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Starptautiskā lidosta **RĪGA** International Airport

2012





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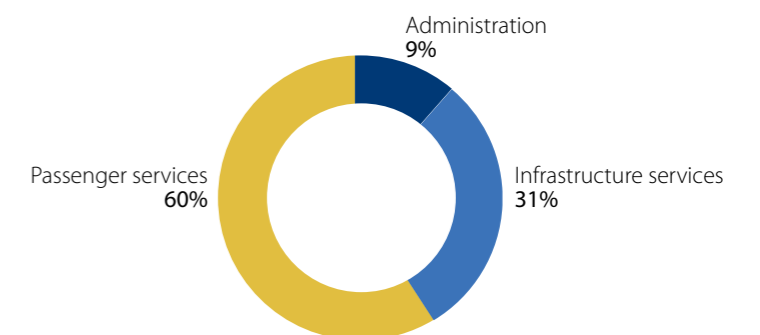


# 1

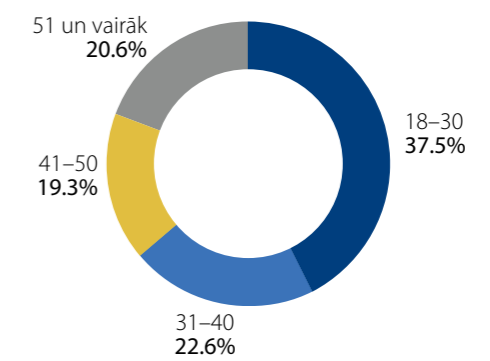
## The Team

1128 employees worked at SJSC Riga International Airport at the end of 2012.

Distribution of Riga Airport staff by sphere of work:



Distribution of Riga Airport staff by age group:



# 2

## Facts and Figures

### Airlines



In 2012 Riga International Airport in cooperation with 19 different airlines continued to improve the route network for their clients. 4 new airlines started their flights from "Riga" Airport in 2012: *Estonian Air*, *Iberia Express*, *AMC Airlines*, *Austrian Airlines Group*.



From 7 January until 24 March 2012 passengers were offered charter flights from Riga to Innsbruck performed by *Austrian Airlines Group*. In the summer season the Spanish carrier *Iberia Express* opened flights from Riga to the capital of Spain Madrid for the period from 3 July until 15 September. *Estonian Air* resumed flights on the route Tallinn- Riga-Tallinn.

In 2012 *Lufthansa*, *Aeroflot*, *Transero* and *Wizz Air* boosted their flight frequency.

### Destinations

In 2012 Riga International Airport provided flights to 65 destinations in winter and 79 destinations in summer.

Five new routes were offered from Riga International Airport making it more convenient for travellers to reach destinations in Scandinavia, Central and Southern Europe. *Norwegian* airline opened two new routes from Riga: to Stockholm/Arlanda in Sweden and Copenhagen in Denmark. The Irish low-cost airline *Ryanair* opened two routes to Karlsruhe (Germany) and to Manchester (United Kingdom). While Spanish carrier *Iberia Express* launched flights to Madrid (Spain).

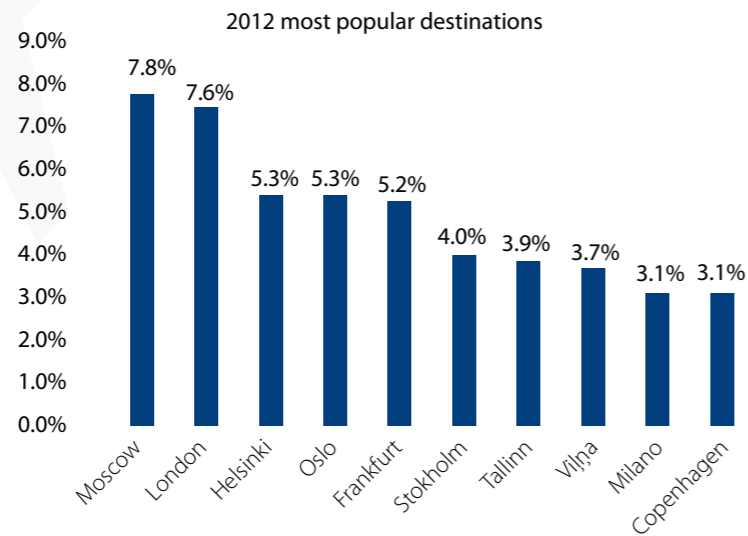


The biggest variety of flight destinations from Riga International Airport was offered by the Latvian national airline *airBaltic* operating 53 routes, followed by *Ryanair* with 12 routes and *Norwegian* with 4 routes.

## Popular Destinations

In 2012 the most popular destinations were:

1. Moscow - 371 188 passengers
2. London - 362 318 passengers
3. Helsinki - 252 878 passengers
4. Oslo - 250 431 passengers
5. Frankfurt - 20 702 passengers



## Punctuality Ratio

In 2012 the Ground Handling Department of Riga International Airport by providing excellent quality professional services to airlines raised its punctuality ratio to 99.89 percent reaching even higher quality standards than in the previous year. Professional work with airlines enabled the Ground Handling Department of Riga International Airport to attain this excellent result. Internationally and comparing to other European airports Riga Airport has joined the leading positions.

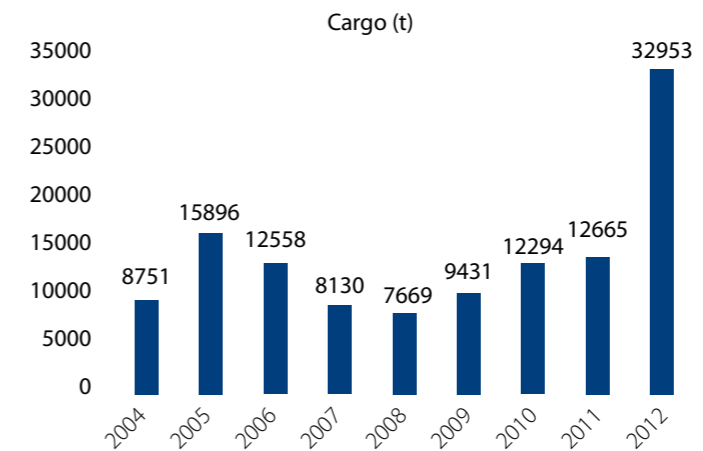
## Passenger, Aircraft and Cargo Traffic Statistics

In 2012 Riga International Airport welcomed 4 767 764 passengers. Transfer and transit passenger number accounted for 35% of the total passenger number with the most popular transfer/transit destinations being: Vilnius, Tallinn, Helsinki, Moscow and Kiev.

Last year 2 387 402 travelers departed from Riga and 2 380 362 travelers arrived at Riga Airport.

In terms of passenger traffic strong leadership belongs to *airBaltic* and *Ryanair* which handled 62,7% and 16,6% of the total passenger traffic at Riga International Airport from 1 January until December 31 2012.

In 2012 Riga International Airport handled 68 572 aircrafts. Here *airBaltic* and *Ryanair* also were leaders with 67.8% and 7.9% respectively. *Finnair* was the third with 2.5%. In 2012 cargo handled by Riga International Airport increased to record value.



In 2012 Riga International Airport boosted the handled cargo amount by 160% if compared to year 2011 with 32 953 tons. The biggest cargo company *Kalitta Air* handled 29.5% of the total cargo deliveries and National Air Cargo handled 23.4%.

In 2012 Cargo flights launched from Riga to Afghanistan

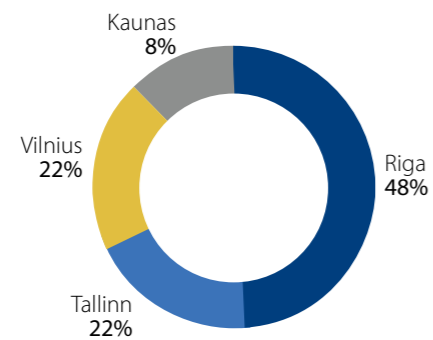


# 3

## Airport Development

### Baltic Statistics

Number of Passengers Carried



Source:  
<http://www.tallinn-airport.ee>  
<http://www.kaunas-airport.lt>  
<http://www.vilnius-airport.lt>

### New Services

During 2012 in the framework of the ERAF project „Introduction of new services at Riga International Airport” (the Project) the following activities have been implemented:

- **Implementation of the Baggage Reconciliation System (BRS)** providing: transportation of baggage on the same flight with its owner and compliance with the necessary security measures, minimized possibility of baggage being mislaid or not reaching the destination, shorter baggage handling time, baggage information being received by the Airport and forwarded to the airport of destination.
- **Installation of the wireless data transmission network (Wi-Fi)** to enable BRS data receipt and transmission operations.
- **Installation of electronic security gates (e-gates)**, ensuring automatic clearance of boarding passes, thus preventing any deliberate or unintentional human errors.

The Project was implemented from 19 August 2011 until 19 October 2012 and co-financed by the European Union. Under the Operational Programme „Entrepreneurship and Innovation”, section „Development of New Products and Technologies – Aid for Implementation of New Products and Technologies in Production”.

### TAV Latvia Opens the Renovated Commercial Areas at Riga Airport

On 5 March the Turkish company ATU at Riga Airport opened a new shopping area of 1307 m<sup>2</sup> with 15 shops. The renovation and modernisation works were accomplished in cooperation with Unifree, Gebr. and Heinemann.



### JCDecaux Latvia Wins an Exclusive 10-year Contract to Operate in the Advertising Areas of Riga International Airport

The environment advertising company JCDecaux Latvia signed an exclusive advertising contract with Riga International Airport on the management of the Airport's advertising space and placement of advertising objects. JCDecaux is a world's leading company managing advertising space in airports including Paris, London, Frankfurt, New York, Los Angeles, Dallas, Hong Kong, Shanghai, Beijing, Singapore and many more.



### The Most Modern Operational Control Centre in Europe

On October 2013 an operational control centre and new central checkpoint was opened at Riga Airport.

The operational control centre, from which the security situation of the entire airport is being monitored, is accommodated with the latest technologies capable of identifying the items left behind and distinguishing between human beings and other objects, such as vehicles, animals, trees that the older equipment could not tell apart.



### New Security Charge Collection Procedure

Starting from 1 January 2012 the new security charge procedure was introduced at Riga International Airport. Up to 2012 the security charge had been financed from the state budget, i.e., by all the taxpayers of Latvia, including those who never travel by air. The government resolved as of 2012 year not to finance the security function at the Airport, consequently a new procedure was developed stipulating that the charge must be collected only from the departing air passengers. All the airlines operating at the airport, except RYANAIR, agreed to include the security charge into their air fare. Those RYANAIR passengers who have bought tickets after 1 January 2012, before their departure must pay the security charge of 7 euros or 4.92 lats.



# 4

## Investment Projects for Airport Development

### Riga Airport Signs a Construction Agreement on Infrastructure Development

On 1 November 2012 Riga International Airport entered into agreement with the winner of a restricted tender procedure – the unlimited partnership *FCC, Hochtief* and *ACB* – for construction works within the framework of Riga International Airport Infrastructure Development project co-financed by the European Union and aiming to improve the environmental conditions of both the airside and the landside of the Airport, to raise air travel safety standards, and to boost the capacity of Riga International Airport. Construction works will begin in May 2013 and are scheduled to be completed in 16 months. The amount of the agreement is EUR 79 487 895.39 (before VAT) (LVL 55 864 410.83 before VAT).

Building supervision will be performed by *ProVia Ltd.*

The project is implemented by co-funding from the Cohesion Fund.

# 5

## Airport Services

### Business Lounge to be Operated by Riga Airport

On 11 August, Riga International Airport took over servicing of the business lounge from *airBaltic* and now the business class passengers are again welcomed at Riga Airport's business lounge.

The business lounge is also available to loyalty programme clients: Priority Pass, Riga Airport's RIX Club cardholders (for five visits during the validity term of the RIX Club cards), and the holders of TAV Passports and Airport Angels.



### New FVS Veterinary Border Inspection Post

A Food and Veterinary Service (FVS) border inspection post approved by the European Commission was put into operation on 12 July at Riga International Airport, where FVS performs around-the-clock inspections of import and transit cargo subjected to veterinary border control. Since Latvia's accession to the European Union in 2004, the closest veterinary border inspection posts have been at Vilnius and Helsinki airports, while at Riga Airport the FVS inspected only the shipments of plant products and food products of non-animal origin, as well as non-food items.

- At Riga International Airport FVS post it is possible to perform check for cargo shipments of:
- food cargos – food items – sweets, alcoholic and non-alcoholic beverages, fresh and dried fruits, vegetables, raw materials for food production, spices, coffee, tea etc.;
  - non-food security cargo – drugs, materials and products intended to be in contact with food (table wear, packaging etc.);
  - plant cargos – fresh vegetables, flowers, seeds, plants, timber etc.;
  - veterinary cargos – only frozen animal products (milk, meat, fish products).





## PRM Service Improved at Riga Airport

In summer 2012 Riga International Airport finished several projects to upgrade the Airport infrastructure and invested in specialised equipment, making travel more comfortable for the PRM passengers.

### Elevator Construction

An elevator equipped specially for PRM passengers was installed this year to get to A gates so that the PRMs could safely get from the second to the first floor – the departures hall and/or the pizzeria.

### Informative Brochure

A special brochure in Latvian, Russian, English was issued this year containing the necessary information for the PRM passengers regarding travel from Riga International Airport. The brochure provides the information about Regulation (EC) 1107/2006 explaining what assistance is provided by the airport and the airline, the departure process from the booking of the PRM service and passing through security control until boarding the aircraft. Information for arriving PRM passengers is also available in the brochure, as well as other useful facts regarding the airport services. The brochures can be obtained at the information desks of Riga Airport, electronically on the Airport's website [www.riga-airport.com](http://www.riga-airport.com), and at all Latvian associations and organisations for the people with special needs, complete with a video film. Riga International Airport continues to upgrade its infrastructure and to invest in specialised equipment for the PRM passengers.

# 6 Recognition



## The Most Commended Company 2012

The campaign „Praise good service!” taking place from 1 to 31 March 2012 ended with awarding of the companies that in 2012 had maintained high customer service quality. SJSC Riga International Airport for the second consecutive year won the title of the Most Commended Company 2012 in the category „Infrastructure”.

During the campaign the companies were assessed not only by the public, but also by experts: the customer service enhancement company *DIVE Latvia* conducting the „mystery shopper” survey, the Latvian Trade and Industry Chamber and the Latvian Association of Information and Communication.

Riga International Airport extends its gratitude to its customers and business partners for their appreciation!



## Riga International Airport Attains Silver Category in “Sustainability Index 2012”

On 25 May, awards were given to the participants who took part in the “Sustainability Index” initiative, based on the assessment of their performance in five fields of sustainable activities. Riga International Airport participated in this campaign for the second time and was awarded the silver category.

About the Sustainability Index initiative:

Based upon an internationally recognised methodology, the Sustainability Index provides the means whereby to assess the company operations in five areas: company strategy, working environment, market relations, environmental impact and society. The national social partners, in particular, the Free Trade Union Confederation of Latvia and the Employers' Confederation of Latvia, are the initiators behind the Sustainability Index campaign. The methodology of the index and the project management are provided by the Corporate Sustainability and Responsibility Institute. Within the Sustainability Index, companies can qualify in the bronze, silver and gold categories and, since 2012, in the platinum category as well.



## The Ministry of Welfare Certifies Riga International Airport as a Family-friendly Company

On 25 May, the Ministry of Welfare awarded those employers whose operational policy and services were friendly for children and families, and presented the Family-friendly Company certificates.

The companies that for the status "Family-friendly" were identified and assessed with the help of the Sustainability Index. The Ministry of Welfare grants this status to companies pursuing family-friendly policies both in their business activities and in a wider community context, for example, by providing services and appropriate facilities.

The main qualification criteria for the status are as follows:

- The company's focus on an effective balance between the work and family life
- Health care for the personnel at the workplace
- Provision of customer-oriented services
- Rendering support to the activities devoted to children and families
- Compliance of the company premises and facilities with the children's needs
- Customer care

## Senior-Friendly Company 2012

On 24 October the certificates of merit "A Senior-friendly Company" were awarded to five companies, including Riga Airport.



## Logo Designed by Riga Airport Recognised as Best

In the evaluation process of logos designed and presented by the member states of the World Airports` VIP Forum (WAVF), Riga Airport's logo was voted the best. It can already be seen on every official World Airports` VIP Forum document.

The forum provides for communication between the European and other country airports in order to raise the quality standards of VIP centres. The forum has a website that brings together the members of the organisation, including Riga Airport. The website is equally useful for passengers, as it provides easy access to information regarding the official VIP centres of the airports.

The author of the World Airports` VIP Forum is the Latvian artist Egils Juris Parups.



## The Communications Campaign Conducted by the Airport Receives International Awards

On 12 November 2012, in the framework of Baltic PR Awards 2012, nine best public relations and communication campaigns conducted in the Baltics were awarded prizes, including Riga Airport's campaign on introduction of a security charge.

A 34-strong international jury assessed 79 communication and PR campaigns realized in the period from January 2011 to 12 October 2012 in the following categories: corporate communication, crisis and problem issues management, internal communication, consumer relations, socio-political relations, corporate sustainability and responsibility, digital communication, public sector communication, sponsorship and international communication.

The campaigns were assessed in two rounds. 34 representatives of the international jury voted on the Internet whereas 12 local and 12 foreign jurors from Poland, France, the Ukraine, Belarus, Belgium, the Netherlands, Lithuania and Estonia were physically present to evaluate the works at the final competition.

The communication management forum Baltic PR Awards arranged by the PR associations of the three Baltic states is the biggest industry event in the Northern Europe. Since the year 2005, every spring more than 200 communication managers and consultants from the entire region are called together and given the opportunity to learn about the best achievements of the Baltic states and to obtain new knowledge and contacts. The competition of Baltic PR Awards is arranged jointly with the International Public Relations Association (IPRA), whose elected president for 2013 Christophe Ginisty was the head of the jury.

The Airport's campaign on collection of the security charge also won recognition and the prize Silver Hammer at the international advertising festival Golden Hammer. It should be noted that in the category „Corporate public relations”, in which this campaign was presented, the highest – golden – award went to no-one. The campaign at the end of last year was launched by the Airport's communication team jointly with the consultancy for corporate relations *Hauska & Partner*.

## "The Golden Helmet"

Riga International Airport won the honourable second place in the labour protection good practice competition „Zelta ķivere" ("The Golden Helmet"), jointly organized by the European Agency for Safety and Health at Work and the State Labour Inspectorate.



# 7

## Responsibility for the Society and Environment

### Open Door Day at the Airport

28 September was the Doors Open Day at the public administration institutions of Latvia when they could be visited by all those interested in their work. More than 250 pupils from 9 schools of Latvia came to Riga International Airport. The Airport staff on a guided tour told the participants of the Doors Open Day about the things that should be remembered when travelling by air and about the Airport: the aerodrome and work on the ramp, handling of aircraft and equipment used for this purpose, and the work of the airport fire-fighting team. The bird and wildlife control specialist explained how the aircraft were protected from bird strikes. At the Aviation Museum of the Airport the pupils could take a closer look at the airplanes and in presentations they were explained checking in and security screening and afterwards could go through the process themselves.

According to the information gathered by the State Chancellery, approximately six thousand visitors had attended the Doors Open Day. The public had showed the greatest interest in such institutions as the Cabinet of Ministers, the State Revenue Service, *Saeima* (the Parliament), the Ministry of Justice, the National Health Service, the Ministry of Foreign Affairs and Riga International Airport.



### Airport Employees Tidying up the Environment

The Big Spring Cleaning Campaign on 21 April was actively supported by approximately 160 activists – the airport employees with families and the staff of the German Chamber of Commerce. At the end of the big clean-up they were joined by the employees of the neighbouring company *DHL* who tidied the surroundings of their office and cleaned the road to the airport.

The areas lying next to the airport were cleaned of household waste – in total 200 sacks were filled with rubbish and the ditches on the airside of the airport were cleared of shrubs and dams built by beavers. Area near artificial water basin was also tidied up. In general there was much less garbage collected than in the previous year.



### Charity

In 2012 Riga Airport continued its previous years' initiatives of support to several charity organisations, such as the Latvian Red Cross, the SOS Children's Villages Association of Latvia, the animal protection group *Juglas Dzīvnieku aizsardzības grupa*, etc.

The airport jointly with the associations, groups and foundations placed several donation stands in the airport terminal. The local and foreign airport visitors and the airport staff had an opportunity to give their support to children, low-income groups and the animal shelter.

### The Strategic Noise Map

Riga International Airport has developed a strategic noise map consolidating the data on the territories exposed to aircraft noise, the number of population and noise thresholds in those territories as well as other information.

The noise map is created in order to raise the public awareness and to provide information to the European Commission about the noise generated by aircraft operations, to collect data for drafting of the action plan for noise abatement. It is published on the airport's website where it can be viewed by all the interested parties.

# 8

## Airport Events

### Welcoming Ceremonies for Olympic and Paralympic Champions at Riga Airport

#### Welcoming of Olympic Double Gold Medallist Maris Strombergs

The double Olympic champion, BMX rider Maris Strombergs, was welcomed at Riga Airport with loud cheers, shouts, flowers, and a cake on 13 August 2012. Riga Airport, together with the airline *airBaltic* and the Latvian Olympic Committee had prepared an unprecedented welcoming ceremony for the double Olympic champion on the ramp where several hundreds of fans awaited him.

The first ones to welcome the champion were 162 BMX riders from all over Latvia. The crowd shouted out Strombergs' name while he disembarked the plane. The Latvian National Armed Forces orchestra played the Latvian national anthem in honour of the champion.



### Welcoming of Bronze Medallists Martins Plavins and Janis Smedins

On 12 August, at Riga Airport several hundreds of supporters welcomed the Latvian beach volleyball players who had won a bronze medal in London XXX Olympic Games – Martins Plavins and Janis Smedins.

The Airport's Arrivals Hall was full of fans holding Latvian flags and posters in honour of the beach volleyball team.

Plavins and Smedins were greeted by the Riga Brass Band, the heads of Riga City Council, and the representatives of the Latvian Volleyball Federation.



### Welcoming of Latvian Paralympians

On 10 September, the eight Latvian participants of London 2012 Paralympics – Aigars Apinis, Rihards Snikus, Taiga Kantane, Liene Gruzite, Janis Plotnieks, Dmitrijs Silovs, Edgars Klavins, and Andis Ozolnieks - returned home from the UK. The athletes were greeted by relatives, friends and fans.

The band *PeR* dedicated the song "Vari" ("You can") to the paralympians. In the course of the evening, the fans could obtain autographs from the paralympians on special cards with their portraits and take photos with the athletes. The fans greeted the paralympians with inspiring posters, flowers and other fan attributes. Riga International Airport allowed the fans who had come to greet the Latvian athletes to park their cars free of charge in parking place P1.

## Exhibition of Children's Drawings „Birds”

In May and June the exhibition of pupils' drawings „Birds” was arranged at Riga International Airport. The works for the exhibition were contributed by the pupils of two schools: Mārupe Primary School and Riga Zolitūde Gymnasium, in the framework of a bird watching project initiated by the Airport. The children involved in the project watched birds, drew them, performed bird monitoring and sent the results of their activities to the Airport.



## Episodes for Latvia's Eurovision Song Clip Shot at the Airport

Under the supervision of the film director Aija Strazdiņa a clip was shot for Beautiful Song to be performed by the singer Anmary at this year's Eurovision Song Contest. In March the episodes of the song video were filmed at the check-in area, on the apron and at an aircraft. The video clip was later demonstrated in 43 countries, participants of the Eurovision song Contest, where the audiences got acquainted with the Latvian contestant and her song.

