

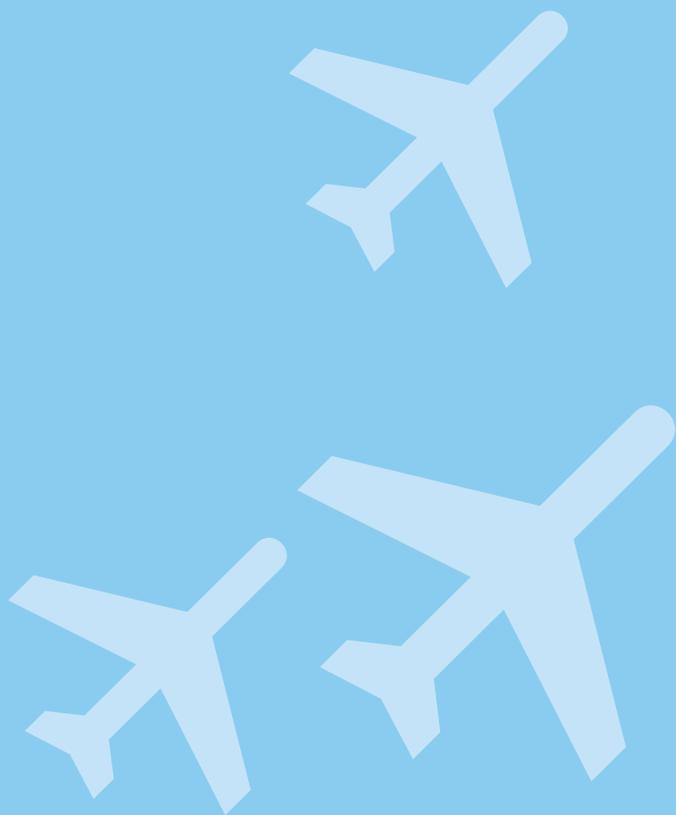


[www.riga-airport.com](http://www.riga-airport.com)



Starptautiskā lidosta **RĪGA** International Airport

2012





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# 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.

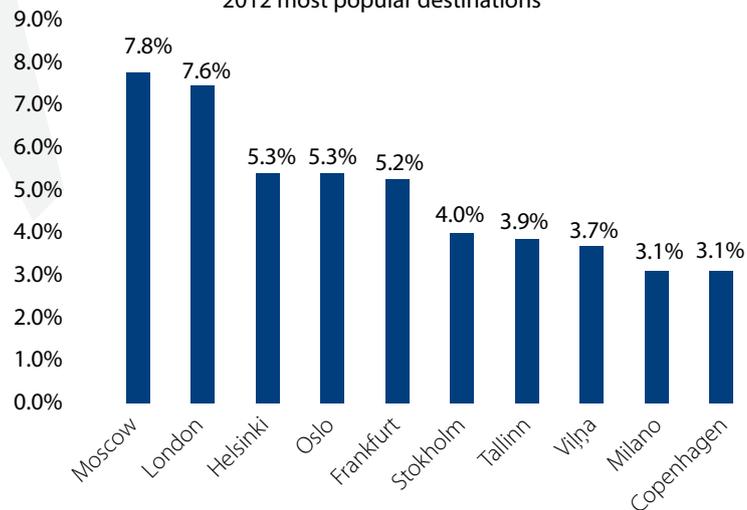
In 2012 *Lufthansa, Aeroflot, Transaero* and *Wizz Air* boosted their flight frequency.

## 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

2012 most popular destinations



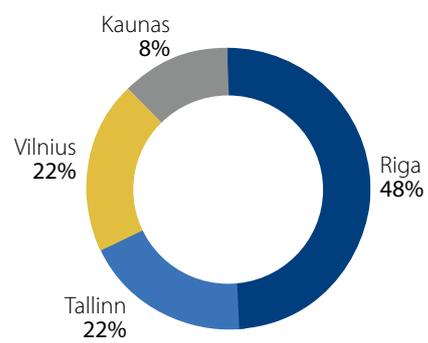
## Punctuality Ratio

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.



## Baltic Statistics

Number of Passengers Carried



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



## 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*.



## 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.



# 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.





## 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.



## 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.

# 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.



# 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.



## 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.

