

This is how we want
to work together



Code of Conduct

Editorial



Our airport location is an important economic driver for the Berlin-Brandenburg capital region, connecting people and markets worldwide and constantly expanding its connectivity. A legally correct, ethically sound and socially responsible understanding is the basis of all our business activities.

In this Code of Conduct, we have organised our existing values and standards as well as the various rules and regulations into thematic categories and summarised them in a comprehensive set of guidelines. Each topic refers to the existing and specific regulations that remain valid.

In line with our corporate strategy, we want to be economically independent, environmentally sustainable and socially responsible. We take overall responsibility for everything that happens at the airport and want to offer passengers and clients reliable processes and a pleasant stay at BER Airport.

We – that means all employees of Flughafen Berlin Brandenburg GmbH (FBB), regardless of their position in the company: employees, managers, executives and the management.

As a platform that brings people and processes together, we are required to develop safety-related and modern solutions for infrastructure and operations on a daily basis.

We respond to social trends and the associated challenges in air traffic with cost-conscious actions and an open mind for new economic potential and innovations. We are not only responsible for operating and developing an airport system economically, but also for making our ecological contribution to climate protection and fulfilling our social responsibility.

Our actions are guided by values and rules along our process chains. Clarity about mutual roles, expectations and rules is important for optimal, successful and compliant interaction between all participants in airport processes. On this basis, we not only select our partners, but also jointly agree on quality-based service levels and agreements. We thus keep BER fit for the future and competitive as well as attractive for airlines, passengers and further process partners.



We also take a process-oriented approach when dealing with our most valuable asset – our employees. This begins with potential applicants, extends to our current employees and includes former employees (Employee Life Cycle). As an employer our actions in line with our promised values focus on the subject areas of corporate culture, fair remuneration, social benefits, personnel development and modern work environment.

Decisive for the FBB strategy and the thus associated responsible pursuit of our objectives are the rules and value benchmarks for our daily business described below. They are to be understood as guardrails along all of our process chains and actions, for example in the sense of:

- an orientation when acting in connection with economic efficiency, sustainability and connectivity
- support within the scope of customer acquisition and product development
- creation of important benchmarks for the cooperation with process partners and service providers as well as further groups with claims (stakeholders)
- reinforcing the identity of the employees of FBB and the interactions in the context of the airport
- making a contribution to the further development as an attractive employer

All of our actions are always carried out by complying with the respectively applicable laws as well as relevant standards and regulations. Breaches are broached as a subject and corresponding consequences are initiated.

Yours faithfully,

Aletta von Massenbach,
CEO
Flughafen Berlin Brandenburg GmbH




Code of Conduct area of validity

The Code of Conduct is a compilation of rules for the behaviour of all employees irrespective of their position in the company. It is of fundamental importance for the successful and ethical activity of our company. It applies both within FBB as well as towards our customers and business partners as well as all stakeholders in the national and international context. It is expected that our employees and business partners act according to the guardrails stipulated herein and make all efforts to ensure compliance with these rules at any time. As the Code of Conduct is the binding framework for our individual and organisational conduct and our decisions.



Responsibilities of the Code of Conduct

Overall responsibility for compliance with the Code of Conduct lies with the management. As a central point of contact for the content-related further development, recording of impulses from the workforce and from external sources it names the Human Resources and Organisation Division. In addition, concrete points of contact are named in the individual subject areas, which are to be available in particular for questions of the employees regarding contents.

A large, light gray globe with a grid of latitude and longitude lines is centered in the lower half of the page. A white outline of an airplane is shown in the upper right, flying towards the right. Overlaid on the globe is the text "BER is a successful airport location" in a red, handwritten-style font.

BER is a successful
airport location

Subject areas of the Code of Conduct

The following subject areas are defined as our positioning in the business context and provide decisive orientation for our daily company routine.

The Code of Conduct names concrete examples with the stated behavioural patterns within the scope of our daily airport routine. In all subject areas, we orientate our business and personal actions overall to the respectively applicable basic normative and statutory conditions and act with integrity and conform to the law. This compliance is essential for our business activity so that e.g. rules for combating corruption are complied with and behavioural patterns with relevance under criminal law are prevented. From an organisational point of view the observation of compliance in the company is ensured both by the Compliance Office (compliance@berlin-airport.de) as well as the external ombudspersons. In our actions we comply with the respectively applicable basic statutory conditions and additionally also place the focus of our actions on ethical integrity. We are aware that there is a high degree of public interest in our company. Therefore, we particularly pay attention to ensuring that the "legal fitness" of all our employees is respectively up-to-date so that they can all orientate their conduct accordingly. We take consequences in case of breaches.



Integrity in economic activity

Our understanding

We see our integrity in business activities, thus the compliant conduct of our employees and external partners conform to the law and rules in all of our business processes, as an irreplaceable part of the way to the goal. We do not gain any personal or entrepreneurial benefits for ourselves through dishonest actions. We do not allow any agreements or other activities, which influence fair competition. We deal openly and comprehensively with conflicts of interest of all kinds. With the acceptance of invitations and gifts we also safeguard the principles of transparency and appropriateness by taking the applicable stipulations into account. With this awareness we develop and promote economic thinking and actions with all employees. We all bear the economic responsibility for the success of the company.



Examples from our everyday airport life

Integrity in the economy activity, for example, in the following areas:

- in case of decisions on investments or projects in the course of the further development of our airport products, processes of the corporate development;
- in invitations to tender and award procedures as well as with contract negotiations of all kinds;
- with the control of and the cooperation with our contractually-bound service providers;
- when passengers and business partners thank us;
- with the transfer of an FBB employee to an external partner.

Our conduct

- We tolerate neither corruption, nor infringements of competition and antitrust law.
- We work in a fact-orientated manner and do not allow ourselves to be influenced by personal relationships.
- We ensure that fair and free competitive conditions prevail in our business activities, including with regard to our supply chains.
- We act sensitively in case of conflicts of interest.
- We are aware that we represent FBB – in the professional as well as private context.
- We work in a cost-conscious, customer- and results-oriented manner and take advantage of potential revenues, which we present in a transparent manner.



Sustainability

Our understanding

With a sustainable company management the economic, ecological and social impacts of the airport operation are to be compensated for as far as possible with the interests of the internal as well as external claim groups. We are aware of our responsibility towards people, the environment, the climate and the interests of our neighbours. Our essential topics in the context of the airport are, among other things, the decarbonisation of the energy supply, thus the avoidance or reduction of CO₂-generating technologies, noise abatement as well as water management, biodiversity and the circular economy. The decarbonisation of the energy supply for electricity and heating, as well as the conversion of ground mobility to alternative drives are the hallmarks of forward-looking airport operations. With the goal of the CO₂-neutral operation by 2045 at the latest we place the focus of our actions on the sustainable protection of the climate. In order to preserve and protect our environment we handle resources carefully and future-oriented. We support this by promoting alternative energy sources and drive technologies as well as innovations on BER campus.

Examples from our everyday airport life

We encounter sustainability:

- in the CO₂-neutral procurement of electricity through partial self-sufficiency via the development of renewable energies;
- with the modernisation of lighting systems and the intelligent control of technical equipment as well as in the buildings and on the flight operation areas;
- with the use of environmentally friendly work equipment and processes;
- with initiatives, through which we promote recycling and at the same time save disposal costs;
- with the creation and the long-term maintenance of measures for the ecological enhancement of our surrounding area and the region;
- with the regular measurement of noise and air pollutants, biomonitoring and the introduction of an innovative noise charge model.

Our conduct

- We dispose of all waste in a qualified manner.
- We use our work equipment in line with the needs, efficiently and in an energy-saving manner and with mobility, heat and electricity consumption we pay attention to our CO₂-footprint.
- We identify and use climate protection-relevant optimisation measures for the sustainable construction and operation of our infrastructure.
- We give incentives for our customers to behave environmentally friendly as far as possible.
- We handle our environmental and climate data in a transparent manner and exchange specialist information with relevant players from research and business.

Social responsibility

Our understanding

The assumption of social responsibility is a basic principle of our entrepreneurial actions and above all describes the handling of our employees as our most important resource. In all of our actions the greatest importance is attached to mutual respect, appreciation and dialogue at eye level. We know and take into account the needs of our employees. We create and promote working conditions that enable competence development and contribute to employee satisfaction. We rely in this case on the tools of securing jobs, reconciliation of interests, company social system as well as the internal personnel development. As companies we are, however, also aware of the effects of our actions on society. We are closely affiliated with our region, have a good network and also want to act as an economic driver and model. As a "good neighbour" and successful business location we would like to satisfy our special responsibility (to connect people and markets) and live this role together with our customers, partners, service providers and our neighbours in the airport region.

Examples from our everyday airport life

We assume social responsibility by for example the fact that we

- offer a wide range of social benefits;
- conclude collective agreements as an important tool for securing fair working conditions;
- practise intensive social partnerships with the employee representation;
- carry out a structured reboarding or reintegration after parental leave / longer absence;
- conduct a regular company-wide employee survey;
- demonstrate our respect with each personal contact – at the passenger information towards the passengers as well as in negotiations with business partners as well as in the daily contacts with one another – also in emails and telephone calls;
- show our commitment in the region in the form of donations and sponsoring as well as implement projects with clubs, kindergartens, schools and cultural and social projects (for example Corporate Volunteering).

Our conduct

- We are respectful, open and objective in our exchanges and accept other opinions, even on critical issues or when things get stressful.
- We take responsibility for our actions and for each other and strive to balance our interests.
- We act together and in a results-oriented manner, communicating our decisions transparently and comprehensively.
- We select the projects we support with donations and sponsorship in a transparent manner that is comprehensible to third parties.
- In the event of a new or existing cooperation or business initiation, we critically examine the business model of our potential partners and service providers.

Diversity and compatibility

Our understanding

Diversity and inclusion in the workplace are a high priority for us. We ensure that we create an inclusive corporate culture, i.e. a culture of equal opportunities, mutual trust, mutual respect and appreciation, and active prevention of discrimination. We attach particular importance to the advancement of women and improving the compatibility of work and family life. We take into account the perspectives of all people and their different characteristics in order to create a working culture in which everyone feels equally heard and included. In doing so, we recognise that diversity within the company has different dimensions and thus offers a wide range of potential. These dimensions include age, ethnic origin and nationality, gender and gender identity, physical and mental abilities, religion and worldview, sexual orientation and social background. In the context of the airport, we set the tone by respecting the diversity of our passengers and offering appropriate products and services. We bring together various external participants, our process partners and service providers with a wide range of needs in a respectful and constructive manner, thereby promoting efficiency, safety and stability in our operations.

Examples from our everyday airport life

We experience diversity and compatibility in the following ways, among others:

- every day in the diversity of our employees, travellers, guests and fellow human beings;
- in the appreciative and supportive way we treat our employees, e.g. in the course of personnel selection, development and interdisciplinary cooperation;
- by creating equal conditions for everyone in everyday airport life and using our diversity to identify passenger needs and respond to them professionally;
- in all our airport processes, in cooperation with partners and service providers and through a range of service training courses.

Our conduct

- We treat all people with respect and appreciation, regardless of their external characteristics.
- We respond promptly and consistently to discrimination and suspected discrimination on the BER campus and beyond, such as on social media.
- We regularly raise awareness of diversity and talk with each other instead of about each other.
- We develop further initiatives and measures to promote diversity within the company.
- We understand the role of diversity management as an established institution and see diversity and change as an ongoing process.
- We pursue the objective and measures outlined in the women's advancement plan in a sustainable and consistent manner.



Occupational health and safety

Our understanding

We pursue the common objective of not only protecting our employees from health hazards, but also contributing to preventive health care. We guarantee safe workplaces, minimise accident risks and ensure the safe deployment of external companies at our airport. This is done within the framework of situational and behavioural prevention, even beyond the legal requirements. By focusing on maintaining and promoting the physical and mental health of our employees through targeted measures, we position ourselves as a responsible employer. In addition, various health programmes promote the motivation and loyalty of our employees and are an important driver of the company's success by minimising accidents at work and reducing absenteeism costs.

Examples from our everyday airport life

Occupational health and safety can be found, for example, in:

- in the assessment and ergonomic design of our working conditions, workplaces and work equipment as part of regular inspections and consultations with occupational health and safety experts;
- in our company reintegration management, individual prevention measures such as back training, stress management, etc.;
- in our support for company sports groups;
- in our flexible shift planning, taking into account the personal life and relaxation phases of our employees;
- in the provision of occupational safety equipment (e.g. clothing).

Our conduct

- We take a holistic view of health, both physical and mental.
- We respond to new hazardous situations.
- We learn from every accident and initiate measures to prevent them from happening again.
- We go beyond the minimum legal requirements by taking a holistic view of occupational health and safety and treating it as a service for our employees.



Data protection, information security and confidentiality

Our understanding

Data protection and information security are of paramount importance to us as an operator of critical infrastructure, a company of public interest and in light of digitalisation. Not least in the wake of advancing digitalisation, we handle all information and data relating to our employees, our clients, our infrastructure and our partners in a responsible manner. In doing so, we ensure the integrity, confidentiality and availability of our information and systems and protect ourselves against possible system attacks. In addition, we handle the data provided to us in a responsible manner for the purpose of carrying out business-related tasks and ensure that data processing is secure and ethical. This also applies to our open use of popular social media, which is conducted with respect and appreciation. The further development of our digital work tools with the objective of optimising work processes in airport operations also follows this principle. In doing so, we implement high standards for the technical and organisational security of data processing and ensure a high level of awareness among our employees and partners when handling sensitive data. For competitive reasons, we always treat trade and business secrets with sensitivity and carefully check the necessary content of reports of a legal and representative nature.

Examples from our everyday airport life

We encounter data protection, information security and confidentiality in the following areas, among others:

- when processing passenger-related data in special processes;
- when securely exchanging data or reporting to process partners, authorities, parliaments, committees and the media;
- when processing employee data for internal processes, such as personnel planning, time recording or electronic personnel files;
- when granting access authorisations to IT infrastructure or access authorisations to airport premises;
- when documenting activities in numerous IT systems;
- when dealing with publications and posts from our everyday airport operations in various social media.

Our conduct

- We protect access to all IT systems and the use of our data.
- We strictly comply with the applicable data protection laws in order to protect the rights of passengers and employees.
- We collect data that is necessary and relevant to our business and ensure that the rights of data subjects are protected.
- We protect personal rights when using social media.
- Before disclosing data, we check the necessity, transfer security and authorisation of the recipient.
- We delete the data once the purpose for which it was processed no longer applies.

Protection of company property and airport operations

Our understanding

In the context of legal requirements, the critical importance of our airport infrastructure, increasing internal and external networking, and cooperation with our partners in airport operations, it is essential to protect our property to a high degree and to maintain operational readiness. We see this responsibility not only as an integral part of our risk management strategy, but also as an important factor in our corporate planning. This obliges us to protect our assets – including buildings, technological resources and trade secrets – from theft, misuse, unauthorised use, sabotage or damage. We maintain a responsible, business-oriented use of company property, particularly in terms of efficiency and sustainability.

Examples from our everyday airport life

We find the protection of company property in, among other things:

- our security culture with the airport security department and the operations control centres, which can respond to critical incidents at any time;
- secure work equipment, such as PCs, mobile phones and radios, and lockable offices;
- in reliability checks and technical entry controls at access points to buildings and rooms, as well as additional biometrics for critical facilities such as data centres and access to sensitive security areas;
- in emergency procedures and safety positions for aircraft with incidents;
- in cooperation with airport security, police, customs and the authorities.

Our conduct

- We actively take responsibility for safe flight operations by immediately reporting any abnormalities on the entire airport premises to airport security (e.g. suspicious persons or activities on the BER premises or in the immediate vicinity / unauthorised entry to the premises / open, unguarded doors in the security area / suspicious vehicles or objects near the airport fence).
- We comply with the rules and regulations, especially in the area of aviation security. This includes wearing the airport identification card in a visible manner. We will approach persons without an airport identification card or report them to airport security.
- We will ensure that we do not grant access to third parties who may not be authorised to enter when passing through building entrances / corridor doors, etc.
- We will handle all work equipment provided, both from our own company and from third-party companies, in a responsible manner.

Do you have any questions or would you like to discuss our Code of Conduct with us?

Then please feel free to contact us at
`codeofconduct@berlin-airport.de`



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