs, investments and activities focused on the protection and conservation of biodiversity, thus giving compliance to its policy of sustainability commitments.

Our vision is heading towards the conservation of biodiversity in sensitive and areas of ecological importance inside airports and areas of influence such as communities, municipalities or states where OMA operates. As well, OMA pretends to create an ecological conservation culture that involves airport personnel and corporate offices. Likewise, seeks to establish local alliances to foster this culture in areas of influence where it operates.

In OMA we seek to engage in the conservation of biodiversity, therefore, we established commitments through our policy:

- *Mitigate biodiversity impacts resulting from our operations.*
 - The airports are located in areas devoted to urban development and are in full compliance with regulations regarding environmental impact and technical studies, as well as comply with local and federal environmental regulations. In addition, OMA evaluates and identify relevant environmental aspects in order to develop operational controls and eliminate, mitigate, reduce, or control those that may represent a risk to biodiversity.

- *Inform employees on the importance and benefits of protecting and preserving biodiversity at airports and areas of influence.*
 - Annually and during the Sustainability Fair timeline, one day is dedicated to promote among our collaborators the culture of Biodiversity conservation. In 2016, 541 OMA collaborators participated.
- *Identify flora and fauna species present at the airports to establish conservation priorities.*
 - Currently, we have a list of the fauna present in the airports of the Group and identify the risk category of each species according to the Official Mexican Rule NOM-059- SEMARNAT-2010 "Environmental Protection – Native Mexican Species of Wildlife Flora and Fauna – Risk Categories and Specifications for its inclusion, exclusion or change – List of endangered species". In 2016, 154 species were found within the airports.
- *Collaborate with external organizations and government departments for the protection and recovery of ecologically important areas inside and outside our facilities.*
 - Buttonwood mangrove donations to government and academic institutions
 - Conservation and reforestation actions of the mangrove species in the Environmental Management Unit (EMU) of the airport of Zihuatanejo, its achievements and collaboration with municipal authorities to locate reforestation areas, as well as the donation of plants to EMU in Acapulco's Airport and Monterrey in order to reproduce the desert turtle, which are significant collaborative advances in favor of the ecology.

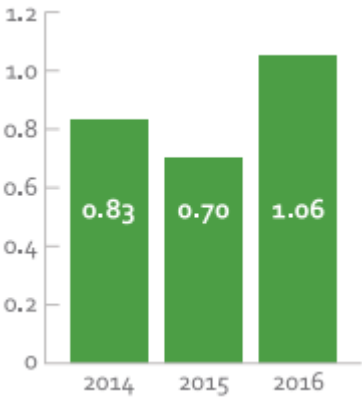
Hazardous Fauna to Aviation Control Program and Plan to Manage Fauna

Operational security is the state in which risks associated with aviation activities relating to the operation of aircrafts or that supports directly such operation, is reduced and controlled on an acceptable level.

As part of Operational Security management, OMA implemented a Fauna Hazardous to Aviation Control Program at each of the 13 airports under its concession to manage the risks associated with the presence of wildlife in air operations.

The program consists in the diagnosis, assessment and mitigation of the risk that wildlife fauna represents to air operations, identifying the ecological dynamics of each of the places where we carry out operations and determining specific strategies to handle and control fauna, directed only to organisms that by their dimensions, habits, population, and aggregation, are considered a danger to the security of air operations.

This activity is carried out through the recruitment of specialized services to ensure a proper management of fauna risks made by skilled personnel and based on the industry's best practices, aeronautical regulations and environmental regulations.



In 2017, 17 fauna impact events with aircrafts providing as a result 0.51 impact events for every 10,000 attended operations.

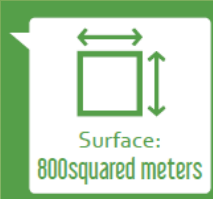
EMU Aero-Zihuatanejo

Mangroves are plant formations that dominate different known species of mangrove trees and grow in the coastal plains of the humid tropics, mainly around estuaries and coastal lagoons near the mouths of rivers and streams. Mangroves are a transition between land and marine ecosystems. There is connectivity between the mangroves, seagrass and coral reefs that allows the flow between the species that live in these ecosystems.

The Zihuatanejo airport and its surroundings lie within wetlands where there is an endangered species according to the Department of Environmental Protection and Natural Resources (*SEMARNAT*), the Buttonwood Mangrove (*Conocarpus erectus*).

Committed with biodiversity since 2012, the airport of Zihuatanejo established a Conservation Unit (EMU) in the form of plant nursery aimed to the reproduction of Buttonwood Mangrove.

- Objective:
- Production of Buttonwood Mangrove.
 - Contribute to the regeneration of lagoon coastal ecosystems.
 - Raise awareness about the importance of the Mangrove.



The EMU Aero-Zihuatanejo nursery has the necessary infrastructure to achieve the optimum development of the plants, from its germination seedlings to become young plants 2 meter height.

Mangrove nursery reserve

- 2017: 9,648 samples
- 2016: 20,156 samples
- 2015: 23,550 samples
- 2014: 19,870 samples

Reforestation

Wetland restoration efforts in Mexico are of great importance for the ecological balance of certain regions. OMA contributes with the reforestation of mangrove areas within the airport of Zihuatanejo, as well as other areas in the States of Guerrero and Michoacan through the donation of Buttonwood mangroves. In 2017, the population density of was maintained within the airport, where more than nine thousand plants were planted in more than 5 hectares.



Picture 1. Nursery interior view. EMU Nursery Aero- Zihuatanejo

Internal reforestation

2017: 870 mangroves
2016: 4,450 mangroves
2015: 1,500 mangroves

Given the importance of continuing the success of the program and its goals, in 2017 we carried out the remodeling of the nursery facilities, investing in an irrigation system to save water, created working areas and installed a shade mesh, in order to optimize the use of our resources and its maintenance, as well, offering good service and experience to visitors to generate environmental and economic awareness of the buttonwood mangrove specie.

During 2017, EMU had different visitors from different sectors of the civil society, mainly from primary schools and preschools. We shared with them elemental information of the mangrove ecosystems and its importance to mitigate the negative impacts of climate change in order to create awareness of the protection and conservation of wetlands. As well, we seek to raise awareness to the community integrated by OMA's collaborators and all companies that provide services to the airport, therefore, we hold informative talks constantly were we share the results of the work performed in EMU Aero-Zihuatanejo.

Visits to EMU

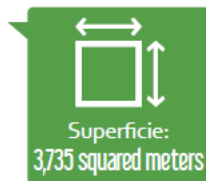
2017: 110 persons

Training of OMA's Collaborators and Suppliers

127 persons

UMA Aero-Acapulco

According to our biodiversity policies, in the airport of Acapulco we established and registered an EMU in order to protect buttonwood and black mangrove.



Objective: Promote the conservation, management and sustainable use of the black and white buttonwood mangrove species through:

- a) Environmental education.
- b) Reforestation of degraded areas.
- c) Production.

In the second half of 2017, we had the inauguration of the “Environmental Training Classroom”, an available space for those interested in learning more about the environmental benefits that wetlands provide. In this place, we provide technical training for the production of mangrove and eco-systemic services.

It is a space of 300 square meters where 90% of the materials used in its construction are recycled or reused. In 2017, we carried out the opening ceremony with the presence of different environmental authorities and other interest groups.



Picture 2. Front view of “Environmental Training Classroom” EMU Nursery Aero Acapulco

To initiate the environmental training program we made an invitation to the different education institutions of the community of Acapulco to let them know about the availability of our training classroom and the visit program, and during August we received students from the Environmental Science Degree from the Autonomous University of Guerrero.

UMA Aero-Acapulco

Another important area that is part of this EMU, is the plantation polygon, where we plant mangrove and collect the seeds to plant more mangroves in the nursery. In September we carried out an activity of reforestation with our collaborators and their families.

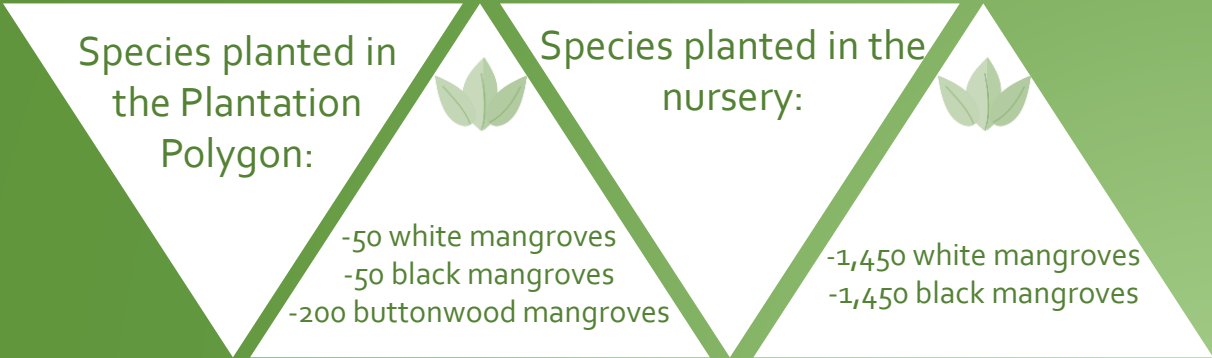
The EMU nursery in Aero-Acapulco is available to receive foundations and organizations from civil society, companies, universities, schools, environmental and social entrepreneurs, government entities, and international organizations that share the same purpose of protecting and conserving biodiversity.

To schedule a visit please contact us at:
Email: info@oma.aero
Phone: 01-744-4352060



Number of persons trained
in the classroom:
108

Inventory of species:



UMA Aero-Monterrey

To continue developing sustainable and conservation projects, during 2017 in the Airport of Monterrey we registered a Handling Unit for the Conservation and Sustainable Use of Wildlife in the modality of intensive exploitation.

Main objectives:

- Reproduction of species, mainly the desert turtle (*Gopherus berlandieri*).
- Restocking and reintroduction
- Investigation
- Environmental education
- Rescue and Protection.



During 2017, the following species were kept:

- Coyote (*Canis latrans*).
- Collared Peccary (*Pecari tajacu*).
- Minipig.
- Rabbit.
- Red Tail Eagle (*Buteo jamaicensis*).
- Swainson Hawk (*Buteo swainsoni*).
- Caracara (*Caracara cheriway*).
- Horned Owl (*Bubo virginianus*).
- False Coralillo Snake (*Lampropeltis triangulum*).



Number of persons trained:
1,200

Such talks were conducted in the facilities of EMU, in the last waiting rooms and to school groups from different levels that attended the guided visits to the facilities of the airport.

The infrastructure of EMU allowed to temporarily accommodate approximately 65 animals (mostly birds), that were captured inside the venue as part of the implementation plan, and by instructions from PROFEPA we kept them until the authority arranged transportation and release.

With the activities and programs included in the Environmental Dimension, OMA contributed to the objectives of the Sustainable Development:



Objective 6: Ensure availability and sustainable management of water and sanitation for all.



Objective 7: Ensure access to affordable, reliable, sustainable, and modern energy for all.



Objetivo 13: Take urgent action to combat climate change and its impacts.



Objetivo 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.

“Without having a goal,
it's difficult to score”.

Paul Arden.

6. Global Reporting Initiative Index

G4-32

GRI G4 (Essential Compliance)

G4	Page	Description
Strategy and analysis		
G4-2	69,90	Impacts, risks and opportunities.
Profile of the organization		
G4-3	2,7	Name of the organization.
G4-4	7,17	Brands, products and/or services.
G4-5	2,7	Organization headquarters.
G4-6	7	Countries where there are operations
G4-7	7	Nature of ownership and legal form.
G4-8	7,17,32	Markets served (with geographic breakdown, sectors served and types of customers).
G4-9	32	Dimensions of the organization (number of employees, operations, sales or net income, and quantity of products or services offered).
G4-10	119	Number of employees per contract and gender.
G4-11	119	Employees covered by collective contract.
G4-12	90	Organization supply chain.
G4-13	2	Significant changes during the period covered.
Participation in external initiatives		
G4-14	69	Precautionary principle.
G4-15	99,109	Social, environmental and adaptable economic programs and initiatives.
G4-16	52	Associations that the organization belongs to.

G4	Page	Description
Material aspects and boundaries		
G4-17	2	Entities listed (or not) in the financial statements and equivalent.
G4-18	71	Definition of the process of the content memory.
G4-19	71	List of material aspects.
G4-20	71	Coverage / Limitations in scope or coverage / Inclusion of information in case of joint ventures.
G4-21	71	Coverage / Limitations in scope or coverage / Inclusion of information outside the organization.
G4-22	2	Effects by the reformulation of previous reports. There was no reformulation of information regarding previous reports.
G4-23	2	Significant changes in scope and coverage regarding previous periods. There was no reformulation of information regarding previous reports.
Stakeholder Engagement		
G4-24	95	List of interest groups.
G4-25	95	Election of interest groups.
G4-26	95	Participation with interest groups and memory frequency development.
G4-27	95	Issues arising from interest groups.
Report profile		
G4-28	2	Reporting period.
G4-29	2	Date of the last report.
G4-30	2	Reporting cycles (annual biennial).
G4-31	2	Contact point for questions regarding the report.
GRI Index		
G4-32	173	Table of contents and choice of compliance : essential or exhaustive.
G4-33	2	Policies and practices regarding the external verification of the report.

G4	Page	Description
Governance		
G4-34	59	Structure and corporate governance committees, including social, economic and environmental topics.
G4-35	59	Process of the Highest governance body to delegate its authority to senior managers and employees in economic, social and environmental matters.
G4-36	59	Executive positions with responsibility in economic, environmental and social matters.
G4-37	59, 95	Consultation process of stakeholders and the highest governance body regarding economic, social and environmental matters.
G4-38	59	Composition of corporate governance (committees).
G4-39	59	Indicate if the person that occupies the highest government body has an executive position and describe its functions and the reason of this provision.
G4-40	59	Nomination and selection of the highest government body and its committees.
G4-41	40, 59	Prevention and management of conflict of interest, indicate if these communicate with to stakeholders.
Highest governance body's role in setting purpose, values and strategy		
G4-42	59	Corporate governance functions and senior executive roles in the development, approval and update of the organization's purpose, value or mission statements, strategies, policies, and objectives regarding economic, social and environmental impacts of the organization.
Highest governance body's authorities and performance evaluation		
G4-43	59	Measures taken for the collective knowledge of the highest government body regarding economic, social and environmental matters.
G4-44	59	Evaluation and measures taken from the highest government body's performance regarding economic, social and environmental matters. Indicate whether the evaluation is independent or is self-assessment and its frequency.

G4	Page	Description
Highest governance body's role in risk management		
G4-45	69,90	Identification and management of impacts, risks and opportunities. Indicate if consultations are made to stakeholders.
G4-46	59, 69	Highest governance body's role in reviewing the effectiveness risk management processes.
G4-47	69	Frequency of the highest governance body of reviewing economic, risks and opportunities.
Highest governance body's role in the creation of the sustainability report		
G4-48	59	Committee or highest position to approve the sustainability report.
Highest governance body's roles in evaluating, economic, environmental and social performance		
G4-49	59	Communication of critical concerns to the highest governance body.
G4-50	59	Nature and number of concerns that were transmitted to the highest governing body, mechanisms to discuss and evaluate them.
Remuneration and incentives		
G4-51	59	Remuneration policies for the highest governance body and senior management.
G4-52	59	Process by which the remuneration is determined.
G4-53	59	How to request and take into account the opinion of stakeholders regarding retribution.
Ethics and integrity		
G4-56	7, 40, 59	Values, principles, standards, and norms of the organization (code of conduct, ethics code).
G4-57	40, 59	Internal and external mechanisms of advice for lawful and ethical conduct.
G4-58	40, 59	Internal and external mechanisms of complaints of unethical or illegal conduct.

Performance Indicator

G4	Page	Description	Omission / Answer
Economic Performance			
G4-DMA	22	Indicate why Aspect is material and its related impacts.	
G4-EC1	22	Direct economic value generated and distributed.	
G4-EC2	69	Economic consequences, risks and opportunities for the organization due to climate change.	
G4-EC3	119	Benefit plan.	
G4-EC4		Financial aid granted by governments.	OMA does not receive funds from the Federal Government to operate.
Aspect: Market presence			
G4-DMA	32	Indicate why Aspect is material and its related impacts.	
G4-EC5	119	Relationship between initial salary by gender and local minimum salary in places with significant operations.	
G4-EC6	119	Percentage of local recruitment of senior executives.	
Aspect: Indirect economic consequences			
G4-DMA	32	Describe the work performed to understand indirect economic impacts at national, regional and local scale. And if the organization has performed an evaluation of the needs of the community to determine what infrastructure is necessary.	
G4-EC7	32	Development and impact of the investment in infrastructure and services.	

G4	Page	Description	Omission / Answer
Aspect: Procurement Practices			
G4-DMA	90	Measures to determine acquisition practices that generate impacts.	
G4-EC9	90	Negatives of the supply chain. And policies to select local suppliers. Percentage expense in local suppliers.	
Environmental Performance			
Aspect: Energy			
G4-DMA	141	Indicate if the organization is subject to national, regional or industrial energy regulations and policies.	
G4-EN3	147	Domestic energy consumption.	
G4-EN4	147	External energy consumption.	
G4-EN5	147	Energy intensity.	
G4-EN6	147	Reduction of energy consumption.	
G4-EN7		Reduction in energy requirements of products and services.	Information not available
Aspect: Water			
G4-DMA	141	Indicate why the aspect is material and its related impacts.	
G4-EN8	144	Total uptake of water sources.	
G4-EN9	144	Water sources affected by acquisition.	
G4-EN10	144	Percentage of recycled and reused water.	
Aspect: Biodiversity			
G4-DMA	141	Describe the organization's strategy to comply with its policy for biodiversity management.	

G4	Page	Description	Omission / Answer
G4-EN11	157	Facilities that contain or are located in protected or unprotected areas of great value for biodiversity.	
G4-EN12	157	Impacts on biodiversity resulting from activities, products and services.	
G4-EN13	157	Protection and restoration of habitats.	
G4-EN14	157	Species and habitats affected by the level of danger of extinction.	
Aspect: Emissions			
G4-DMA	141	Indicate if the organization is subject to regulations and policies regarding national, regional or industrial emissions.	
G4-EN15	147	GHG direct emissions (scope 1).	
G4-EN16	147	GHG indirect emissions when generating energy (scope 2).	
G4-EN17		Other indirect GHG emissions (scope 3).	Information not available
G4-EN18		Intensity of GHG emissions.	Information not available
G4-EN19	147	Reduction of GHG emissions.	
G4-EN20		Emissions of ozone-depleting substances.	There is no production, imports or exports of ozone-depleting substances.
G4-EN21	152	NOx, SOx, and other significant atmospheric emissions.	
Aspect: Effluents and waste			
G4-DMA	141	Indicate why the aspect is material and its related impacts.	
G4-EN22	144	Total water discharge by quality and destination.	
G4-EN23	154	Total weight of waste by type and disposal method.	
G4-EN24	154	Number and volume of significant spills.	

G4	Page	Description	Omissions / Answer
G4-EN25	154	Weight of transported, imported, exported, or treated waste considered hazardous (annexes I,II, III and VIII Basilea Convention).	OMA does not transport, import or export hazardous waste, data is reported in page 154.
G4-EN26		Water resources and habitats affected significantly by spills and runoff.	There are no impacts on water resources and habitats.
Aspect: Products and services			
G4-DMA		Indicate why the Aspect is material and its related impacts.	
G4-EN27		Mitigation of environmental impacts of products and services.	Information not available
G4-EN28		Recovery of packaging materials at the end of its useful life.	OMA is a provider of services.
Aspect: Regulatory compliance			
G4-DMA	141	Indicate why the Aspect is material and its related impacts.	
G4-EN29		Fines for non-compliance with environmental regulations.	In 2017, fines were not received by this concept.
Aspect: General			
G4-DMA	141	Indicate why the Aspect is material and its related impacts.	
G4-EN31	141	Expenses and environmental investments.	

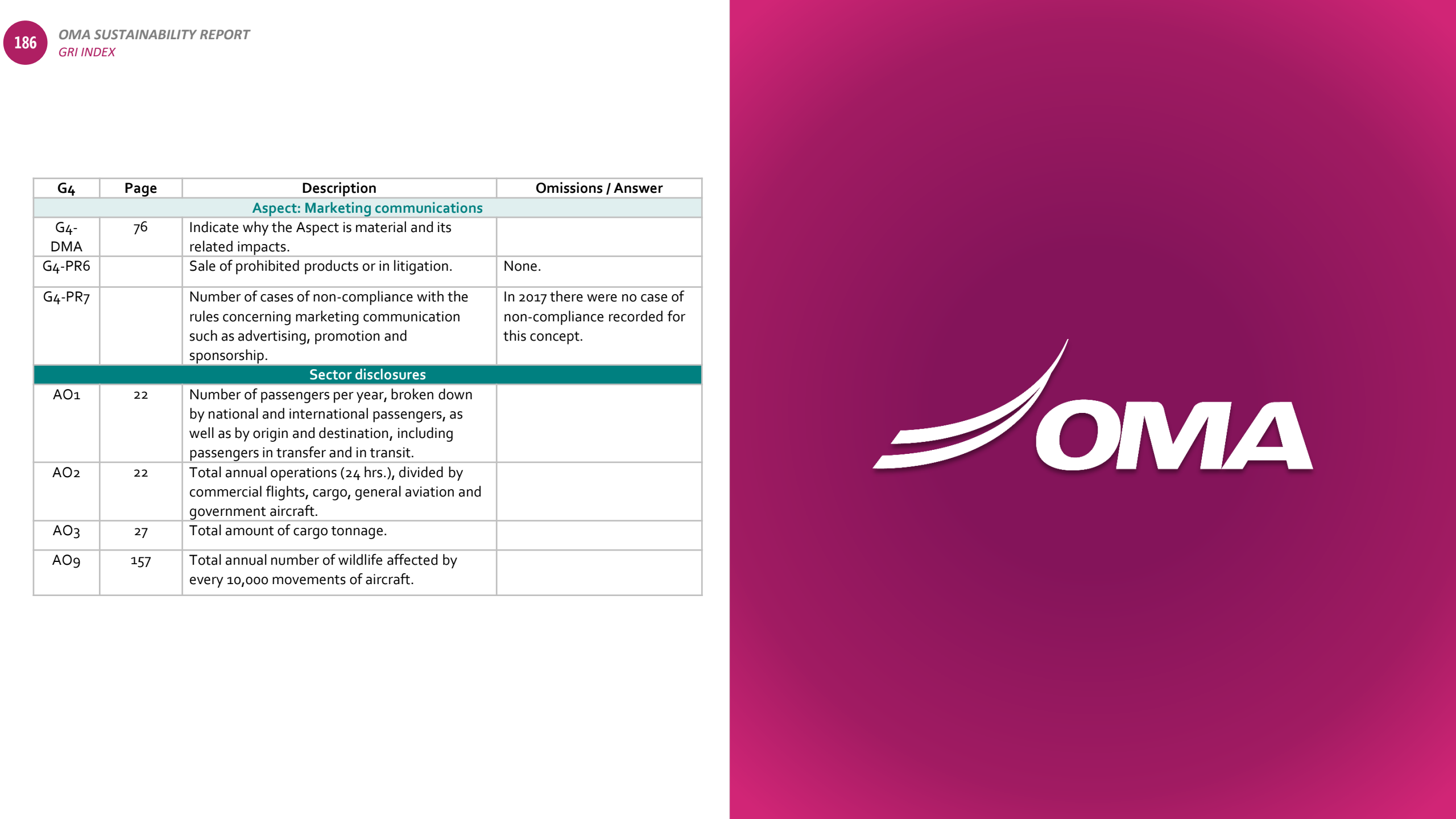
G4	Page	Description	Omissions / Answer
Labor practices and decent work			
Aspect: Employment			
G4-DMA	119	Describe the measures taken to determine and address situations in which work is not developed according with the law, with social social and labor protection, and properly paid or under a legal contract.	
G4-LA1	119	Number and recruitment rate and rotation of employees, broken down by group, age, gender, and region.	
G4-LA2	119	Benefits to full-time employees that are not offered to temporary or part time employees.	
G4-LA3		Reincorporation to work and retention by maternity or paternity, broken down by gender.	In 2017, eighteen unique maternity leave certificates were granted.
Aspect: Health and safety in the Workplace			
G4-DMA	131	Education, advice, prevention, and risk control programs applied to employees.	
G4-LA5	131	Percentage of workers in health and safety committees.	
G4-LA6	131	Type and rates of injuries, occupational diseases, lost days, absenteeism, and fatalities related to work by region and gender.	
G4-LA7	131	Workers whose profession has incidence or high risk of disease.	
G4-LA8	131	Health and safety topics covered in formal agreements with unions.	

G4	Page	Description	Omissions / Answer
Aspect: Training and education			
G4-DMA	119	Indicate why the Aspect is material and its related impacts.	
G4-LA9	119	Average hours of annual training per employee, broken down by gender and occupational category.	
G4-LA10	119	Management skills and continuing education programs.	
G4-LA11	119	Percentage of employees receiving regular performance and career development, broken down by gender and professional category.	
Aspect: Diversity and equal opportunities			
G4-DMA	119	Indicate why the Aspect is material and its related impacts.	
G4-LA12	59, 119	Composition of governance bodies and breakdown of staff by professional, gender, sex, age, belonging to minorities and other diversity indicators categories.	
Aspect: Equal remuneration for woman and men			
G4-DMA	119	Describe the legal and socio-economic environment favorable and unfavorable of both sexes of employees.	
G4-LA13	119	Ratio of basic salary of women to men by professional category.	

G4	Page	Description	Omissions / Answer
Human rights			
Aspect: No discrimination			
G4-DMA	40	Indicate why the Aspect is material and its related impacts.	
G4-HR3	40	Discrimination cases and corrective measures taken.	
Aspect: Freedom of association and collective bargaining			
G4-DMA	40	Describe the policies that may affect the decision of employees of becoming members of unions or sign collective agreements.	
G4-HR4	40	Identify centers where freedom of association can be violated or threatened, and measures to defend those rights.	
Aspect: Child labor			
G4-DMA	40	Indicate why the Aspect is material and its related impacts.	
G4-HR5	40	Measures against child exploitation.	
Aspect: Forced labor			
G4-DMA	40	Indicate why the Aspect is material and its related impacts.	
G4-HR6	40	Measures against forced labor.	
Aspect: Safety measures			
G4-DMA	40	Indicate why the Aspect is material and its related impacts.	
G4-HR7	40	Training of security personnel trained in the policies and procedures of the organization in human rights.	

G4	Page	Description	Omissions / Answer
Aspect: No discrimination			
G4-DMA	40	Indicate why the Aspect is material and its related impacts.	
G4-HR8	40	Number of cases of violations of the rights of indigenous people and actions taken.	
Aspect: No discrimination			
G4-DMA	40	Describe the availability and accessibility of complaint mechanisms and processes of restoration of the impacts of human rights.	
G4-HR12	40	Number of claims on human rights presented, treated and resolved through formal mechanisms of complaints.	
Society			
Aspect: Fight against corruption			
G4-DMA	40	Describe the procedures of evaluation of risks related to corruption, the way in which the organization manages conflicts of interest and collective activities against corruption.	
G4-SO3	69	Number and percentage of centers where risks related to corruption has been evaluated.	
G4-SO4	40	Policies, communication procedures and training in anti-corruption.	
G4-SO5	40	Corruption cases and measures taken.	

G4	Page	Description	Omissions / Answer
Aspect: Regulatory compliance			
G4-DMA		Indicate why the Aspect is material and its related impacts.	
G4-SO8		Monetary value of fines and number of penalties for non-compliance with legislations and regulations.	In 2017, fines were not received for this concept.
Product responsibility			
Aspect: Customer health and safety			
G4-DMA	131	Indicate whether there is an evaluation on the impact on health and safety of products and services at all stages of their life cycle.	
G4-PR1	131	Percentage of categories of products and services whose impact on health and safety has been evaluated to promote improvements.	
G4-PR2		Number of incidents arising from non-compliance of regulations or voluntary codes regarding impacts of products or services in health and safety during their life cycle.	In 2017 they were no incident recorder for this concept.
Aspect: Labelling of products and services			
G4-DMA	76	Indicate why the Aspect is material and its related impacts.	
G4-PR3		Procedures of the organization relating to the information and labelling of products and services.	Information not available.
G4-PR4		Number of non-compliance with regulations and voluntary codes on labelling.	In 2017 there were no case of non-compliance recorded for this concept.
G4-PR5	35	Results of surveys measuring customer satisfaction.	



G4	Page	Description	Omissions / Answer
Aspect: Marketing communications			
G4-DMA	76	Indicate why the Aspect is material and its related impacts.	
G4-PR6		Sale of prohibited products or in litigation.	None.
G4-PR7		Number of cases of non-compliance with the rules concerning marketing communication such as advertising, promotion and sponsorship.	In 2017 there were no case of non-compliance recorded for this concept.
Sector disclosures			
AO1	22	Number of passengers per year, broken down by national and international passengers, as well as by origin and destination, including passengers in transfer and in transit.	
AO2	22	Total annual operations (24 hrs.), divided by commercial flights, cargo, general aviation and government aircraft.	
AO3	27	Total amount of cargo tonnage.	
AO9	157	Total annual number of wildlife affected by every 10,000 movements of aircraft.	