

Leading Value Creator
of the Global Airport Industry

INCHEON INTERNATIONAL AIRPORT

LEADING
VALUE
CREATOR

INCHEON INTERNATIONAL AIRPORT



Incheon Airport

ENG



Incheon Airport

 
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Becoming an airport beyond comparison

Incheon Airport has grown into one of 5 major global airports. Incheon Airport will transcend airports and become a specialized global airport group under the new vision of being a "Leading Value Creator of the global airport industry."

Entering a new era of unparalleled airport beyond comparison.



CORPORATE OVERVIEW

Dreaming of leaping forward as the economic hub of South Korea

Incheon Airport has grown into a world-class airport corporation by setting new standards for international airports around the globe. Incheon Airport is now opening a new chapter as the first mover shifting the paradigm of the airport industry and expanding the role of the airport.



CEO MESSAGE

“Connecting people and cities around the world, Incheon Airport begins anew as a Leading Value Creator of the global airport industry.”

With the clear aim of becoming the hub airport of Northeast Asia, Incheon Airport has sustained growth both in quantity and quality in the face of the increasing demand for air travel, successfully joining the ranks of global leading airports.

Over 70,000 airport staff stand front and center as protagonists of this success story, who have invested their hearts and minds to place passengers' safety and convenience as top priority. But there is still a far way to go.

Through the differentiated 4-phase construction for stable expansion of the airport infrastructure, Incheon Airport will mold together attractive services, bringing together nature and cutting-edge technology, in preparation for the pending annual passengers of 100 million.

Moreover, Incheon Airport is striving to expand its role shifting the airport industry paradigm as the first mover for becoming an airport beyond comparison.

By becoming a third-generation airport that serves as the heart of global trade and production, representing the main airport economic zone of Korea by converging aviation, tourism, logistics and smart technology, Incheon Airport will perform its role as the center of global economic activity.

Now, Incheon Airport stands at the starting line for moving beyond the traditional airport, and is running toward becoming the center of industrial convergence and of the national economy.

We look forward to your warm interest and support for Incheon Airport's ceaseless growth and efforts for innovation.

Thank you.



BON-HWAN KOO

President & CEO
Incheon International Airport Corporation



HISTORY

Having reached stellar achievements since the opening of Terminal 1 in March 2001, Incheon Airport now stands tall as a hub airport for Northeast Asia both in name and in reality. As a global leading airport in the backdrop of a rapidly changing business environment, Incheon Airport will set new standards for world's airports through ceaseless change and innovation.



VISION 2030

Operating with the new vision of **‘Leading Value Creator of the Global Airport Industry,’** Incheon Airport has established and is steadily implementing its specific strategic goal to grow into a global airport group by 2030. By expanding its role, Incheon Airport will leap forward as the hub for industrial convergence and for the national economy.

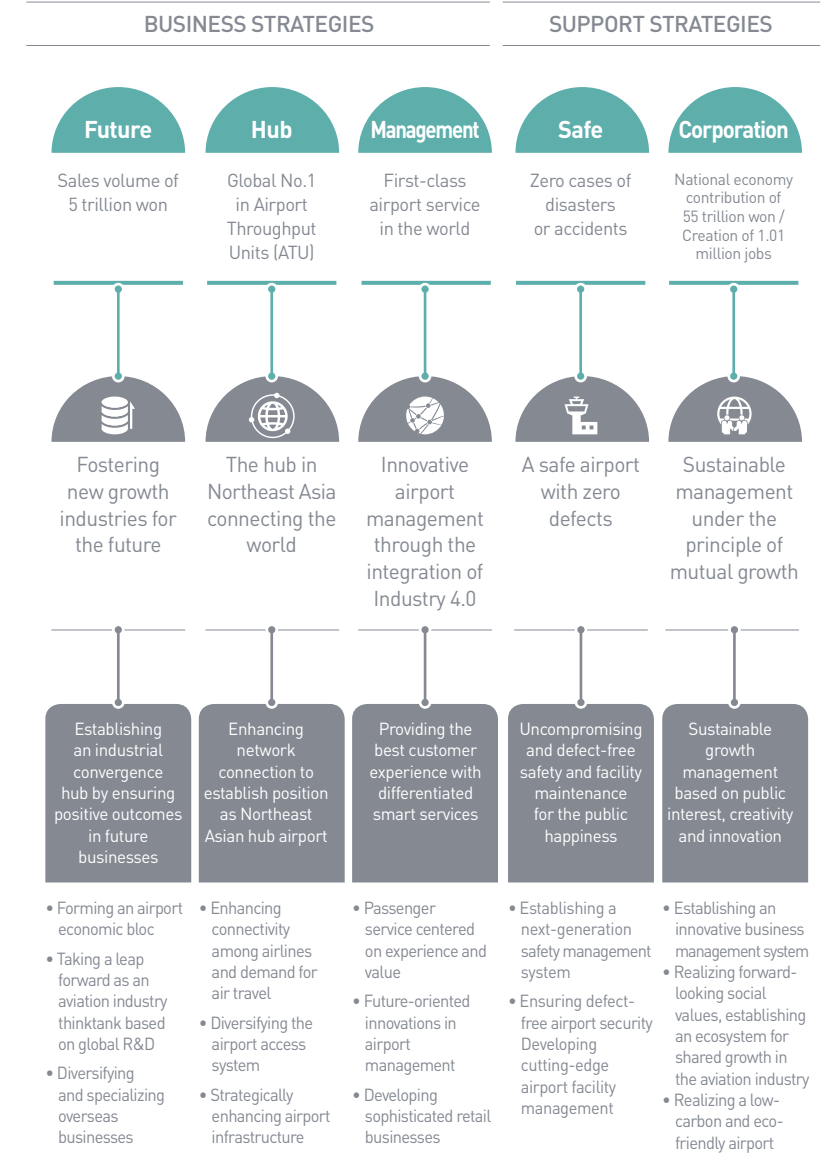
MISSION



CORE VALUE



GOAL



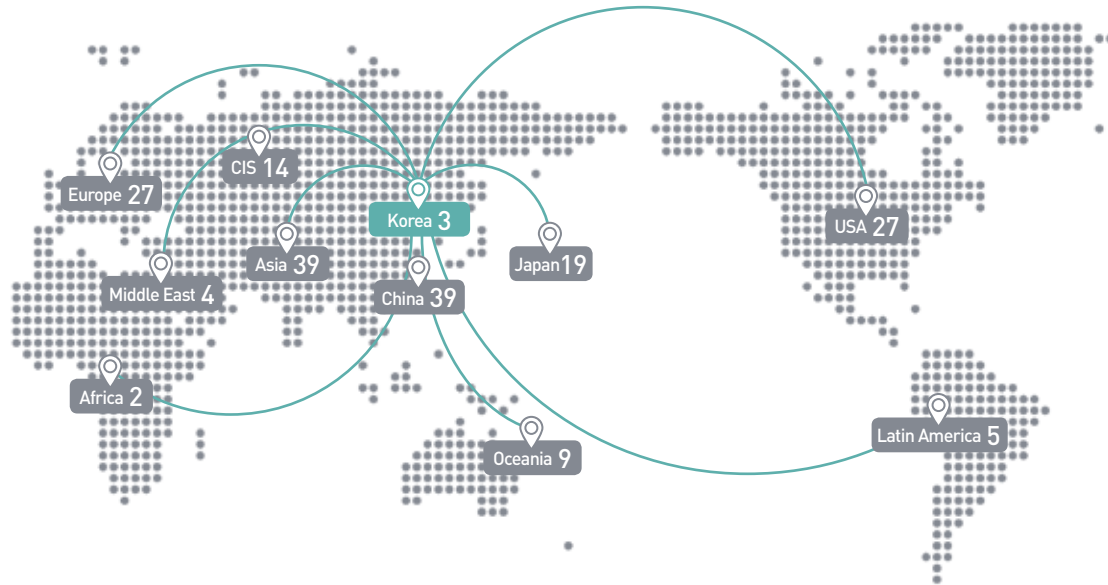
AVIATION NETWORK

Incheon Airport is showing growth every year as a global hub airport through which 85 airlines of the world connect to 191 cities in 61 countries. In particular, the close-knit aviation network that connects small and medium-sized cities in China and Japan consolidates the status of Incheon Airport as a hub airport of Northeast Asia.

85 AIRLINES

61 COUNTRIES

191 CITIES



AIR TRAFFIC STATISTICS

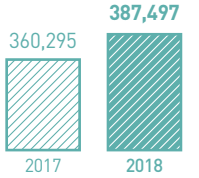
In the midst of difficult aviation business environment such as the slowing global economy and competition for becoming a logistics hub, Incheon Airport recorded 67.67 million international passengers and 2.95 million tons of international cargo with its efforts to boost aviation demand, through promoting the expansion of the aviation network and attraction of new airline routes.

Operation (unit: flight)



7.6% ↑

Incheon Airport has greatly expanded its aviation network through active marketing attracting target airlines and new airline routes. With such efforts, Incheon Airport, in terms of international operations, recorded about 390,000 flights in 2018, up 7.6% from the previous year.

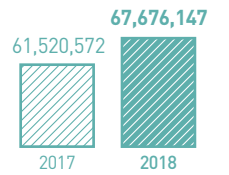


International passengers (unit: person)



10% ↑

Incheon Airport is proactively cooperating with the government's policy to promote aviation talks for acquiring traffic rights, through which Incheon Airport is strengthening its hub competitiveness and expanding its aviation network to boost aviation demand. Last year, Incheon Airport's number of international passengers peaked at 67.67 million persons, up 10% from the previous year.

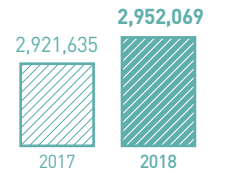


International cargo (unit: ton)



1.0% ↑

Operating with world-class cargo infrastructure, Incheon Airport is sharpening its competitive edge as a cargo hub airport. Through developing its own cargo terminals and making efforts to boost cargo volume such as by attracting global logistics services and improving the logistics process, Incheon Airport transported 2.95 million tons, up 1.0% from the previous year.

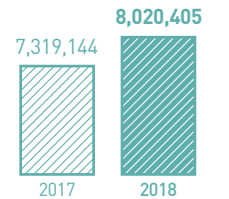


Transit (unit: person)



9.6% ↑

Transporting transit passengers requires cooperation among various stakeholders including the government, airlines, travel agencies and airports. An unprecedented 8 million transit passengers traveled through Incheon Airport in 2018. This shows that the airport's multifaceted efforts for growing the number of transit passengers, such as expanding the for-transit domestic flights, developing new transit markets, inducing LCCs to carry transit passengers, and developing transit services were effective.



AIRPORT OPERATIONAL CAPABILITIES

With its high-end technological prowess and outstanding airport operation ability, Incheon Airport guarantees safe air travel. By providing innovative airport services that place top priority on the lives and safety of airport users, Incheon Airport embodies a world-class, flawless and safe airport.

The first airport in Asia to operate with
(75m visibility)



Non-stop operation of
NAVAIDS system
(160k hours)



CAT IIIb

160,000

Zero-accident flight operation
(4.48 million flights)



Air transport system errors
(AI-based smart traffic control system)



4,480,000

ZERO

World's lowest number of
delayed baggage 3PPM
(3 bags out of every million bags)



Korea's first Airport
Collaborative Decision Making
(All airlines servicing the airport
participate)



3PPM

A-CDM

AIRPORT SERVICE

Incheon Airport provides incomparable satisfaction to passengers through not only high-end duty-free shopping and tailored transit services, but also various cultural performances and F&B that appeal to worldly tastes.

High-quality
duty-free shopping



700

 brands

KRW 2,800

 billion

about 700 or more famous
brands around the world

No. 1 sales from duty-free shops
among airports in the world

Various cultural
performances
all year round



7,400

 times

44,000

 visitors

7,400 times yearly cultural
performances

Large-scale music festival,
'Sky Festival' every year

F&B to suit
everyone's taste



200 / 100,000

 stores persons

A daily average of about 100,000 persons use the services
through about 200 stores

Special transfer
services and
facilities



24

 hours

10,000

 cases

Transfer facilities and free
services around the clock

Transfer guide service in chinese
and japanese, 10,000 cases a
month in average

AWARDS

Incheon Airport is being acknowledged as the new standard to world's airports with many stellar honors every year. In particular, Incheon Airport has been acclaimed as No.1 in Airport Service Quality (ASQ) for 12 straight years and has been awarded 11 times at the World's Best Airport Awards, which represent major records that will last in the international airport history books.

**No. 1 in ASQ Survey,
12 consecutive years**
(Registered in the Hall of Fame)



* Airports Council International (ACI)

**Best Overall Airport,
11 consecutive times**



* Global Traveler (GT)

**Best Cargo Airport in the
World, Asia Best Award,
Best Special Cargo
Handling Airport**



* Air Cargo World

**Best Duty-Free Airport in the World,
5 consecutive years**



* Business Traveler Asia-Pacific

**World's Best Transit Airport,
5 consecutive years**



* Skytrax

FINANCIAL HIGHLIGHTS

In order to be acknowledged as a world-class airport, Incheon Airport continues to work to improve its financial structure and profitability. In 2018, Incheon Airport achieved KRW 2.6 trillion in sales revenue, a 9.1% increase, through business management that focuses on its major priorities.

Business Performance			(Unit: 100 Million KRW)
Category	2017	2018	rate of increase and decrease(%)
Sales	24,306	26,511	9.1
Cost of sales	8,115	11,987	47.7
Operating profit	14,532	12,886	▽11.3
Current net profit	11,164	11,181	0.2

Financial Status			(Unit: 100 Million KRW)
Category	2017	2018	rate of increase and decrease(%)
Quick assets	8,556	8,767	2.5
Non-liquid assets	114,197	113,995	▽0.2
Total assets	122,753	122,762	0
Liquid liabilities	11,656	12,148	4.2
Non-liquid liabilities	30,690	22,663	▽26.2
Total liabilities	42,346	34,811	▽17.8
Total capital	80,407	87,951	9.4

Revenue Structure			(Unit: 100 Million KRW)
Category	2017	2018	
Aviation revenue	8,164	8,922	
Non-aviation revenue	16,142	17,589	
(revenue from commercial facilities)	13,274	14,912	
Ratio(%)	Liquid liabilities	33.6	33.7
	Non-liquid liabilities	66.4	▽66.3
	(commercial facilities)	54.6	56.2

GLOBAL FUTURE AIRPORT

An aerial rendering of the Incheon International Airport terminal building. The terminal features a large, blue, curved roof structure that extends outwards, creating a wide, open-air courtyard in the center. The courtyard is landscaped with green lawns, trees, and a central building with a distinctive, wing-like design. The terminal is surrounded by a large tarmac area with numerous aircraft parked at gates. In the background, the airport's runways and taxiways are visible, along with a control tower. The overall scene is bright and clear, suggesting a sunny day.

Preparing for Success for the Next 20 Years

The growth of Incheon Airport has been living up to its name as an airport equipped with world-class infrastructure; a cutting-edge airport representing as the hub of Northeast Asia. Now, the Incheon Airport is opening a new chapter in its history with a new growth engine of the global airport industry for the national economy.

4th PHASE CONSTRUCTION

Incheon Airport is pushing forward with 4th phase construction which includes the expansion of Terminal 2 and the fourth runway until 2024, in order to accommodate quickly growing air transport demand in a timely manner and preempt the future aviation market.



1st PHASE CONSTRUCTION (1992~2001)
Terminal 1, Runway 1 and 2

TERMINAL 1

Flights: 330,000, Passengers: 40,000,000, Cargo: 2,700,000t,
Passenger Aprons: 60, Cargo Aprons: 24, BHS: 21km



2nd PHASE CONSTRUCTION (2002~2008)
Concourse, Runway 3

CONCOURSE

Flights: 170,000, Passengers: 14,000,000, Cargo: 1,800,000t,
Passenger Aprons: 49, Cargo Aprons: 12, BHS: 67km



3rd PHASE CONSTRUCTION (2009~2017)
Terminal 2, Access road, and Railway

TERMINAL 2

Passengers: 18,000,000, Cargo: 500,000,
Passenger Aprons: 54, Cargo Aprons: 13, BHS: 42km



4th PHASE CONSTRUCTION (2017~2024)

Period: November 2017 - December 2024
Cost: 4.8 Trillion KRW
Contents: Expansion of Terminal 2 (passengers : 28,000,000),
Runway 4 (3,780m) and aprons, expansion of access roads, etc.

Category		Current	4 th Phase (~2024)	Total
Site Area	Terminal 1	507,000m ²	-	507,000m ²
	Terminal 2	387,000m ²	316,000m ²	703,000m ²
	Concourse	166,000m ²	-	166,000m ²
Capacity	Passengers	72,000,000	28,000,000	100,000,000
	Cargo	5,000,000 tons	1,300,000 tons	6,300,000 tons
	Flights	500,000	60,000	560,000
Runway		2 (3,750m x 60m) 1 (4,000m x 60m)	1 (3,750m x 60m)	4
	Apron	Passengers	163	73
	Cargo	49	13	62
BHS		130km	49km	179km

FLIGHTS

560,000

PASSENGERS

100,000,000

CARGO

6,300,000t

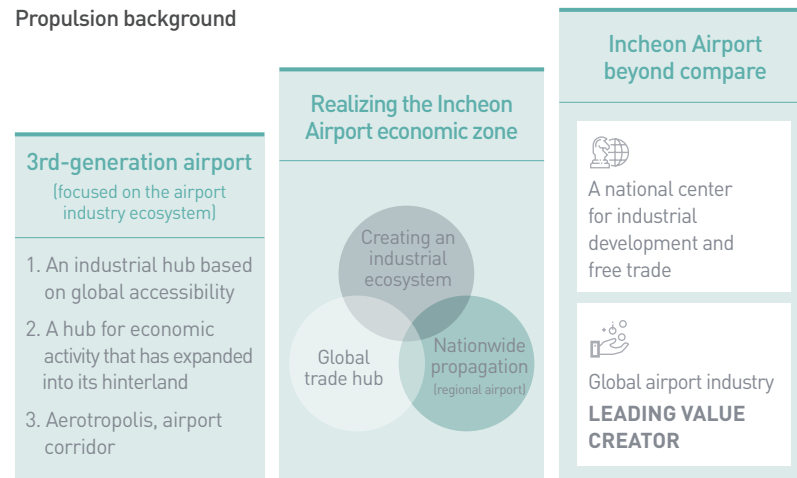
AIRPORT ECONOMIC ZONE

By shifting the traditional airport function to the economic activity-boosting, third-generation concept of "trade, production, logistics, and convergence," Incheon Airport is preparing for its rise to a new growth engine for the national economy that combines advanced industries, MICE, and aviation logistics.

A New Growth Engine around the Airport Industry - Third-Generation Airport

Incheon Airport is promoting further growth with the Airport Economic Zone embracing a paradigm shift of the airport industry. By utilizing connectivity and accessibility from the airport's aviation network, Incheon Airport plans to create an Airport Economic Zone through nurturing businesses that can be clustered together, such as R&D, tourism, logistics, aviation support and advanced manufacturing. This will lead Incheon Airport's growth to an unparalleled airport by generating enormous industrial spillover effects not only for the regional but the national economy as well.

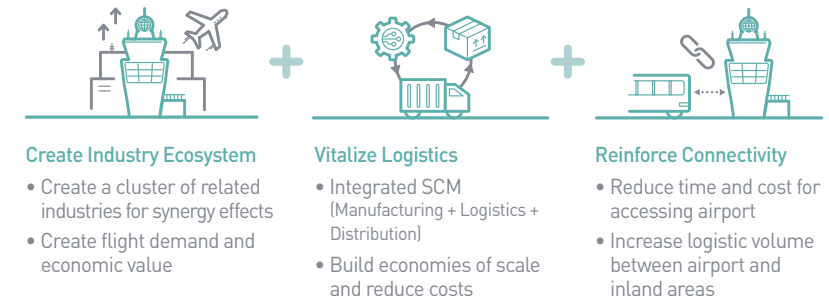
Propulsion background



Airport Economic Zone Development Strategies



An Unparalleled Airport



As Korea's new growth hub that boosts the benefits of balanced national development

Promoting the balanced national development through development of islands including Yeongjong-do and serving as the beachhead for a unified Korea

MUTUAL GROWTH

By focusing on strengthening the competitiveness of SMEs and small business owners, Incheon International Airport is pursuing a culture of symbiotic cooperation designed to boost the SMEs' competencies and sustainability. We will create an ecosystem that enables harmonious growth among large corporations and SMEs, as well as management and labor that are protagonists in the aviation industry. Furthermore, we plan to move toward an airport technology support center by fostering high-tech R&D centers in aviation industries such as electronics, telecommunications, controls and aviation machinery.

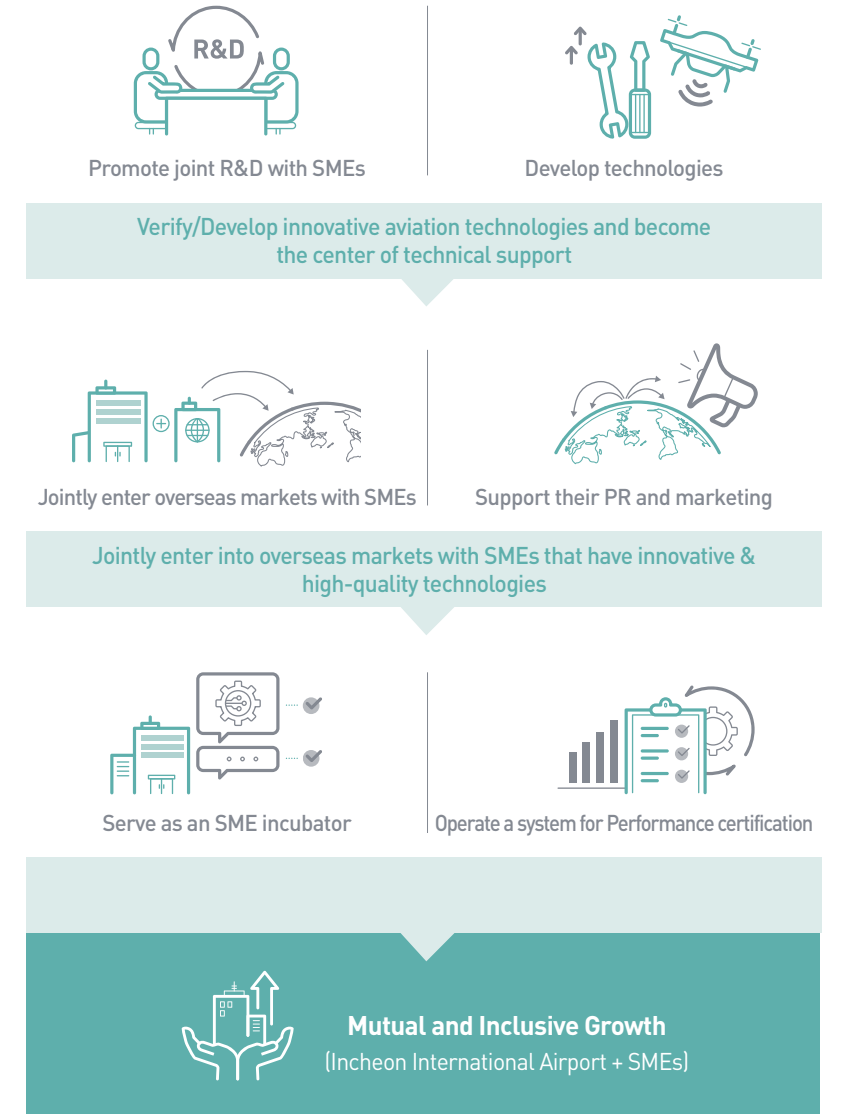
Promoting Joint R&D for SMEs

Incheon Airport provides infrastructure for SMEs that face high failure risk in R&D and barriers in collecting information, so that they can secure business performance through technology cooperation and marketization of their technology. Notably, the FOD (foreign object debris) detection system, for which Incheon Airport led a 3-year research with three SMEs, blossomed to the successful development of detection sensors and softwares in 2018. Through this joint research project, the SMEs were able to acquire core technology and jobs were generated in the process as well. The project was also selected as an exemplary case supervised by the Ministry of SMEs and Startups (MSS) in which a business investment was made in joint private-government technology development.

Promoting Joint Overseas Business Operations

By discovering SMEs that own advanced technology related to aviation industry through open calls, Incheon Airport supports their finding of buyers at home and abroad, as well as joint overseas business partnerships through not only providing basic infrastructure, but also by issuing quality guarantee certificates.

Cooperation Strategy System



OVERSEAS BUSINESS

Incheon Airport is concentrating on securing future growth engine through the strategic diversification of business. It is continuously expanding the exportation of airport construction and operation expertise, developing the second and the third Incheon Airports around the world.

Overseas orders received

14 Countries
29 Projects

Accumulated contract amount

USD
221.56
million

Airport, Exported to and Benchmarked by the World

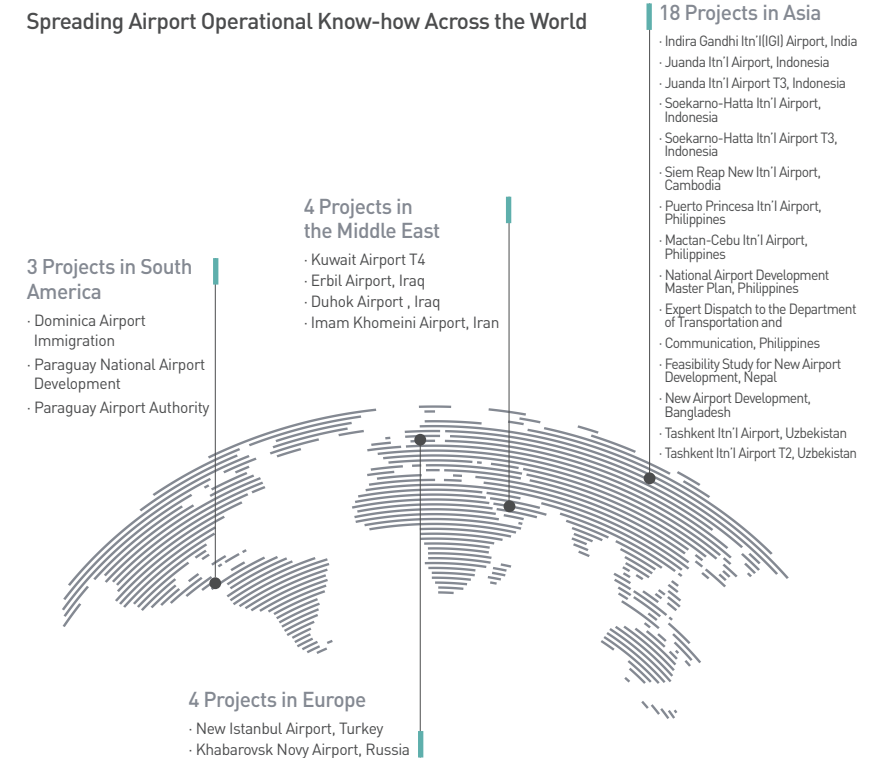
Since Incheon Airport successfully carried out the first project, the operation of New Erbil Airport in Iraq in 2009, we are further developing overseas business around the world. Especially, the Kuwait Airport Terminal 4 operation contract concluded in May 2018 is worth 140 billion won(12.76 billion dollars), which marked our largest single overseas project.



Overseas Business History



Spreading Airport Operational Know-how Across the World





CORPORATE HUMANITY

Carrying on Warm-Hearted Companionships

Incheon Airport grows with its staff by promoting people-oriented social values. Furthermore, Incheon Airport will grow with the local community by implementing value-generating social contribution projects.



FULFILLING SOCIAL VALUES

Incheon Airport works to realize people-oriented social values. With its vision of “growing with the public by opening up the sky way” and having established and implementing four core strategies by 2022 step-by-step, Incheon Airport has already fulfilled of its short-to-mid-term goals, which represents a precious achievement.

Vision Incheon International Airport that grows with the public by opening up the skyway

Four Strategies



Key Objectives

50,000 new jobs created	Social value investment ATU 860 bil. won	100 social economy organizations nurtured	Global aviation & logistics hub
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Social Value Realization Roadmap



Vision Objectives Pride of People and Center of Global Aviation

Human-Oriented ‘Connecting airport and people’		Symbiotic Growth ‘Connecting airport and region’	
Main Goal (for 2022)	Creating new jobs for 50,000 persons	Main Goal (for 2022)	860 bil. won in social value investment
Projects to be implemented	<ol style="list-style-type: none"> 1. Creating good jobs 2. Creating a happy workplace 3. Protecting travelers' human rights 4. Creating 24/7 safety net 	Projects to be implemented	<ol style="list-style-type: none"> 1. Symbiotic development with local community 2. Eco-friendly green airport 3. Activating regional economy 4. Growth shared with SMEs
Performance (in 2018)	Creating new jobs for 6,088 persons (total 16,073 persons)	Performance (in 2018)	65 bil. Won in social value investment



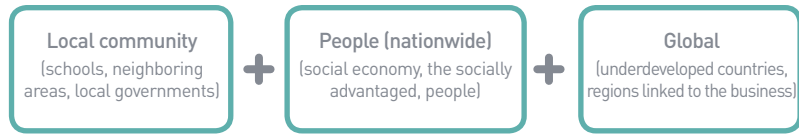
Innovative Growth ‘Connecting airport and travel’		Global Competition ‘Connecting airport and world’	
Main Goal (for 2022)	Nurturing 100 social economy rganizations	Main Goal (for 2022)	Focusing on global aviation & logistics Soaring to global Top 5
Projects to be implemented	<ol style="list-style-type: none"> 1. The fair travel platform 2. Realizing smart airport 3. Boosting public participation and communication with the public 4. Sound organizational culture 	Projects to be implemented	<ol style="list-style-type: none"> 1. Expanding the global network 2. Nurturing global aviation professionals 3. Selling know-how overseas 4. Hub of Northeast Asian aviation logistics
Performance (in 2018)	Nurturing 12 social economy rganizations	Performance (in 2018)	Global Top 5 in international passengers

SOCIAL CONTRIBUTION

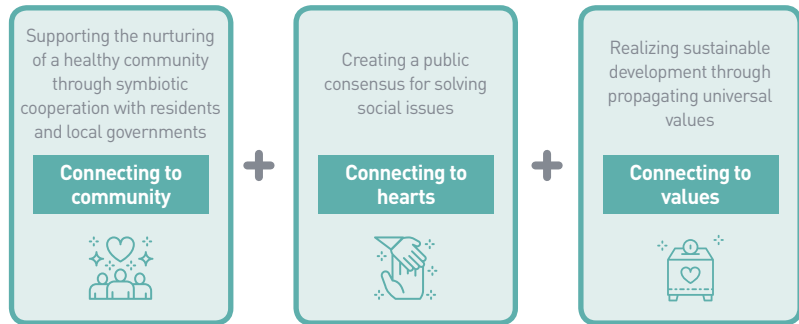
For another leap forward towards being "an institution loved by the people as a leader of social value creation," Incheon Airport will realize social values through solving local community issues, vitalizing social economic organizations, and spreading consensus on social contribution, along with fulfilling its basic purpose as a public enterprise.

Social Contribution System

TARGET



Main Goal (brand)



ART+PORT project

**INCHEON
INTERNATIONAL
AIRPORT**

GLOBAL PREMIUM AIRPORT

Meeting a Global Premium Airport

As a forward-looking airport, Incheon Airport provides global premium services staying a step ahead of others. With its customer-oriented smart airport services, vast cultural spaces, and low-carbon, eco-friendly concept, Incheon Airport offers a travel experience with foremost satisfaction delivered from the airport space itself.

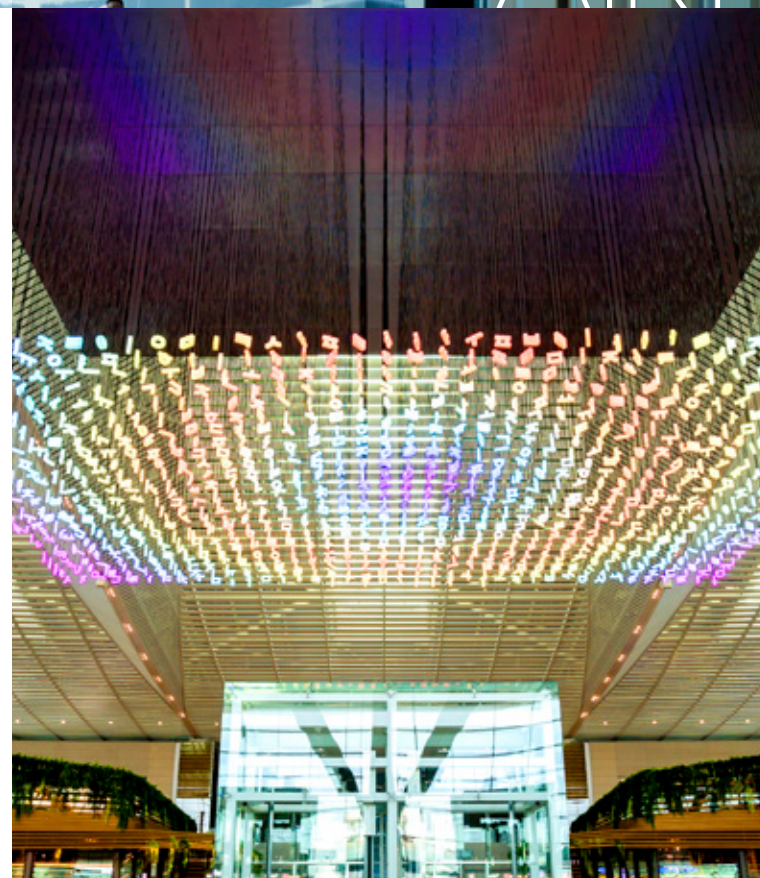
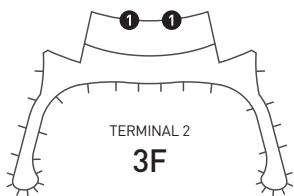
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1.

Great Mobile by Xavier Veilhan

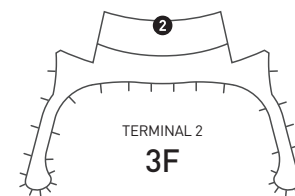
The two mobiles reflect the distinct characteristics of an airport and function as a landmark that connect and guide the vast space of Incheon International Airport, and turns the space where it is installed into a fluid, flowing and changing space.



2.

Hello by Kang Hee Ra

This is a kinetic mobile which creates 3D images through 1,000 objects in the shapes of consonants and vowels of Hangeul, moving up and down. The huge organism welcomes and sends away passengers and says a word of greeting, "Hello."



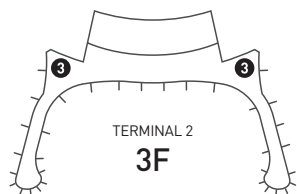
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3.

Dreaming Space by Soonmi Oh

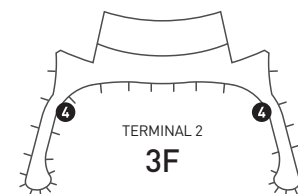
The sphere structure is a miniature of the planet that we live on. It draws the audience into an inside shelter that is a little larger than the human body. Inside, the names and sky paths of various cities around the world are engraved.



4.

Media Cloud

This is a high-end media playground for children and art-tainment for adults. A new media gallery is displayed, combining ICT and art, and showing famous paintings of Korea and abroad as media art on the curved LED screen.



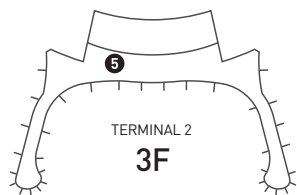
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5.

The Gateway

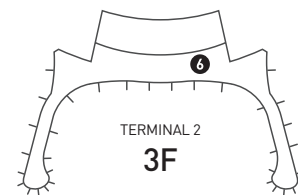
It is a loop shaped structure equipped with multiple functions such as media art, information center, and lounge space. It symbolizes the opening of door to the unlimited world through the interaction with passengers through IT.



6.

Dancing Cranes

It seems like a 3D line drawing that crosses space and at the same time remind us of a bird flying toward the sky, symbolizing the characteristics of the airport. It has a similar function to The Gateway, interacting with passengers (information center, resting area).



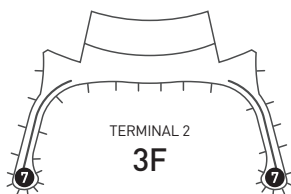
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7.

Wings of Vision by Jinnie Seo

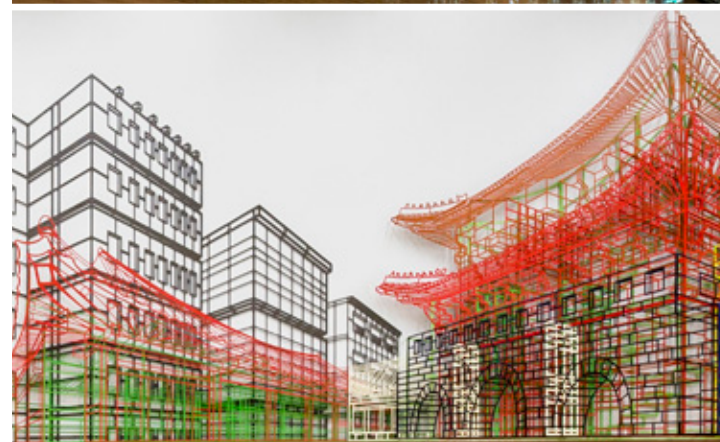
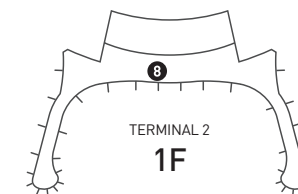
The 1,500m long façade art (which is the largest in Korea) on the 19 art pavilions at the boarding gate area, erases the boundaries between architecture and nature, spurring communication. It reflects the circulation of light all day by continuously moving from sunrise to sunset above east and west wings of the airport.



8.

Bit.Fall by Julius Popp

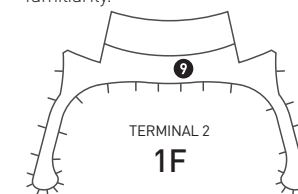
The water droplets that come down like a waterfall, randomly display in real-time the most often shown word in the newsfeed.



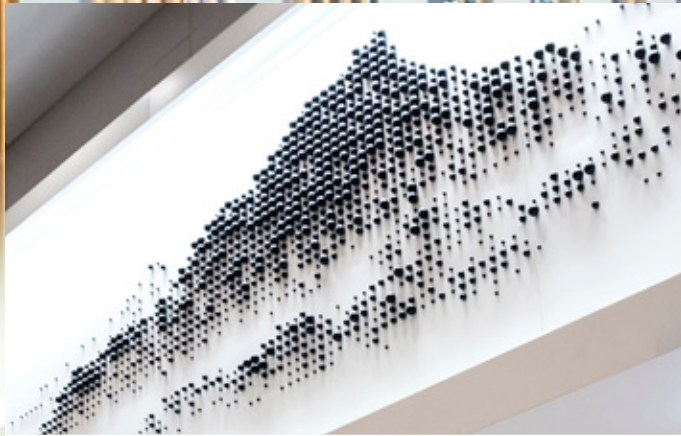
9.

Ambiguous Wall by Kim Byungjoo

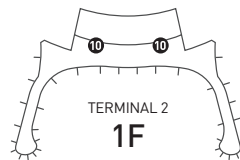
The artist expresses the Seoul landscape, such as Gwangwhamun, the former Seoul Station and Dongnimmun Gate, which represent the capital city, in minimal lines. For foreigners who visit Korea for the first time, the work sparks interest for the city, and for Koreans who are coming home from abroad, it allows for a sense of comfort and familiarity.



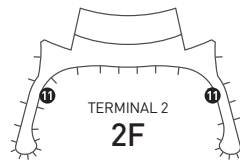
GLOBAL PREMIUM AIRPORT



10. Light and Shadow by Park Taeho
The landscape that seems as if drawn on white paper with black ink, shows itself as relief art where tens and thousands of beads form an image. Light and Shadow connects each bead and shows various shades of black, which is a trait of traditional landscape painting.



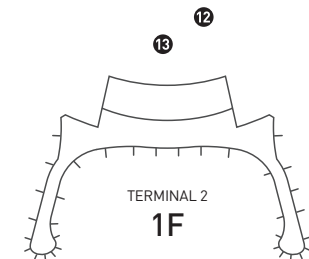
11. Arrivals Media Wall
The six media walls welcome passengers who enter Korea after flight. Welcome messages in various languages greet passengers, and were reconstructed with high-end technology as new visual contents.



12. Walking into the Air by Jongkyeong Lee, Jongbin Park and Jongwoon Choi
The artists, based on the understanding of characteristics of an airport, captured the movement of travellers, and made two statues that are tenfold larger than the human body. The great statues represent a gateway where passengers may enter the space of imagination beyond the space of reality.



13. Media Wall
This great Media Wall is as wide as 100m. The curved three-dimensional hardware provides a broad-view angle, and more effective viewing is possible from both arrival and departure. Media art such as Korean landscapes, imaginary journey, and welcome greetings are displayed in turns.



GLOBAL PREMIUM AIRPORT



Incheon Airport

SMART AIRPORT

As a future-oriented airport that stays a step ahead of others, Incheon Airport embraces ceaseless enhancement efforts and innovations to grow into the world's best airport. By implementing its smart airport roadmap and 100 tasks for smart airport by 2023, Incheon Airport will become a smart airport that fully accommodates solo travelers, boasts punctuality, and provides joy to its users as the most convenient airport in the world.

PASSENGER_ Automation · Personalization: Innovation of Service Paradigm

PRE DEPARTURE	Home Check-in → Easy Drop → Route/Itinerary Management
MOVING/PARKING	Self-driving service (PM) → Self-driving Transport → Find Parking Location
INFORMATION	Chatbot Robot Mobile Information Guide Robot
DEPARTURE	Single Token → AI based X-RAY Search → Tunnel Type Security Check
DUTY-FREE AREA	Customized Shopping Shopping Helper Robot Virtual Mirror
ARRIVAL	Baggage Tracking Information to Welcoming Parties
TRANSFER	Hologram Guide Transfer Path Guide Digital Medical Support



OPERATOR_ Data Oriented Predictive Operation: Operational Issues / Technical Innovation

AIRPORT OPERATION	<p>Real-time Passenger Flow Management</p> <ul style="list-style-type: none"> Real-time monitoring of passenger congestion Concentrating airport resources on passenger paths and crowded area <p>Departure Gate Status → Display Departure Waiting Time</p> <p>Passenger Notice: Big data based prediction of passenger congestion</p> <p>BHS Preventive Repair: Big data based prediction of baggage passage and facilities that require repairment</p>
OPERATION / CONCESSION	<p>Intelligent VOC Handling</p> <ul style="list-style-type: none"> Automatic VOC classification and deduction of the best answer AI based passenger guide <p>Analysis of Purchase Pattern</p> <ul style="list-style-type: none"> Target Promotion Optimize MD organization and shop location
AVIATION	<p>Big Data Based Parking Ramp Assignment Adjustment</p> <p>Bird Control using Drone</p> <p>AI-based aviation communication monitoring</p>
FACILITIES MANAGEMENT	<p>IoT Based Cart Operation</p> <p>Inspection of Facilities using Drone</p>
SECURITY	<p>BT Based Access Control</p> <p>Drone / Self-driving External Security</p> <p>Intelligent CCTV</p>
SMART WORK	<p>Mobile Collaboration App</p> <p>Sophistication of AURI</p> <p>Smart Work Zone</p>

SMART SERVICE

Incheon Airport provides distinctive customer-oriented services. The high-class services that tap into cutting-edge ICT which are encountered throughout the airport open up new horizons for the global airport services.

Self check-in

195 Kiosks

Self bag-drop

62 Kiosks

Guide robot, 'chatbot' service

24 Hours**Convenient Self Check-In Process**

Through continuous innovation of its departure & arrival process, Incheon International Airport leads the future airport services. Creating two Smart Check-in Zones at the center of the departure area, the airport acquired 195 self check-in kiosks, 62 self bagdrop kiosks, and 28 hybrid bagdrop kiosks (manned & unmanned) at T1 C counter, thus supporting flexible passenger handling and maximizing the passengers' convenience through self-service. Also by upgrading the facial recognition feature of the automatic check-in &-out for international travelers, the airport supports the unmanned check-in-&-out process.

Establishment of Intelligent Airport Operating System

Incheon International Airport processes a daily average of about 7 million pieces of data by ensuring the real-time data sharing between Passenger Terminal 1 and Passenger Terminal 2 by using big data. Moreover, the airport is converting its general operations such as passenger service, facility operation, and cyber security to cloud through creating the integrated ICT center. AIRPORT 4.0 communications at Incheon International Airport provides more convenient and faster wireless network service for its users.

Expansion of Smart Service Customized to Passengers

Incheon Airport is gradually expanding guide services tailored to passengers' needs. These include location-based direction guide in both Terminal 1 and Terminal 2 with sophisticated mobile application, as well as allowing passengers to get the direction and time that takes from their current locations to their destinations just by scanning their boarding passes to the smart signage. Furthermore, the 24/7 Chatbot Service provides differentiated smart services.



ENVIRONMENT FRIENDLY AIRPORT

Incheon Airport leads the new paradigm of eco-friendly management as an international airport corporation by operating Greenhouse Gas Reduction and Energy Saving Implementation Committee and Energy Management Team under its vision of being a "global leading low-carbon and eco-friendly airport."

Acquisition of environmental management system certificate

ISO 14001

Certificate of ACI airport carbon accreditation

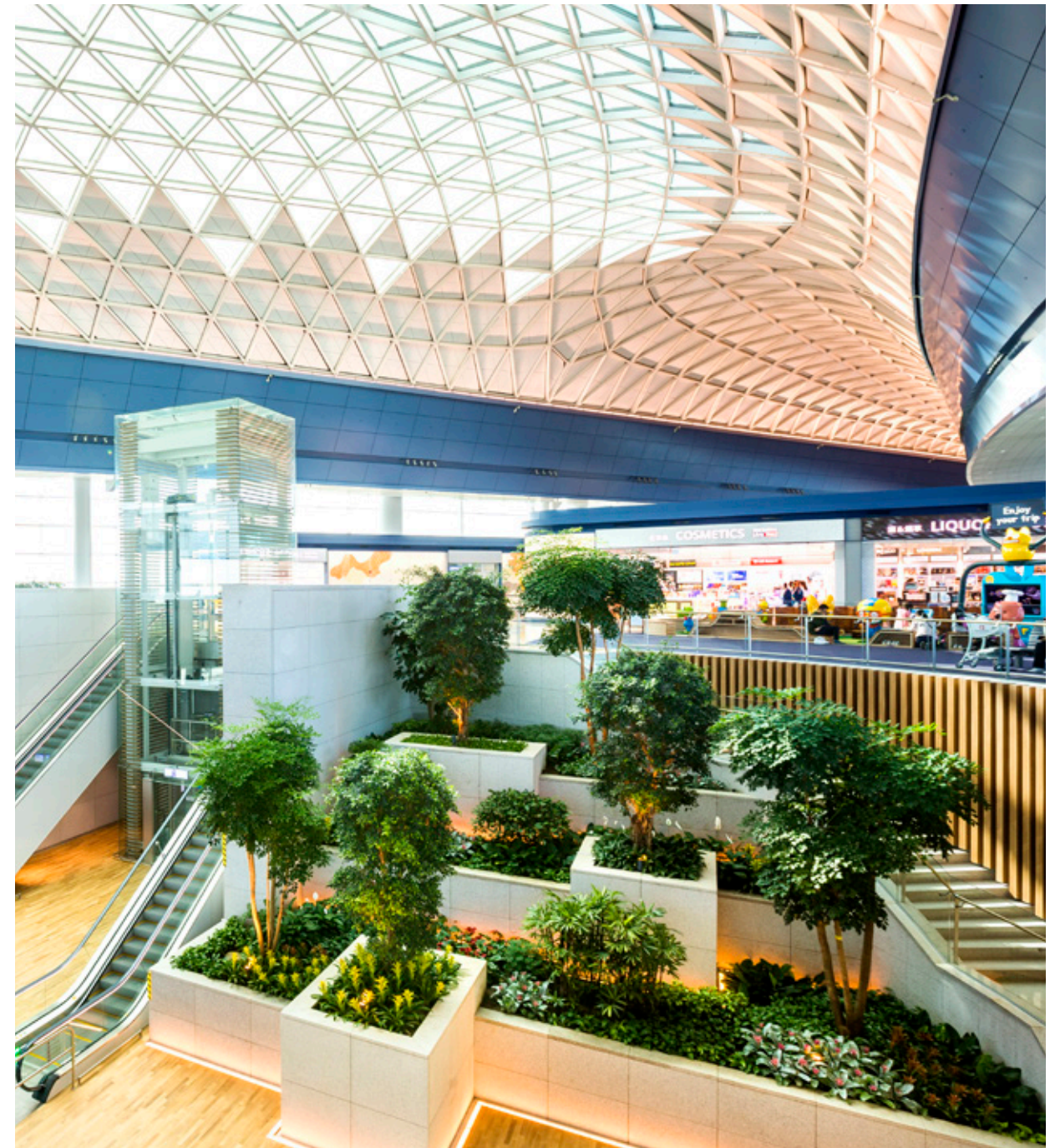
LEVEL3

Construction of Nature-friendly Airport

Incheon Airport aims to be a sustainable, environment-friendly airport. In particular, Terminal 2 that opened in January 2018 introduced the concept of energy conservation and new and renewable energy from the design phase putting the motto of green airport first. Through such efforts, we cut down energy consumption by 39.4% compared to the Terminal 1, and we created green spaces integrated with the building by developing a pine forest in the 1km section across the access road to the terminal, expanding indoor landscaping area by threefold, and introducing pollution-purifying plants and waterscape facilities.

Establishment of World's Top-notch Environment-friendly Management System

The low carbon management standard, Airport Carbon Accreditation (ACA) provided by Airports Council International (ACI), is applied in 156 airports in 50 countries around the world. It provides carbon emission reduction and operation guide. The Incheon Airport acquired ACA LEVEL3 authentication in 2014 for controlling emission reduction subjects for all carbon emissions in the entire airport area as well as the facilities of the airport and has remained certified, maintaining a top-level environment-friendly management system.



NEW ENERGY PROJECT

Incheon Airport is actively adopting renewable energy generation facilities such as solar power, geothermal heating and cooling, and fuel-cell facilities. These efforts led to the valued results of the US-based LACP award and ARC Awards Gold, and the UK-based Green World Awards and Green Apple Awards Silver.

Photovoltaic power generation

5,830kW

Geothermal power generation

8,195kW

Operation of energy management system

ISO 50001

Production of New and Renewable Energy

Incheon Airport is evolving from an airport that uses energy into an airport that produces energy. Incheon Airport has been increasing the use of LED lamps since 2009 in order to raise energy consumption efficiency. In particular, Terminal 2 installed 96% of the lighting devices as LED, which cut down 3,471 tons of greenhouse gases. Also, Incheon Airport is aggressively promoting the use of new and renewable energy to prevent the depletion of natural resources and reduce emission of greenhouse gases and is also producing 5,830kW of energy through photovoltaic generation and 8,195kW of energy through geothermal generation.

Energy Management System (ISO 50001)

Incheon Airport is operating the Energy Management System (ISO 50001) across all airport facilities. Incheon Airport's energy management is certified for the systematic management of energy and the management method, and it provides overall operating system for greenhouse gas energy target management system. The Incheon Airport's Energy Management System (ISO 50001) standard acquired demonstration authentication for Building Field for the first time in the world's airport industry in 2012 and remains certified since the acquisition of official authentication in 2014.





Incheon International Airport Facilities

- | | | | | |
|---------------------------|---------------------------|------------|-------------------------------|----------------------------------|
| 1 Terminal 2 | 4 Transportation Center 1 | 7 Runway 2 | 10 Control Tower | 13 Cargo Terminal Area |
| 2 Transportation Center 2 | 5 Concourse | 8 Runway 3 | 11 Catering Facilities | 14 International Business Center |
| 3 Terminal 1 | 6 Runway 1 | 9 Runway 4 | 12 GSE Maintenance Facilities | 15 Airport Logis Park |

Leading the Value of Airport

Incheon Airport's continued innovations and initiatives make new history and achieve new milestones for the global airport industry.

The "people-oriented" value stands at the center of the all-out effort for building a world-best airport.

Incheon International Airport's hopeful journey continues, staying loyal to the principle of safety and making society a better place.

