



2013





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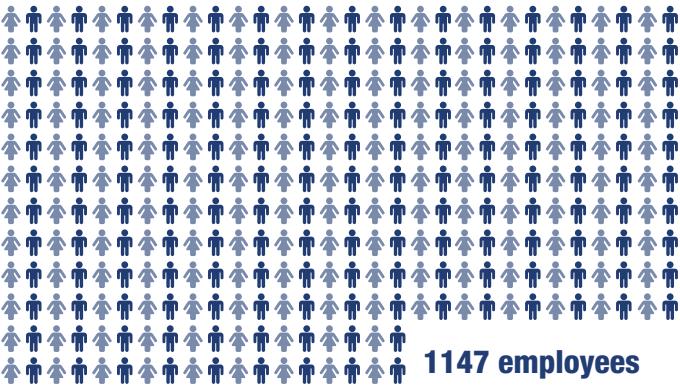
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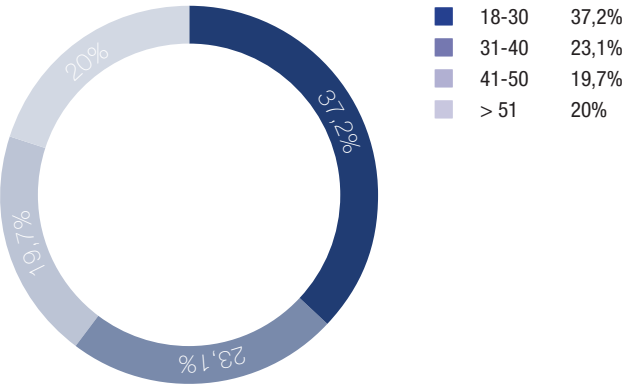


# THE TEAM

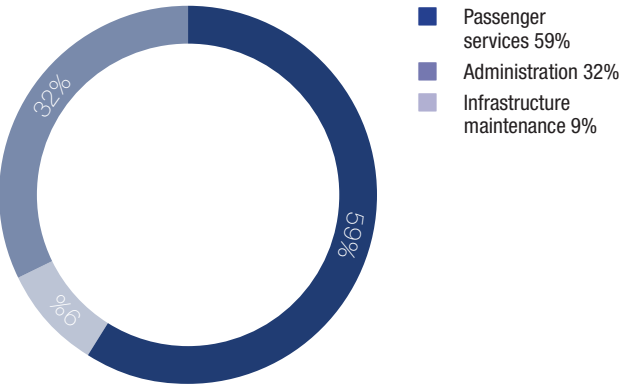
At the end of 2013, Riga International Airport had 1147 employees.



Distribution of Riga International Airport staff by age group:



Distribution of Riga International Airport staff by activity:



# 81 SUMMER DESTINATIONS 2013



## FACTS AND FIGURES

### AIRLINES

In order to provide the clients of Riga International Airport with a wider choice of itineraries for their travel, in 2013 Riga Airport cooperated with 21 airlines, of which three carriers were newcomers to the airport: *Astra Airlines*, *Bulgarian Air Charter*, and *Onur Air*.

In July, at Riga International Airport operations were resumed by the Spain's budget airline *Iberia Express* for the second consecutive year carrying passengers to the capital of Spain, Madrid. In December, the Latvian national carrier *airBaltic* and the national airline *Etihad Airways* of the United Arab Emirates with the formal ceremony at Riga International Airport opened direct flights on the route Riga–Abu Dhabi, connecting Riga with the transit hub of global significance – Abu Dhabi.

### DESTINATIONS

In 2013, Riga Airport had a vast range of destinations on offer – from 70 destinations in winter to 81 destinations in the summer season.

In May, the Latvian national carrier *airBaltic* started to fly from Riga to the Sardinian town of Olbia (Italy), to Heves Balaton (Hungary) and Malta. The new routes operated by *airBaltic* provide convenient travel opportunities to destinations in the Baltics, Scandinavia, Russia and the CIS countries.

On 31 May 2013, a new flight was opened at Riga International Airport on the route Riga – Thessaloniki (Greece). The trips are operated by the leading Greece tour operator *Mouzenidis Travel* that has just arrived in Latvia and the carrier *Astra Airlines*. In April, the Latvian airline *airBaltic* commenced flights from Riga to Larnaca (Cyprus), and in June – to Rijeka. Since January, *airBaltic* had been flying to Prague.

With the summer season setting in, the airlines opened six new scheduled destinations and three charter flight destinations from Riga International Airport. Overall, the flight frequency rose by 19%, compared with the winter season. More flights were provided to such destinations as Helsinki, Stockholm, Tallinn, Moscow, New York, Istanbul, Minsk and other.
















Latvia's biggest tour operator *Tez Tour* jointly with the national airline *airBaltic* on 28 December opened flights from Riga International Airport to Salzburg in Austria.

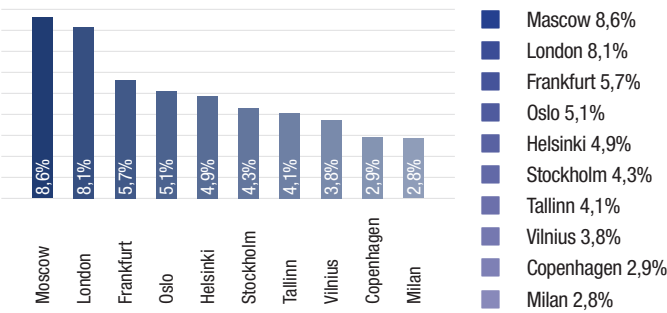
Similarly to 2012, the greatest choice of flight destinations from Riga International Airport in 2013 was offered by the national carrier *airBaltic*, providing the airport clients with the opportunity to fly to 43 destinations. Ryanair was the next with 11 destinations, followed by *Norwegian* and *Wizz Air* with 4 destinations each.





Most Popular Destinations

1. Moscow	  	410 027 passengers
2. London	  	390 251 passengers
3. Frankfurt	  	272 331 passengers
4. Oslo	  	243 893 passengers
5. Helsinki	  	233 843 passengers



THE STATISTICS OF PASSENGERS, AIRCRAFT AND MOVEMENTS

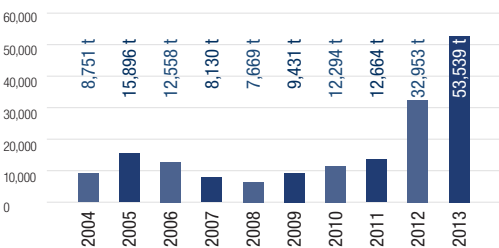
In 2013, Riga Airport welcomed 4 793 045 passengers. The number of transfer and transit passengers accounted for 32% of the total passenger traffic and the most popular transfer/transit destinations were Tallinn, Vilnius, Helsinki, Moscow and Stockholm. Last year, 2 399 442 passengers departed from Riga and 2 393 603 passengers arrived here. The leading positions in passenger handling were invariably retained by the airlines *airBaltic* and *Ryanair*, who in the period from 1 January to 31 December 2013 at Riga Airport handled 59.6 and 16.9 percent of the total passenger traffic

respectively. During the year 2013, Riga International Airport handled 67 407 aircraft. Here, too, the leaders were *airBaltic* (66%) and *Ryanair* (8%), with the Finnish airline *Finnair* occupying the third position (2.5%). The year 2013 saw unprecedented growth in cargo handling in the airport's history – 53 539 tonnes. Compared with the previous year, cargo turnover rose by 38.4%. Among the largest cargo carriers were: the US company *Kalitta Air* providing 50% of the total cargo volume, and the Latvian company *Air Baltic Corporation* (16.2%), as well as *National Air Cargo* (13.2%).





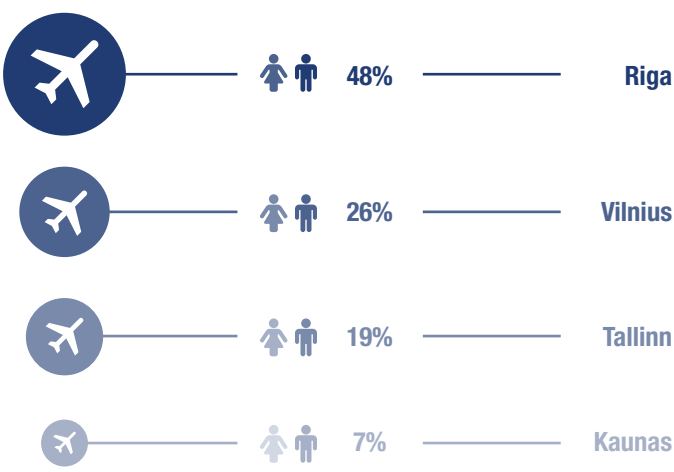
### THE STATISTICS OF PASSENGERS, AIRCRAFT AND MOVEMENTS



### PUNCTUALITY INDICATOR

The Ground Handling Department of Riga International Airport, in terms of passenger and aircraft handling, in 2013 continued to maintain the same quality standards as in the previous year. By providing good-quality, professional services to the airlines, the Ground Handling Department attained the punctuality ratio of 99.89 percent – an outstanding indicator in the aviation industry. On the international scale, in comparison with other European airports, Riga Airport, in terms of punctuality, ranked among the leading airports of Europe.

### STATISTICS OF THE BALTIC COUNTRIES PASSENGER TRAFFIC



Sources: [www.tallinn-airport.ee](http://www.tallinn-airport.ee)  
[www.kaunas-airport.lt](http://www.kaunas-airport.lt)  
[www.vilnius-airport.lt](http://www.vilnius-airport.lt)



# AIRPORT DEVELOPMENT

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## EXPANDED ATU DUTY FREE SHOPPING AREAS

The Airport duty free retail operator *ATU Duty Free* continues to develop and improve the duty free sales outlets at Riga Airport. In June, in the passenger area of the terminal the alcoholic drinks and sweets shop was expanded and combined with the fashion shop to provide better prices and assortment to the passengers of Riga Airport. In 2013, several new restaurants and shops were opened for the passengers:

- At the end of November - a *Swarovski* outlet (Departures Sector E, customs control area, Level 2 – *ATU Duty Free* shopping area);
- In the middle of December - a *Victoria's Secret* shop (Check-in Sector F, customs control area, Level 2).

To make the visit of passengers and airport guests even more pleasant, in 2013 several new cafes were opened at the airport:

- At the end of August, the company *SIA C.P.S. Baltic* opened a new cafe *Pascucci* (Arrivals Sector C, Level 1);
- At the beginning of November, a new *SIA Sushi Box* restaurant *Yakuza Sushi & Asian Fusion* was opened (Departures Sector B, customs control area, Level 2);
- At the beginning of December – a new *SIA Coffee Nation* cafe *Costa Coffee* (Check-in Sector F, public area, Level 1 – passenger arrivals hall);



## DIVERSIFYING AIRPORT CHARGES

Riga Airport diversifies airport charges to those air carriers who have started operations on new routes and to those who boost passenger traffic results every year.

In order to facilitate the development of the route network to/from Riga Airport and to attract the carriers who open flights on new routes and increase their passenger numbers, Riga Airport, in accordance with the draft Cabinet Regulation „Regulations Regarding the Charges for Ground Handling Services Provided at the Aerodrome of SJSC Riga International Airport” approved by the government on 16 April 2013, may diversify the charges for the services provided to the carriers who commence new flights, increase their flight frequency, show a certain number of passenger traffic and its growth trend.



## FUEL OPERATOR

The third fuel supply operator *SIA Rixjet Riga* (previously operating as *SIA Naftas tranzīta aģents*) in November started operations at Riga Airport thus providing for a more open aviation fuel market and improving the range of fuel services available to airlines.

The fuel depot has four reservoirs, each with the volume of 1500 cubic metres. Building of this depot will considerably increase the total reservoir capacity of the airport's fuel operators enabling the airport to maintain fuel supply to aircraft for a longer period, should the delivery of fuel to the airport be disrupted.

Currently, the following aviation fuel filling companies operate in the airport territory on the basis of long-term agreements: *SIA Rixjet Riga*, *SIA Gulfstream Oil* and *SIA Statoil Fuel & Retail Aviation Latvia*.





# INVESTMENT PROJECTS FOR THE AIRPORT DEVELOPMENT

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## CONSTRUCTION WORKS FOR INFRA- STRUCTURE DEVELOPMENT STARTED

On 1 May 2013, the construction works in the framework of the project „Development of Riga International Airport Infrastructure“ were launched. The goal of the project is to improve the environmental situation in the airside and the landside of the airport, to raise the safety standards of the air travel and to increase the capacity of Riga Airport.

In the course of 2013, the new auxiliary taxiway E was built and commissioned, and is already used for taking aircraft on and off the runway.

Construction works of the northern de-icing pad were finished.

In 2013, building of a new fire-fighting depot and of taxiways C and G was started and basic renovation of taxiway G completed.

Overall, in the period until 31 August 2014 the following works are scheduled to be accomplished:

- renovation of the runway pavement surface,
- reinforcement of the runway strip and strengthening of the runway northern end safety area,
- construction of the fast exit taxiway D,

- construction of CAT II lighting system,
- reconstruction of the storm water and aerodrome drainage system,
- reconstruction of aprons 2 and 3,
- construction of the southern de-icing pad,
- construction of the vehicle washing hangar,
- construction of a waste management site,
- renovation of taxiway C.

In 2015, the following construction works will be accomplished:

- building of the fire-fighting depot,
- reconstruction of Apron 1.

The project „Development of Riga International Airport Infrastructure“ is co-financed by the European Union. The total costs of the project amount to EUR 115 270 895. The project is financed from the Cohesion Fund contributing EUR58 500 000 and from the state budget (EUR 11 747 012). The remaining amount is provided by the airport.

## ENLARGEMENT OF THE VIP CENTRE

In December, the reconstructed Riga Airport VIP Centre was opened. In the result of the reconstruction, the VIP service quality is improved in compliance with the European VIP service standards. A newly constructed building is connected with the old VIP Centre building creating a single complex with one entry lobby and administration centre, increasing the total floor space to 2060 m². At the new VIP Centre the passengers can settle all the formalities before and after their flight. The services of the enlarged VIP Centre from now on will be available also to non-Schengen transit passengers.

In the new VIP Centre, an *ATU Duty Free* shop will be opened for the passengers.



# Several new services were introduced at Riga Airport in 2013.

**Biznesa klases pasažieriem**  
**Business class passengers**

**A/S lojalitātes programmu un RIX Club karšu īpaš**  
**Airlines loyalty and RIX Club cardho**

## AIRPORT SERVICES FOR THE CONVENIENCE OF PASSENGERS

### ACCESS TO FAST TRACK SECURITY CONTROL

As of 30 July 2013, Riga Airport has launched a new service — „Access to the Fast Track Security Checkpoint”. The passenger can buy a coupon and undergo security control at the Fast Track security checkpoint without queuing. The coupon can be bought any time prior to departure at Welcome to Riga Office. The coupon costs EUR10. The service „Access to the Fast Track Security Checkpoint” is especially advantageous when travelling with minors, because for the kids up to 12 years of age the service is free of charge, if they travel with a person who has bought the coupon. The coupon can be used only on a specified date and for a specified flight. It is valid only when presented with a boarding pass registered for the flight and can be used only once. We remind you that the access to the Fast Track security checkpoint as one of the privileges is available free of charge to the *RIX Club* card holders.

### COOPERATION STARTED WITH *BALTICMILES* AND TOURIST AGENCY *KOLUMBS*

Riga International Airport in 2013 started cooperation with *BalticMiles* — a leading multi-partner loyalty programme in the Northern Europe and Russia.

Riga Airport and *BalticMiles* have agreed that every user of the airport's long-stay car parks P2 and P3, who is the participant of the *BalticMiles* loyalty programme, will earn 15 points for every euro spent, whereas those clients, who have not yet joined the loyalty programme, can do it on the spot and immediately get the earned points.

One of the largest tourist agencies in Latvia - *Kolumbs* — has started cooperation with Riga International Airport.

In case of a longer travel or a business trip, the best choice of a parking place for passengers' private transport is the airport's long-term car park P3. It is within 3-minutes' walk from the terminal. For the travellers' convenience, the airport offers a price calculator on its home page: <http://www.riga-airport.com/lv/main/pasazieriem/pakalpojumi/autostavvietas/ilgtermina>. When a trip of long duration (over 20 days) is planned, there is an opportunity to save and buy a season ticket for the airport car park P3 from the car park operator.

### IMPROVING SERVICES FOR PRM PASSENGERS

In August 2013, at Riga Airport the concrete borders and pavement were lowered at both car parking places on the ramp at the terminal intended for the persons with reduced mobility (PRM), which considerably relieved access to the terminal for the persons in wheelchairs. In September 2013, the roads were repaved with tactile paving for the convenience of persons with impaired eyesight. The tactile paving was laid on all the sidewalks and pedestrian crossings leading to the departure and arrival sectors of the terminal, and to the public transport stop.



# ACHIEVEMENTS

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## MOST COMMENDED COMPANY 2013

March 2013 was the month of the campaign „Praise good service!” at the end of which the most commended companies were awarded for providing excellent quality services to their clients. Riga International Airport, for the third consecutive year, received the title of the Most Commended Company, this time – in the category „Business for the Consumer”.

During the campaign, the companies were assessed not only by the public, but also by experts – the client service improvement company *DIVE Latvia*, who conducted a mystery shoppers’ survey, the Latvian Chamber of Commerce and Industry and the Latvian Information and Communications Technology Association.



## RIGA AIRPORT WINS THE SILVER CATEGORY OF THE SUSTAINABILITY INDEX 2013

For the second consecutive year, Riga International Airport has attained the Silver Category in the initiative Sustainability Index. On 24 May the participants of the Sustainability Index initiative were awarded for their performance assessed according to five sustainability categories.

About the Sustainability Index initiative:

Based on an internationally recognized methodology, the Sustainability Index helps assess the performance of businesses in five areas: the company's strategy, work environment, market relationship, impact on the environment and the public. The initiators of the Sustainability Index assessment are the social partners on the national level: Free Trade Union Confederation of Latvia and Employers' Confederation of Latvia. The Index methodology and project management is provided by the Institute for Corporate Sustainability and Responsibility. The companies are assessed for the Sustainability Index in the bronze, silver and gold categories, and since 2012 – also in the platinum category.



## RECOGNITION OF THE INDUSTRY PORTAL *WWW.ANNA.AERO*

In June 2013, Riga International Airport won the recognition – the „Cake of the Week” title – from the popular aviation industry portal *www.anna.aero*.

The recognition of the portal was received for the cake made in honour of opening of *airBaltic* flight Riga–Rijeka, decorated with the image of *Morčić*, the ancient Moor bringing fortune and prosperity.





# RESPONSIBILITY FOR PEOPLE AND ENVIRONMENT

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## OPEN DOOR DAY BRINGS ALMOST 100 YOUNGSTERS TO THE AIRPORT

On 27 September, the entire public administration, including the Ministry of Transport, held the Open Door Day, in which Riga International Airport also took part. At the ministry, the visitors could receive comprehensive information on the functions, structure and main tasks of the Ministry of Transport as well as on the basic operation principles of the state-owned companies and interesting facts. They were invited to participate in tests and competitions. Later, the youngsters went on various guided tours. 94 visitors attended the Open Door Day at Riga Airport where they enjoyed an exciting programme prepared by the airport.

## SHADOW DAY

On the Shadow Day at Riga International Airport (13 February), 31 schoolchildren got acquainted with 20 different professions and the operation of the airport in general.

Jānis Ozoliņš, participant of the Shadow Day from Form 12, Ikšķile Secondary School, said: „Aviation plays a great role in my life, and I always have this special feeling, when being at Riga Airport, the place to which I like to return. The moment when I first took off on board a plane was a significant turning point in my life, because I decided that my career should be in aviation. Now, that I learn in form 12, my plans have not changed. This year, in September, I will be enrolled in the aerospace engineering study programme in the Netherlands. I am very glad for this opportunity to look into the everyday work of Riga International Airport staff.”

Aldis Mūrnieks, Chairman of the Board of Riga International Airport, said: „The Shadow Day is an excellent opportunity not only for the pupils who find out more about their chosen profession, company or industry, but also for the organizations, because we can inspire the young people to study and achieve their goals. We offer the tour of the airport both to schoolchildren and the students regularly practicing at Riga Airport. Last year, three most diligent trainees got regular jobs at the airport.”

On the Shadow Day, the pupils learned more about such positions as: information service agent, dispatcher, apron inspector, passenger service agent, shift manager of the Ground Handling Department, head of aircraft services, business lounge agent, senior public relations specialist, etc.





## CHILDREN’S DAY EVENT

On 7 June, the International Children's Day, the children of Riga Airport employees were offered a special programme of activities. The kids could visit their parents' workplace, go on tour of the Aviation Museum and take part in creative workshops. Throughout the day, several tours were conducted in the terminal and on the apron, and the airport's fire-fighters team demonstrated their equipment and skills.

Riga International Airport arranges special events not only for the employees' children, but also for the pupils from various parts of Latvia – the Shadow Day in February and the Open Door Day in autumn. The guided tours of the airport are available to the public throughout the year.

## CHARITY

In 2013, Riga Airport continued to extend support to several charitable organizations: Latvia's SOS Children's Villages Association, the Foundation „*Nāc Līdzās*” („Come Along”), Jugla Animal Protection Group etc. In the framework of these initiatives, the airport, together with the societies, groups and foundations, installed several donations stands in the airport terminal. In such a way, the airport employees, local and foreign visitors were given the opportunity to donate funds for children, low-income groups and animals. In

the period from 2nd to 17 December 2013, the employees of Riga Airport were invited to donate various things to the inhabitants of Jugla Animal Sanctuary. The response was very enthusiastic and the animal sanctuary received professional animal feed (dry food and preserves), bowls, dog/cat cots, toys, and household goods: paper towels, detergents, cloths, waste bags, boxes as well as pillows and blankets. The donated goods were delivered to Jugla Animal Sanctuary.





# IN THE FOCUS

## WELCOMING OF THE NINE-MILLIONTH TRANSIT/TRANSFER PASSENGER

On 1 November 2013, Riga International Airport welcomed its nine-millionth transit/transfer passenger since the restoration of Latvia's independence. It was Mr Georg Malvius who arrived at the airport on the *airBaltic* flight from Helsinki and proceeded to Tallinn. Riga International Airport gave the nine-millionth passenger the opportunity to visit the airport's Business Lounge five times in the course of the year, together with a companion. The national carrier *airBaltic* presented a flight in the business class and the famous *airBaltic* sports shoes, whereas the airport's business partner *TAV LATVIA* gave Mr Malvius a basket of presents from *ATU Duty Free* shops.

## LOTTERY „DON'T MISS YOUR CHANCE”

To make the summer travel season even more exciting for the passengers, from 1 July to 8 October, Riga Airport conducted a lottery titled „Don't miss your lucky chance – come to the airport earlier!”. The lottery participants could win a coupon for EUR 1100, two return tickets for a trip to any destination of the airline *airBaltic*, Riga International Airport's *RIX Club* privilege cards and other valuable gifts. The lottery prizes were distributed every week until 8 October. In order to take part in the lottery, the passengers had to arrive at the airport's security control 1.5 hours before their departure, at the latest, to complete the lottery application form and drop it into a special box behind the security control area. The lottery was arranged jointly with *ATU Duty Free* and *airBaltic*.

## SHOW OF OLYMPIC OUTFITS

On 5 December, the presentation of the outfits to be worn by the Latvian Olympic Team at Sochi 2014 Winter Olympics took place at Riga International Airport. Everybody had an opportunity to see our Olympic athletes dressed in the outfits of the Latvian Olympic team.

The airport is the gateway for thousands of travellers, including numerous sports fans, therefore the airport gladly arranges such activities to please the passengers.

As the fans are a very important factor for every team, a special line of clothes “Sochi 2014” was designed for them. It greatly added to the feeling of mutual support, motivating the Latvian Olympic athletes for successful performance and victories.

The fans' outfits were demonstrated by the wives of hockey players Masaļskis and Dārziņš – Ieva Masaļska and Lelde Dārziņa, and by the sports journalists Armands Tripāns and Dāvids Ernštreits.





## RALLY LIEPĀJA - VENTSPILS EVENT AT THE AIRPORT

At the beginning of February 2013, Latvia hosted one of the 'hottest' winter sports events - Round 2 of the 2014 *FIA* European Rally Championship – with the elite of the European rally drivers participating and the event being shown on television in 59 countries worldwide.

In honour of this event, the airport arranged „the Mini Rally Liepāja–Ventspils 2013” where everybody could experience the rally atmosphere and the skills of drivers Ivars Caune and Ralfs Sirmacis by taking a passenger seat in their car.



## A FAIRY WOOD FOR KIDS OPENED AT RIGA AIRPORT

On 10 January, at the Departures Sector B of Riga Airport Terminal a children's playground designed as a fairy wood was opened. At the opening event, the pupils of form 10 of Janis Rozentāls' Secondary Art School depicted the characters of Latvian fairy tales and cartoons on the playground facilities.

I.Līce, Member of the Board of SJSC Riga International Airport, said: „The idea of a children's playground was suggested by *JCDecaux*, the leading outdoor advertising company in Latvia and globally, that since 1st April 2012 has taken charge of the advertising environment at Riga Airport noticeably transforming the look of the airport. We are satisfied with the creative potential of our business partner capable of generating the concept of a playground where the young passengers can not only while away the time until their flight, but also to learn something by reading books published in Latvia and to stimulate their imagination by trying out the fairy wood attractions.”

Jeļena Brokāne, Director of *JCDecaux* Latvia said: “*JCDecaux* Latvija has created a vision of Riga Airport as a showcase of large, innovative, fascinating advertisements instead of numerous tiny advertising objects. This approach dictated the need of a lovely lounge for kids. Jointly with the designers of *SIA Sagraffitto* Lauma and Jānis Rubīns, the idea of a fairy-tale wood took shape. It was made real by the Latvian manufacturers: *SIA Anna Barons* built the main structure and details of the playground, the publishing house *SIA Apgāds Jumava* supplied children's books, *SIA Varis Toys* provided its locally manufactured wooden toys and constructors and the inflatable objects company *SIA LGK Atrācijas* contributed the attractions.”



## VISITS OF STUDENTS

In April and June, the airport welcomed tourism management students from Saxion University of the Netherlands and the State University of New York Maritime College, who listened to a short presentation and were taken on a tour of the aerodrome apron.





## ULVIS ALBERTS' PHOTOGRAPHY EXHIBITION

Works of art by the Latvian-born American Ulvis Alberts were displayed to the public from 16 May until 16 August in Riga International Airport's VIP Centre and Business Lounge. The exhibition of photography called „Camera as Passport” was arranged with the assistance provided by the art gallery *Birkenfelds*, and the society Latvian Culture Projects.

## CONTEMPORARY ART EXHIBITIONS AT RIGA AIRPORT

Continuing the tradition of bringing art to Riga International Airport, on 7 March, the society Latvian Culture Projects in the airport's Business Lounge and VIP Centre opened two art exhibitions: „Paintings” by the young and promising artist Neonilla Medvedeva and „*Lolojums*” (“Cherishing”) by the painter Barbara Gaile residing in Paris.

„With these exhibitions the society Latvian Culture Projects defines the airport as a permanent location for modern art events and gives the opportunity to Riga Airport passengers to meet the outstanding personalities of the Latvian art and to see their works. Neonilla Medvedeva and Barbara Gaile are fascinating contemporary artists who have won recognition both in Latvia and abroad. We hope that the airport visitors will capture the easy and ingenuous mood of the artists' works and take these pleasant emotions along on of their trip,” said Māris Vitols, the representative of Latvian Culture Projects.

Aldis Mūrnīeks, Chairman of the Board of Riga International Airport, pointed out that „the airport regularly hosts the events reflecting Latvian art, culture and sports enabling the airport's visitors to meet the artistic and athletic spirit of the country outside their usual abodes. We are honoured that once again, in the result of successful cooperation, the works of two prominent artists have been displayed on the airport premises making them colourful and attractive for the travellers.”

In total, eleven paintings of Neonilla Medvedeva and eight works of Barbara Gaile were exhibited at the airport. The passengers were able to enjoy them in the Business Lounge and VIP Centre until 7 May 2013.

## SHOOTING OF THE EUROVISION CLIP AT THE AIRPORT

On 8 March, Riga Airport welcomed Eurovision national contest winners – „PER”, who, together with a filming crew from Sweden, shot a scene for a colourful Latvian promo video, to be shown during the Eurovision song contest second semi-final on 16 May 2013 as an introduction to the Latvian contestants' performance.