

# ENHANCED QUALITY FOR PASSENGERS, IMPROVED PROFITABILITY FOR THE COMPANY



Forward-looking terminal development project at Vienna Airport



# Vienna Airport presses ahead with quality campaign



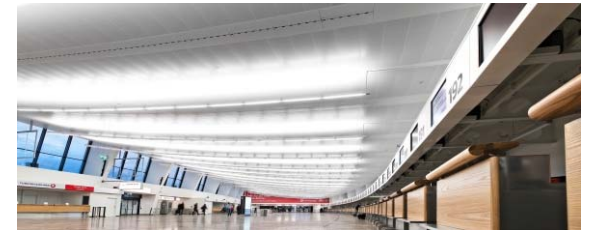
**Terminal 3 in operation since June 2012 – Doubling of terminal space**

**Comprehensive modernization of Terminal 1 – back in use since January 2013**

**New and more attractive design of the Pier West**

**Restructuring of Shopping-Plaza in Terminal 2, improved and barrier-free access to Terminal 3, implementation of more than 190 individual quality improvement measures**

**Prestigious awards underline the airport's success: Skytrax 4-Star rating and "Best Airport Staff Europe" for two straight years, Beryll-Award, 3rd place in airport service quality ranking**



# Moving towards a 5-Star-Airport rating: our objectives



## **Improvement of quality for the benefit of passengers and customers**

Modern and pleasant atmosphere in all terminal areas at a similarly high quality level, further improvement of barrier-free access

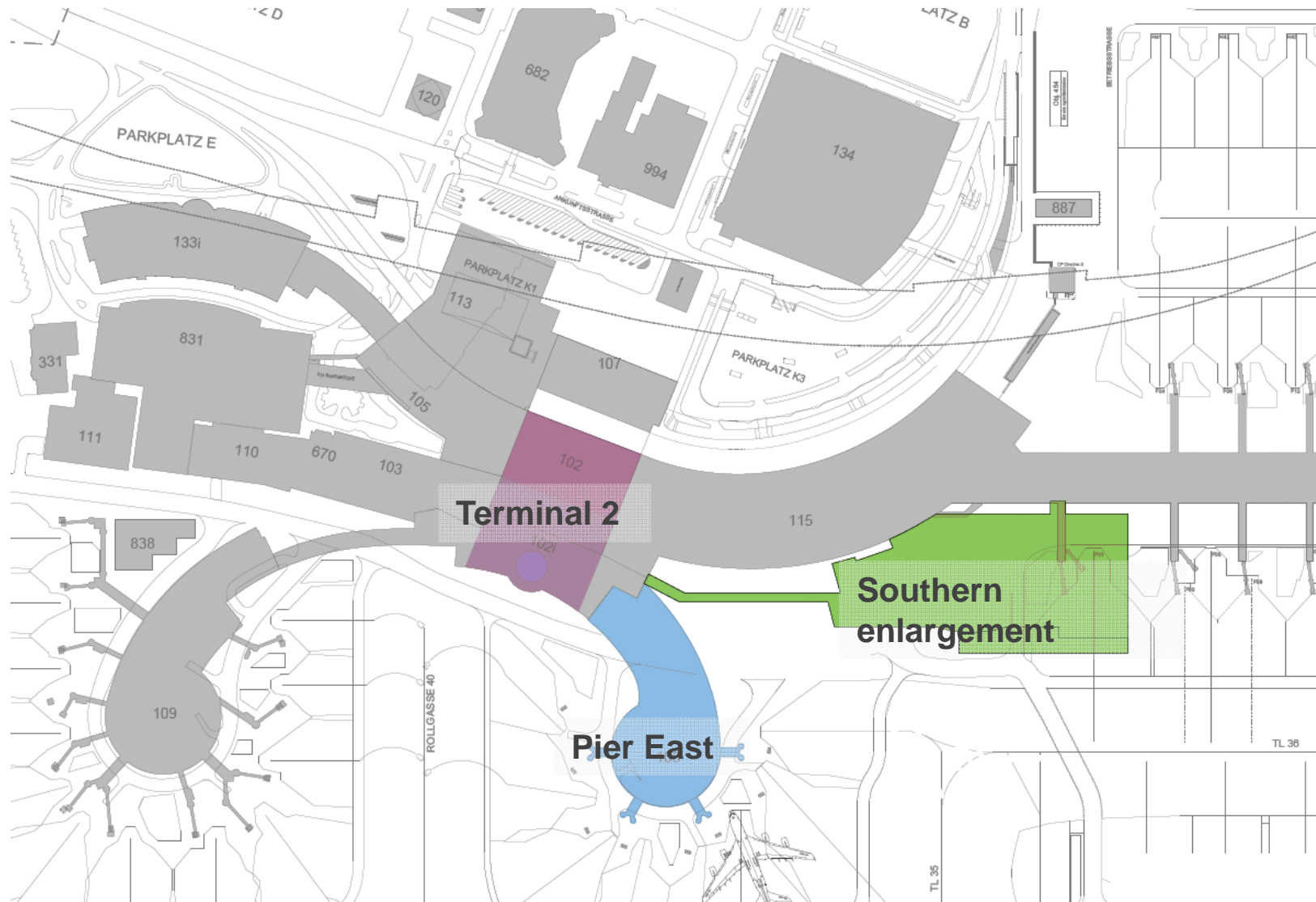
## **Expansion and improvement of shopping and gastronomy offering for all passengers**

Expansion of shopping and gastronomy space from about 20,000 m<sup>2</sup> to approx. 30,000 m<sup>2</sup> with the goal of achieving a medium-term increase of the passenger revenue rate (PRR) to € 3.00/passenger

**Creation of passenger security checks spanning different terminals:** Passengers can freely move in all terminal areas after the security checks

**Skytrax 5-Star-Airport rating as the clear goal in sight!**

# Project overview



# Terminal development as a quality factor: key projects



## Terminal 2

- ✈ Renovation of suspended roof
- ✈ Setting up of central security check point for Pier East and Pier West
- ✈ Expansion of baggage claim area by three additional baggage carousels
- ✈ Expansion of existing lounges and office space

## Pier East

- ✈ Creation of spacious, continuous gate areas
- ✈ Redesigning/reorganization of passenger flow and waiting areas
- ✈ Adaption to enable A380 boarding/de-boarding on two levels
- ✈ Redesigning/reorganization of shopping and gastronomy areas

# Terminal development as a quality factor: key projects



## **New construction: enlargement to the south**

- ✈ Expansion of shopping and gastronomy areas by up to 10,000 m<sup>2</sup> to ensure greater comfort during one's stay and an improved view of the airport apron
- ✈ Relocation and expansion of central security checks in Terminal 3
- ✈ Creation of up to 4,000 m<sup>2</sup> new lounge areas
- ✈ Improvement of transfer connections
- ✈ Expansion of waiting areas for passengers

# Best practices in project development



- ✈ **First step:** Project development (over about the last two years) the decisive success criteria: many options were developed and rejected, ultimately the most functional and economically feasible was selected; all areas of the company involved in the project development, life cycle assessment
- ✈ **Second step:** Planning, approved planning budget of max. € 39 million, planning duration 18-24 months (incl. purchasing), duration varies depending on the project
- ✈ **Third step:** Supervisory Board approval to implement the project after the planning is completed
- ✈ **Fourth step:** After the individual project approval implementation in subprojects starting in 2018
  
- ✈ **Total project duration:** 2016-2023, although individual project modules will be put into operation earlier

# Costs, financing, feasibility



**Absolute cost cap for all projects: maximum of € 500 million**

**From today's perspective, financing largely based on the ongoing cash flow; net debt during project duration to remain below 2x net debt/EBITDA ratio**

**Return of shopping and gastronomy expansion of about 9% significantly higher than corporate WACC**

**Overall profitability of the company will be significantly increased on the basis of the terminal project**



# Vienna Airport as a “strong developer”



- ✈ Flughafen Wien AG has all the personnel and material resources required to act as a “strong developer” – complete implementation of recommendations made by the Austrian Court of Audit – company has learned from negative past experiences
- ✈ European-wide tender process in line with the Austrian Public Procurement Law
- ✈ Successful restructuring and personnel realignment of construction activities, in-house controls, local construction supervision by own subsidiary
- ✈ NEW: Supervisory Board has set up a Building Committee
- ✈ NEW: Construction Advisory Council to support the Management Board and Supervisory Board, consists of top external experts (Steiner, Fischer, Vavrovsky)
- ✈ NEW: Internal best practices: cost and construction controlling

# High standards



- ✈ Priority is the needs of future users, more important than design aspects; this assures high quality of experience for relaxed travelling
- ✈ Minimization of future operating costs on the basis of high ecological and energy-related standards
- ✈ Full consideration given to concerns of people with special needs, early involvement of experts, relief organizations, family and senior citizen associations

**THANK YOU FOR YOUR ATTENTION!**

