

Sustainability Management in the Aviation and Tourism Industry

Frankfurt University of Applied Sciences

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Section 5: Sustainability Management

Sustainability Management in the Aviation and Tourism Industry

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Introduction and Background

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Sustainability Management

Introduction

Key Driver “Finance”

Key Players – TCFD, GRI, CDP, Science Based Target

Management Systems – ISO, EMAS, ACI

Stakeholder's Expectations getting stronger – How to **MANAGE** expectations?

Investors

- Already sustainability focused investors
- Expect companies to disclose non-financial /CR data preferably according to TCFD
- Expect management of environmental risks
- Use rating agencies and own analytics to evaluate companies compliance and performance (best in class principles)

Regulators/Public opinion

- Airlines and Tourism Companies need to comply with existing laws and upcoming regulations and recommendations
- New laws are in discussion such as "Klimaschutzgesetz" and "Wertschöpfungskettengesetz" with high public attention and potentially high impact for Companies
- Fulfil legal restrictions and strive for further improvement



Employees

- Employees expect to contribute to societal and environmental challenges
- Important part of the attractiveness as an employer
- Employees want to get involved themselves

Customers

- **Corporate customers**
 - become carbon neutral and require to comply with selected ESG criteria also as prerequisite for future business
 - expect support for own brand
- **Private customers** expect airlines and tourism to act environmentally and societal responsible

“Environmentals” need to be embedded in Corporate Management Processes and Reporting

Environmental and sustainability related:

- KPIs
- Risk assessment
- Reports
- Measures
- Targets
- Responsibilities
- Communication
- Investment
- Management Processes and Structures
- ...

Classic Corp. Reporting

Financials

- Revenue
- Cost
- Result
- Tax declaration

Annual Report

- Business Development
- Risk

Company Papers

- Brochures
- Other publications

Corp. Management Processes

- Strategic Planning and Investment
- Marketing & Sales
- Product Development
- HR
- IT
- Communication
- Operations Management
- Quality and Safety
- Procurement and Supply Chain
- **Financials**
 - Cost Accounting
 - Controlling
 - Reporting
 - IR, Governance
 - Risk Management

Sustainability Management

Introduction

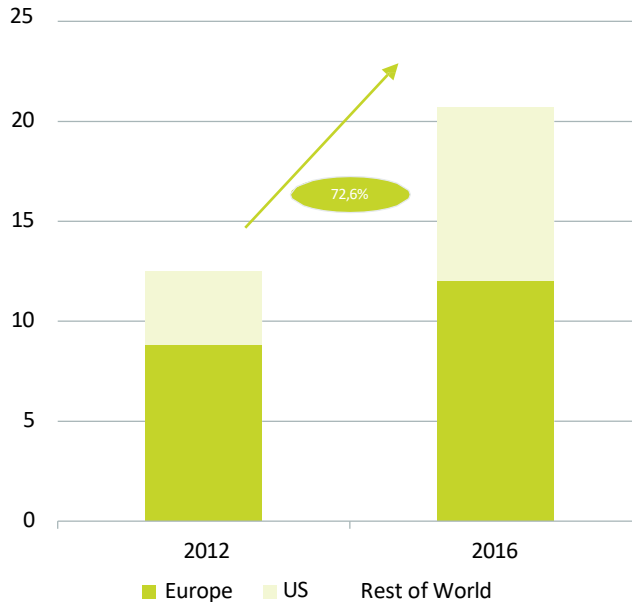
Key Driver “Finance”

Key Players – TCFD, GRI, CDP, Science Based Target

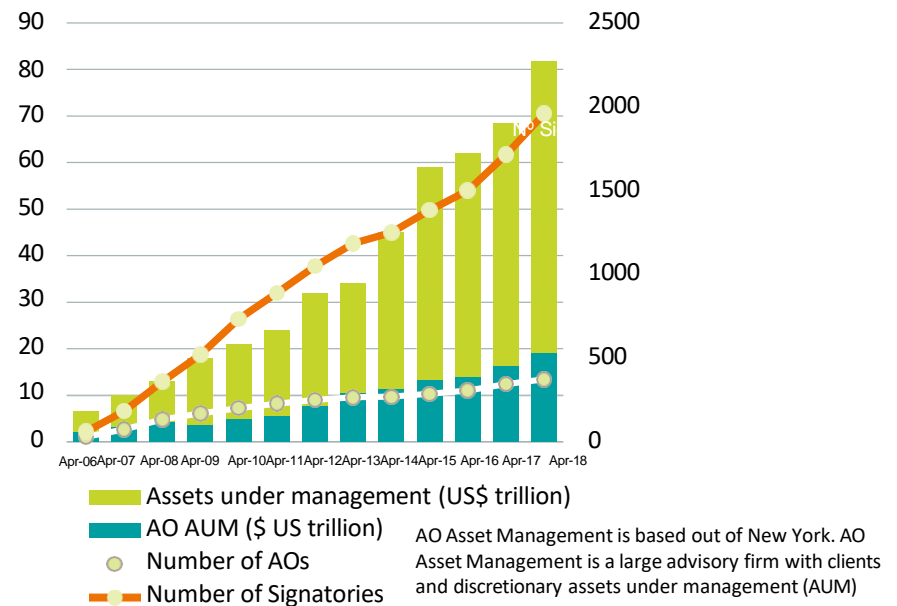
Management Systems – ISO, EMAS, ACI

Driven by Shareholders, Finance is asking for sound ESG data and analytics

ESG-Asset growth¹
(USD billion)



PRI Growth²



The Global Sustainability Investment Alliance is a collaboration of membership-based sustainable investment organizations around the world. The GSIA's mission is to deepen the impact and visibility of sustainable investment organizations at the global level. Our vision is a world where sustainable investment is integrated into financial systems and the investment chain and where all regions of the world have coverage by vigorous membership based institutions that represent and advance the sustainable investment community.

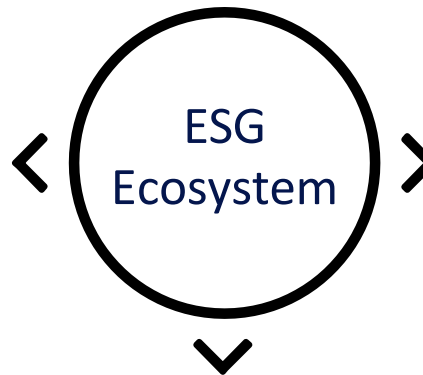
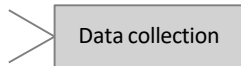
The PRI (principle for responsible investment) is the world's leading proponent of responsible investment. It works to understand the investment implications of environmental, social and governance (ESG) factors and to support its international network of investor signatories in incorporating these factors into their investment and ownership decisions. The PRI acts in the long-term interests of its signatories, of the financial markets and economies in which they operate and ultimately of the environment and society as a whole.

The PRI is truly independent. It encourages investors to use responsible investment to enhance returns and better manage risks, but does not operate for its own profit; it engages with global policymakers but is not associated with any government; it is supported by, but not part of, the United Nations.

Many players in ESG Ecosystem provide input, assessment tools and communication platforms

Standard providers

Best practices for corporate reporting on range of economic, environmental and social impacts



Multi-stakeholder Initiatives



UN SDGs



Commercial ESG ranking and rating systems

Analyze corporate sustainability data to come up with overall “ESG rating” based on proprietary methodology



THOMSON REUTERS



SUSTAINALYTICS



TRUVALUE LABS

Bloomberg

CSRHUB®

All of these organizations have different methodologies and inputs for the rating process



Why reporting matters – examples from the carbon Disclosure Project

INFORM CUSTOMERS

- Large buyers use CDP data to benchmark suppliers year-on-year and measure a company's performance against peers.
- Nearly 50% of organizations will deselect a company based on environmental performance.
- 63% of large corporate buyers working with CDP are using our data to choose whether or not to contract a supplier.

ACCESS INVESTORS

- CDP data and scores feed into financial markets through Bloomberg, MSCI, Thomson Reuters and more.
- Investors like Schroders and CalPERS use CDP data to assess the carbon footprint of their portfolio and pick future winners and losers.
- CDP data powers financial products, like low carbon indices, and investment funds.

SEE THE OPPORTUNITIES

- 50% of companies using CDP say reporting helps their organization be more competitive, by identifying areas to increase efficiency, reduce impacts and reduce costs.
- 87% of companies responding to CDP have identified business opportunities and are taking action
- 225 of the world's biggest companies reported to CDP their total climate change opportunities at US\$2.1 trillion.

BENCHMARK AGAINST PEERS

- Understand your progress and benchmark your company's performance against industry peers
- Set more ambitious targets: 69% of companies using CDP for over 3 years have emissions targets, compared to just 38% of first time reporters.
- Aim for a place on the CDP A List: a group of 180 companies recognized as leaders and which, as a group, outperform the stock market.

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Key Driver “Finance”

Key Players – TCFD, GRI, CDP, Science Based Target

Management Systems – ISO, EMAS, ACI

Who is the „Task Force on Climate-related Financial Disclosures” (TCFD)?

History and Background

- Was initiated after the Paris Climate conference in 2015 by the Financial Stability Board (FSB) .
- The Financial Stability Board (FSB) is an international body that monitors and makes recommendations about the global financial system.
- The TCFD’s 32 members were chosen by the FSB to include both users and preparers of disclosures from across the G20’s constituency covering a broad range of economic sectors and financial markets.

“Increasing transparency makes markets more efficient, and economies more stable and resilient.”

—Michael R. Bloomberg, Chair

Mission

- The Task Force on Climate-related Financial Disclosures (TCFD) will develop voluntary, consistent climate-related financial risk disclosures for use by companies in providing information to investors, lenders, insurers, and other stakeholders.
- The Task Force will consider the physical, liability and transition risks associated with climate change and what constitutes effective financial disclosures across industries.
- The work and recommendations of the Task Force will help firms understand what financial markets want from disclosure in order to measure and respond to climate change risks, and encourage firms to align their disclosures with investors’ needs.

Core Elements of Recommended Climate-Related Financial Disclosures by TCFD



Governance

The organization's governance around climate-related risks and opportunities

Strategy

The actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning

Risk Management

The processes used by the organization to identify, assess, and manage climate-related risks

Metrics and Targets

The metrics and targets used to assess and manage relevant climate-related risks and opportunities

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Who is the „Global Reporting Initiative" (GRI)?

The Global Reporting Initiative (known as GRI) is an international independent standards organization that helps businesses, governments and other organizations understand and communicate their impacts on issues such as climate change, human rights and corruption. Source: https://en.wikipedia.org/wiki/Global_Reporting_Initiative

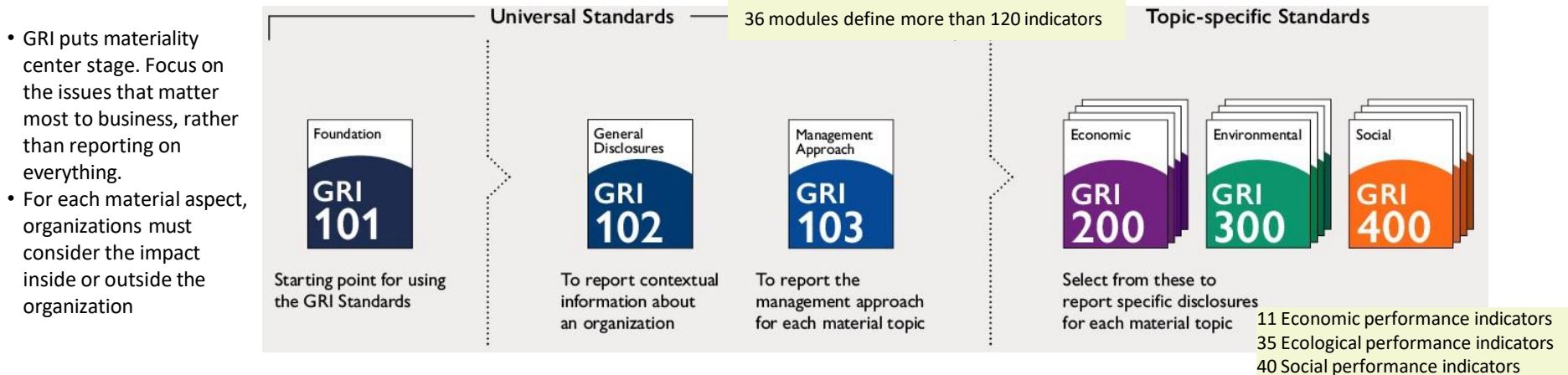
Vision:

A thriving global community that lifts humanity and enhances the resources on which all life depends.

Mission:

To empower decisions that create social, environmental and economic benefits for everyone.

The GRI produces global standards for sustainability reporting. They feature a modular, interrelated structure, and represent the global best practice for reporting on a range of economic, environmental and social impacts.



Global Reporting Initiative GRI is well established and interlinked to other standards

ESG metrics

Examples of a company's internal and external stakeholders. Sustainability reporting aims to standardize and quantify the environmental, social and governance costs and benefits derived from the activities of the reporting companies accordingly. Some of the examples of the reporting measures to be used would be the quantified results of the CO2 emissions, working and payment conditions, financial transparency and alike.

For the assessment of the social impact created by the reporting organization, GRI standards were created according to international labor practices and the environmental impact by conducting an independent audit. **ISO 14010, ISO 14011, ISO 14012 and ISO 26000 set out a standard for assessing the environmental impact, while OHSAS 18001 lays down a health and safety risk management system.** For instance, **the ILO's eight core conventions** outline specific groups or population that require special attention: women, children, migrant workers and their families, persons belonging to national or ethnic, linguistic, and religious minorities, indigenous peoples, and persons with disabilities. In order to circumvent "greenwashing" or falsified reporting, the financial institution can conduct an independent audit of the investee or enter into a dialogue with the top management of the company in question.

Source: https://en.wikipedia.org/wiki/Global_Reporting_Initiative

European Commission Directive

In December 2014, EC has adopted a new directive obliging large multinational corporations to provide **non-financial disclosure to the markets**. The law applies to public companies with more than 500 employees. Companies that would provide such a reporting would be required to report on environmental, social and employee-related, human rights, anti-corruption and bribery matters. Additionally, these large corporations would be required to describe their business model, outcomes and risks of the policies on the above topics, and the diversity policy applied for management and supervisory bodies. **The reporting techniques are encouraged to rely on recognized frameworks such as GRI's Sustainability Reporting Guidelines**, the United Nations Global Compact (UNGC), the UN Guiding Principles on Business and Human Rights, OECD Guidelines, International Organization for Standardization (ISO) 26000 and the International Labour Organization (ILO) Tripartite Declaration.

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Who is the „Carbon Disclosure Project,, (CDP)?

CDP is a not-for-profit charity that runs the global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts. Over the past 15 years we have created a system that has resulted in unparalleled engagement on environmental issues worldwide. Source: <https://www.cdp.net/en>

Areas of focus		Engage & inform	
	Climate	 Companies	 Supply chain
	Water	 Cities	 Investors
	Forests	 Governments	 States and Regions

CDP covers:

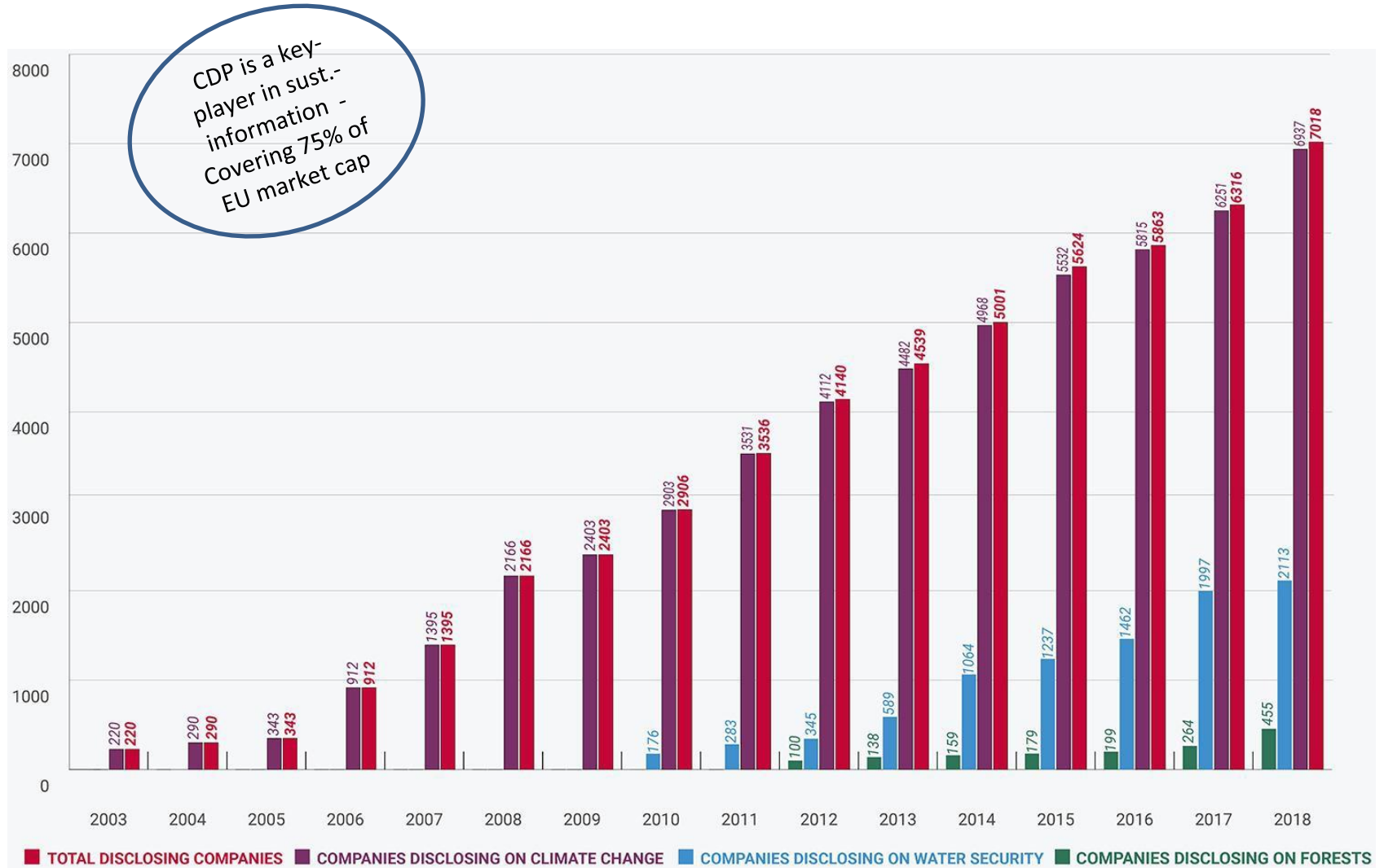
- > 7,000 companies
- 50 % of global stock market value
- 655 Investors with 78,000 bn \$

CDP provides:

- World's largest Database for primary data on Climate and Emission
- Climate related strategies
- Risk and opportunities
- Measures for improvement
- Scope 1,2,3 emission
- Certificate and emission trading

Source: https://www.umweltbundesamt.de/sites/default/files/medien/382/dokumente/06_praesentation_stakeholderdialog_risikomanagement_in_unternehmen_dreyer.pdf

CDP is the largest reposting institution for sustainability information



Source: www.cdp.net 2019

Carbon Disclosure Project – Scoring Methodology

If the minimum score threshold is not achieved, the company will not be scored on the next level (see below for figures).

Level	Climate Change	Water	Forests	Score band
Disclosure	0-44%	0-44%	0-44%	D-
	45-79%	45-79%	45-79%	D
Awareness	0-44%	0-44%	0-44%	C-
	45-79%	45-79%	45-79%	C
Management	0-44%	0-44%	0-44%	B-
	45-79%	45-79%	45-79%	B
Leadership	0-79%	0-79%	0-79%	A-
	80-100%	80-100%	80-100%	A

The final letter grade is awarded based on the score obtained in the highest achieved level. For example, Company XYZ achieved 88% in Disclosure level, 82% in Awareness and after the Management scoring category weighting has been applied 60% in Management will receive a B. If a company obtains less than 45% in its highest achieved level (with the exception of Leadership), its letter score will have a minus³. For example, Company 123 achieved 81% in Disclosure level and 42% in Awareness level resulting in a C-.



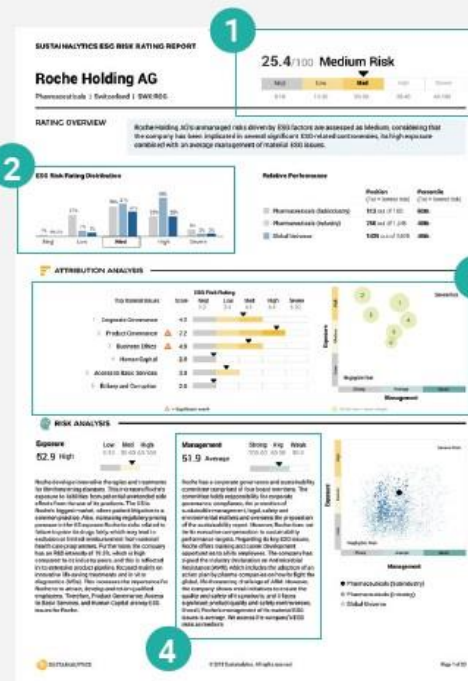
Results will be communicated to responders with their current level, indicating which areas of environmental stewardship they are performing well in, and which actions to target for improvement.

“Look and Feel” of a CDP report



ESG Risk Ratings Output

1. Company ratings are categorized across five risk levels: negligible, low, medium, high and severe
2. A company's risk is measured against its industry peers and against the global universe
3. Companies are exposed to different ESG issues to different degrees. Exposure assessment is driven by sub-industry and company-specific factors
4. The magnitude to which a company is exposed to ESG risk and how well the company is managing that risk is measured and explained
5. Material ESG Issues (MEIs) are identified and brought into focus



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Science Based Targets is a joint initiative of CDP, the UN Global Compact (UNGC), the World Resources Institute (WRI) and WWF. Our goal is to enable leading companies setting ambitious and meaningful corporate GHG reduction targets.

Science-based targets specify how much and how quickly a company needs to reduce its emissions, in line with the Paris Agreement goals to limit global warming to well below 2° C.

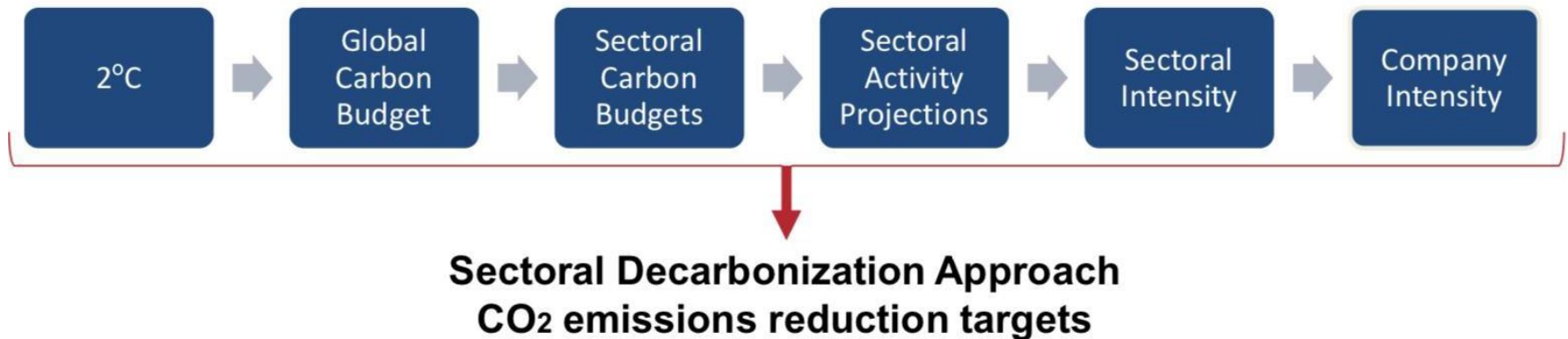
Source: <https://sciencebasedtargets.org>

SBTi looks at the development of Emission Reduction Targets per industry sector

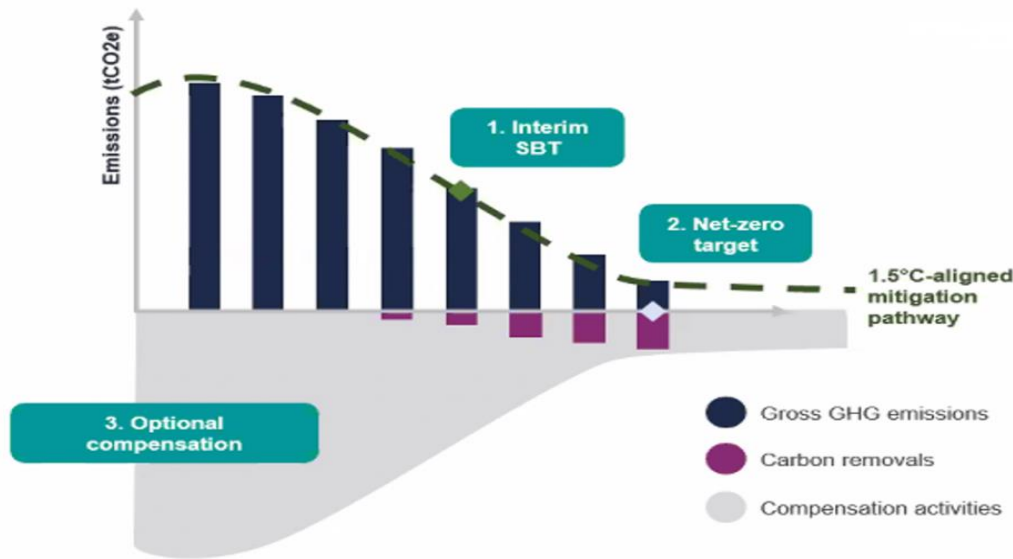
Mind the Science, Mind the Gap initiative: “Science Based Targets”



WORLD
RESOURCES
INSTITUTE



The SBTi sectoral path for aviation is challenging and has been adopted only by few airlines so far



~23 airlines/ airline groups committed – only 3 (AA/ NZ/ LHG) with confirmed target

Source: Net-Zero Criteria Draft for Public Consultation

Target setting approach for airlines

- Based on the SBTi's Sectoral Decarbonization Approach (SDA) converging with the sector's Paris-aligned GHG intensity by 2050 – **a well below 2 degree target**
- **Decarbonization pathway** for the aviation sector is based on assumptions including forecasted sector growth, **availability of mitigation levers** and socio-economic factors
- To align with the Paris agreement, the aviation sector is required to **reduce average carbon intensity** by ~35-40% between 2019-2035, or **~65% from 2019-2050**
- SBTi strategy change: **"Our new strategy aims to 1.5°C-aligned corporate targets** as default option for companies

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Environmental Management System: Why and what is in for me!

EMS is a structured and integrated Management Approach to continuously improve the Sustainable Environmental Performance of a company by:

- 1. setting Targets,**
- 2. defining and implementing Measures**
- 3. checking, monitoring and reporting Results,**
- 4. Leading from the Top Management.**

Targets and Benefits of an Environmental Management System:

- Ensure compliance with environmental law and regulations
- Minimize risk
- Optimize monitoring and reporting processes
- Optimize cost for environment protection
- Cost reduction (energy consumption, waste, etc.)
- Create options for market differentiation and advantage
- Build trust to external stakeholders
- Fulfil customer requirements

The “PLAN – DO – CONTROL – ACT” cycle



PDCA CYCLE (PLAN-DO-CHECK-ACT)

PDCA-Cycles are used in NP-ACO for

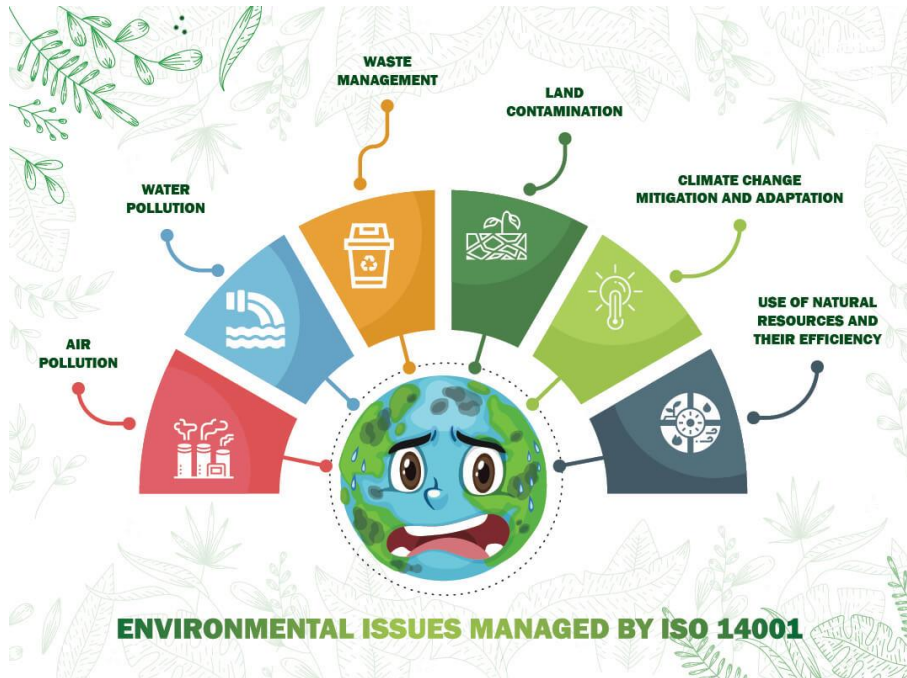
- all working processes
- conception for IT-design
- communication
- management

The PDCA cycle was developed by W. Edward Deming and it is therefore called Deming-Cycle too. Deming was one of the most famous quality managers and made his PhD in Mathematical Physics 1928 in Yale¹.

¹ Crainer, S. (1999): Managementtheorien, die die Welt verändert haben, 287 p. (German edition of “Key management Ideas”)

define, measure, analyze, improve, control (DMAIC) can be integrated

ISO 14000 – Environmental Management



Steps Involved in ISO 14001



The ISO 14000 family of standards:

Environmental Management Systems (14001, 14002, 14004)
Environmental Auditing (14011)
Eco Labeling (14020, 14021, 14022, 14023, 14024, 14025)
Life Cycle Assessment (14040, 14041, 14042, 14043) Environmental
Aspects in Product Standards (ISO Guide 64:2008) Environmental
Performance Evaluation (14031)
Greenhouse Gas Reporting (14064-1)

Source: ISO 14000, <https://www.nistinstitute.com/ems-140001.php>

Certification /
auditing

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EMAS is a voluntary environmental management instrument designed by the European Union

Aim

Continuous improvement in the environmental performance of companies and other organisations

Means

Management system enabling organisations to evaluate, improve, measure and report on their environmental performance

Outcomes

Lower environmental impact, better efficiency and credible information on these issues

3 core elements

Performance

Actions implemented by the organisation improve environmental performance and legal compliance, in line with policy targets.

Transparency

These achievements are made public through the annual environmental statement.

Credibility

The environmental statement is verified by independent environmental verifiers who guarantee the value of the information disclosed.

The first difference is in the scope of **the body that writes the standard**. ISO 14001:2015 is issued by the **International Organization for Standardization**, which is recognized internationally and is agreed upon by 163 member nations. EMAS is distributed by the **European Union (EU)**, and although it is recognized internationally, only EU countries agree upon the requirements (EMAS is governed by European Regulation (EC) No 1221/2009).

The biggest difference when comparing the requirements is that **EMAS has a stricter interpretation of how environmental processes are to be planned and managed**. For instance, ISO 14001:2015 requires you to identify your environmental aspects and impacts, while EMAS requires you to perform an initial comprehensive environmental review of your processes. Likewise, ISO 14001 requires you to define your external legal reporting based on the needs of external parties (such as legal agencies), while **EMAS requires external reporting through a regularly published environmental statement**.

When it comes to checking the EMS, there are a few differences. **ISO 14001:2015 refers to certification bodies that are accredited by national accreditation bodies that follow ISO rules**, but are not government regulated. On the other hand, **EMAS requires environmental verifiers (also auditors) to be licensed by governmental bodies**. Certification body auditors use other ISO standards to govern how they perform and plan their audits, while the EMAS audits are carried out according to the regulation and have determined verification intervals. **EMAS also includes a publicly accessible register of all registered companies**, which is not available with ISO 14001:2015.

Source <https://advisera.com/14001academy/blog/2018/04/03/iso-140012015-vs-emas-which-one-to-go-for/>

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Airport Carbon Accreditation is the **only institutionally endorsed, global carbon management certification programme for airports.**

It independently assesses and recognises the efforts of airports to manage and reduce their carbon emissions through 4 levels of certification:

1. 'Mapping',
2. 'Reduction',
3. 'Optimisation' and
4. 'Neutrality'.

Airport Carbon Accreditation is also the only global airport specific carbon standard which relies on internationally recognized methodologies. It provides airports with a common framework for active carbon management with measurable goal-posts. The programme is site-specific allowing flexibility to take account of national or local legal requirements that individual airport operators have to comply with, while ensuring that the methodology used is always robust.



Level 1: Mapping

- Footprint of emissions under the airport's direct control
- Definition, assessment, verification



Level 2: Reduction

- Footprint reduction carbon
- Carbon management plan with relative or absolute target-setting



Level 3: Optimization

- Extension of footprint to the activities that airports can guide and influence
- Engagement plan



Level 3+: Neutrality

- Offset of the airport's direct residual emissions that cannot be further reduced

Summary of Chapter 5

Key messages on the management of ESG in the aviation sector

1. Main stakeholders expect an integrated steering of companies in the aspect of sustainability
2. Financial community is a strong driver for an ecosystem of integrated management and reporting on sustainability
3. Sustainability reporting is increasingly important and needs attention
4. The Science Based Targets Initiative (SBTi) provides aviation with the first CO2 reduction targets based on the Paris agreement
5. Environmental Management Systems formalize the environmental management of a company

Backup SMAT 5

Investors follow different strategies of incorporating sustainability in their investment decisions

Investments – Sustainable investing

Exclusionary and ESG-integrative strategies still predominant

	Exclusion	ESG Integration	Sustainability Focus	Impact
Definition	Exclusion of certain sectors or companies based on specific ESG criteria	Integration of material ESG factors into the financial analysis used by Portfolio Managers	Strategies with sustainability playing a significant role in the investment process	Investment in companies and projects with positive social and environmental impacts
Key requirements	Norms-based or values-based exclusions	Access to and consideration of material ESG information	Tilts toward SI themes, negative and/or positive screening	Measure and understand impacts of investments
Market size (USD trillion)	15.0	10.4	1.4	0.2
Market growth (CAGR 2014-16)	+12%	+17%	+15%	+57%
Stewardship	Exercising shareholder rights by proxy voting and (pro-)actively engaging with companies to discuss material ESG issues			
Measurement and reporting	Measure and report ESG and/or Impact performance of companies and investment portfolios			



Source: UBS Asset Management, for illustrative purposes only. Global Sustainable Investment Alliance, 2016 Global Sustainable Investment Review; The sum of these individual strategies, after adjusting for double counting since some assets are subjected to more than one category. "Sustainability Focus" includes the sum of "Positive/best-in-class screening" and "Sustainability themed investing" categories as defined in the GSIA report.

21



Investor Use Cases



ESG Integration

Multi-dimensional ESG risk scores can be incorporated into equity or bond valuations models and aggregated at the portfolio level



Best-in-Class Analysis

Comparable company scores support flexible applications for best-in-class analysis, including sub-industry, sector or regional approaches



Screening & Benchmarking

Overall ESG Risk Ratings and material ESG issue scores support risk-based ESG screens and enable robust benchmarking across and within sectors and sub-industries



Thematic Investing

Material ESG issue scores support thematic investment themes and provide meaningful new input for fund or index creation



Engagement & Voting

Material ESG issue framework effectively supports engagement with companies on priority ESG issues and informs voting decisions on E&S shareholder resolutions

GRI and CDP standards are aligned

GRI Standards and CDP's climate change questions (2017) are aligned, improving the consistency and comparability of environmental data, and making corporate reporting more efficient and effective.

GRI and CDP will work closely for future updates to the GRI Standards as well as for CDP's questionnaires. This is an important step towards global standardization of corporate natural capital disclosure to capital markets.

In addition to climate change and water, CDP engages with companies on their production and use of forests risk commodities. These commodities are responsible for deforestation globally. GRI does not cover this area specifically.

However, the information reported through CDP's forests questions could be included in a report prepared in accordance with the GRI Standards, if this topic has been identified as material. See clause 2.5 in GRI 101: Foundation for more information.

Source: <https://www.globalreporting.org/standards/resource-download-center/linking-gri-and-cdp-how-are-gri-standards-and-cdp-climate-change-questions-aligned/>

CDP climate change questionnaire

Management

CC1. Governance

CC2. Strategy

CC3. Targets & initiatives

CC4. Communications

Risks & opportunities

CC5. Climate change risks

CC6. Climate change opportunities

Emissions

CC7. Methodology

CC8. Emissions data

CC9. Scope 1 emissions breakdown

CC10. Scope 2 emissions breakdown

CC11. Energy

CC12. Emissions performance

CC13. Emissions trading

CC14. Scope 3

Sign off

CC15. Sign off

Science Based Targets uses IPCC, IEA and IAMC calculations and scenarios as target and benchmark

Mitigation Pathways Compatible with 1.5°C in the Context of Sustainable Development

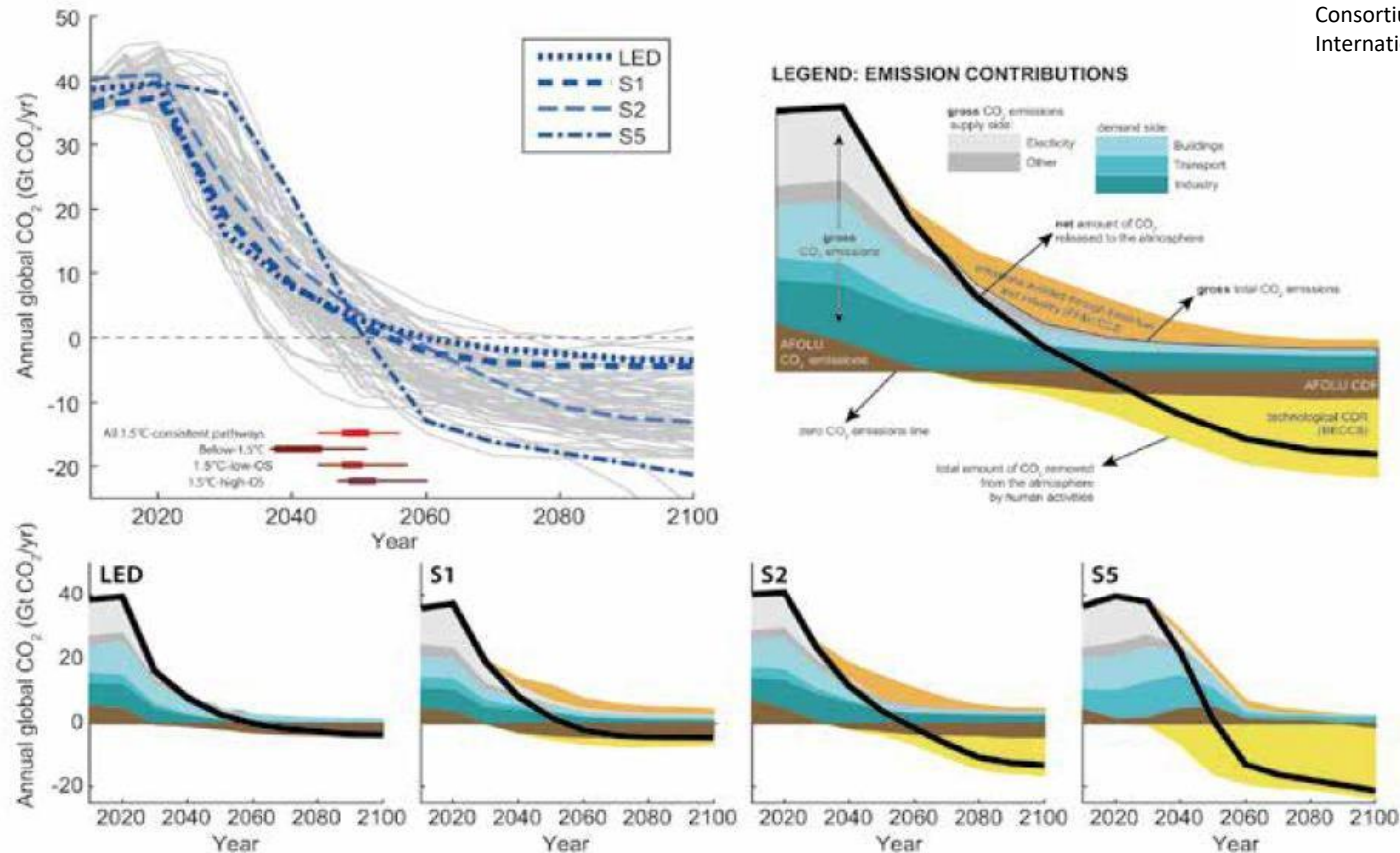


Figure 2.5 | Evolution and break down of global anthropogenic CO₂ emissions until 2100. The top-left panel shows global net CO₂ emissions in Below-1.5°C, 1.5°C-low-overshoot (OS), and 1.5°C-high-OS pathways, with the four illustrative 1.5°C-consistent pathway archetypes of this chapter highlighted. Ranges at the bottom of the top-left panel show the 10th–90th percentile range (thin line) and interquartile range (thick line) of the time that global CO₂ emissions reach net zero per pathway class, and for all pathways classes combined. The top-right panel provides a schematic legend explaining all CO₂ emissions contributions to global CO₂ emissions. The bottom row shows how various CO₂ contributions are deployed and used in the four illustrative pathway archetypes (LED, S1, S2, S5, referred to as P1, P2, P3, and P4 in the Summary for Policymakers) used in this chapter (see Section 2.3.1.1). Note that the S5 scenario reports the building and industry sector emissions jointly. Green-blue areas hence show emissions from the transport sector and the joint building and industry demand sector, respectively.

Source: https://www.ipcc.ch/site/assets/uploads/sites/2/2019/02/SR15_Chapter2_Low_Res.pdf

Example: Munich Airport's strategic field of action

