



NOTICE OF AUCTION No. 01/2018

**CONCESSION FOR THE EXPANSION, MAINTENANCE AND OPERATION OF AIRPORTS INTEGRATING THE
NORTHEAST, MIDWEST AND SOUTHEAST BLOCKS**

ATTACHMENT 2 CONCESSION AGREEMENT

AIRPORT OPERATION PLAN (PEA)

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1. Introduction

- 1.1. The Airport Operation Plan (PEA) details and specifies the purpose of the concession, it delimits the Airport Complexes, provides the minimum specifications required for passenger terminals, initial investments for infrastructure improvement, obligations related to the Infrastructure Management Plan, establishes the service level by means of the Minimum Design Standards, delimits the Service Quality Indicators, provides the methodology for defining the Q Factor and establishes the plans for the continuity of the proper functioning of the airports in specific situations.

2. Definitions

- 2.1. For the purposes of this PEA, notwithstanding other definitions set forth herein, the following expressions are hereby defined:
 - 2.1.1 **ACI:** Evaluation of the Facilities Conditions, one of the component reports of PGI;
 - 2.1.2 **Balancing:** refers to the compatibility of the operational capacity of each airport component with the Passenger terminal(s) capacity, according to the service level established in PEA, in order to adequately meet the demand throughout the concession period;
 - 2.1.3 **Demand Forecast:** demand projected by the Concessionaire in PGI;
 - 2.1.4 **Passenger terminal Minimum Specifications:** minimum mandatory guidelines for functional, architectural and structural design, installation and finishing standards of passenger terminals;
 - 2.1.5 **Peak Hour:** the 30th (thirtieth) busiest round hour in a calendar year;
 - 2.1.6 **IFR:** Instrument Flight Rules;
 - 2.1.7 **Minimum Design Standards:** indicators of the service level to be observed in the execution of the contract, which will guide the Concessionaire's planning for the infrastructure development, according to Appendix B.
 - 2.1.8 **PNAE:** Passenger with special assistance needs. PNAE is understood as a person with a disability, an elderly person aged 60 (sixty) or over, a pregnant or lactating woman, a

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person accompanied by an infant, a person with reduced mobility, or anyone who, due to any specific condition, has a limitation in their autonomy as a passenger;

- 2.1.9 **PMI:** Infrastructure Improvement Program; one of the component reports of PGI;
 - 2.1.10 **Service Quality Plan:** a plan that will detail the activities of the Concessionaire in order to meet the service quality indicators set forth in this PEA;
 - 2.1.11 **Earlier PGI Revision:** PGI revision carried out by the Concessionaire as a result of the actual demand in Peak Hour in a given year exceeding by 30% (thirty percent) the Demand forecast in the PGI for the Peak Hour of the same year;
 - 2.1.12 **Ordinary PGI Revision:** PGI revision carried out by the Concessionaire every 5 (five) years as of any of the following events: first presentation of the last Ordinary or Earlier PGI Revision,;
 - 2.1.13 **Voluntary PGI Revision:** PGI revision carried out by the Concessionaire spontaneously and prior to the period of 5 (five) years provided for PGI's Ordinary or Earlier Revision.
- 2.2. Notwithstanding the above definitions, and unless the context clearer results in a different meaning, the terms written in this PEA with the initial letter capitalized and not defined therein shall have the meaning set out in the Definitions section of the Agreement.

3. Concession Object

- 3.1. It is part of the Airport Complex Concession to carry out the following activities, which must be complied with by the Concessionaire throughout the Concession period, notwithstanding the other obligations set forth in the Agreement:
 - 3.1.1 The provision of boarding, disembarkation, landing, stay, storage and handling services as described in Annex 4 - Charges, as well as all other services related to the airport infrastructure;
 - 3.1.2 The efficient operation of Airport Complexes in order to obtain Non-Aeronautical Revenues and provide Users with the necessary support infrastructure for the good operation of Airport Complexes;
 - 3.1.3 The maintenance of all installations, goods and equipment existing and implemented in the Airport Complexes, in accordance with the legislation and regulations in force;

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- 3.1.4 The execution of the improvements within the period established in this PEA, in order to expand and adjust the airport infrastructure of the Airport Complexes and the quality of the services provided to the Users;
 - 3.1.5 The full compliance with the service level provided for in this PEA during the entire Phase II, by means of the implementation of the investments and/or actions of operational management and the obtaining of the necessary resources; and
 - 3.1.6 The balance between the necessary facilities for the adequately meet Users' service during the entire Phase II, especially between the passenger terminals, apron, runway system, taxiway system, vehicle parking, access roads, among others.
- 3.2. The provision of services to support and guarantee air navigation safety in the air traffic area of the Airports is not included in the object of the Concession. The acquisition, installation, operation and maintenance of equipment related to the following services and facilities are exclusively attributed to the Public Authorities, including when provided through the Aeronautical Telecommunications and Air Traffic Services Provider Station (EPTA):
- 3.2.1 Aeronautical Information Services (AIS);
 - 3.2.2 Air Traffic Management (ATM);
 - 3.2.3 Meteorology (MET);
 - 3.2.4 Communication Facilities and Aids for Terminal Air Traffic Area (COM);
 - 3.2.5 Search and Rescue (SAR); and
 - 3.2.6 Other Flight Protection Auxiliary Services, except visual aids (PAPI, VASIS, ALS, landing and taxiway beacons, landing and taxiway axle lights, touchdown zone lights, stop bars, airfield lights and wind sock), which are the responsibility of the Concessionaire.
- 3.3. The Concessionaire shall be responsible for the costs arising from the possible reallocation of facilities and equipment related to items 3.2.1 to 3.2.6, when motivated by service or work proposed by the Concessionaire or contractual requirement, including the construction of new facilities with construction characteristics similar to the facilities deactivated, with all the infrastructure necessary and sufficient for the equipment of responsibility of the Public Authority to be able to operate.
- 3.4. The Concessionaire may, after prior consent of the competent body, make investments and improvements related to the services intended to support and guarantee safety to the air navigation in the air traffic area of the Airports, except that under no circumstances will it be entitled to the restoration of the economic-financial balance.

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4. Airport Complex

- 4.1. The legal situation of the Airport Complexes forming the Blocks object of this Agreement is the following:
- 4.1.1 The airport operation object of this Concession falls on the civil area of the Airports object of this contract, composed by the areas described in Appendix F of this PEA, which constitute universalities, under art. 38 of Law No. 7.565, of December 19th, 1986:
 - 4.1.2 Areas and facilities intended exclusively for military activities located on airport sites are not part of the object of the Concession.
 - 4.1.3 The civilian areas used by the COMAER Aeronautical Command for the provision of air navigation services are classified as special and cannot be used by the Concessionaire.
 - 4.1.3.1 In case of interest in the use of the special areas, the Concessionaire shall reallocate, at its own expense, the installations and equipment in operation to other areas of the airport site, provided there is prior consent of COMAER, who is responsible for defining specifications for the reallocation.
 - 4.1.3.2 Once the necessary reallocations have been made, the new areas for air navigation services will be automatically classified as special, and those that lose such destination will be available for use by the Concessionaire.
 - 4.1.4 Subject to the operational transition Phases set forth in this Agreement, the Concessionaire shall vest the immediate possession of the areas described in items 1, 2 and 3 of Appendix F.
 - 4.1.5 The Concessionaire shall take all administrative and/or judicial measures necessary to regularize the possession and Operation of the areas described in item 4 of Appendix F.
 - 4.1.6 The Concessionaire shall take all necessary administrative and/or judicial measures to acquire the necessary areas for the civil airport site expansion and necessary adjustments to meet the operational safety standards.

5. Passenger terminals Minimum Specifications

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- 5.1. Expansions and renovations to existing passenger terminals as well as the construction of new passenger terminals must incorporate best national and international practices into similar building projects.
- 5.2. The architectural design and construction, operational and maintenance standards of these interventions must comply with the local socio-economic, cultural, geographic and climatic particularities, incorporating principles of sustainability, energy efficiency and minimize environmental impacts, as well as ensuring uninterrupted operation, simplified and economical maintenance and high durability.
- 5.3. Passenger terminals must offer users environmental comfort, in particular, thermal, acoustic, luminous and ergonomic.
- 5.4. They must have clear, objective and sufficient signalling to guide Users in their needs.
- 5.5. The internal circulations to and from the Operational Components must be able to adequately meet the flows demanded during peak hours, in addition to providing Users with unobstructed vision, unimpeded and simplified routes.
 - 5.5.1 Corridors, connectors and other connections must have sufficient spaces to accommodate the different flow directions and situations such as, movement of persons with and without luggage carts, with and without carry-on luggage, PNAE, boarding and disembarkation flows in the same environment, among others.
- 5.6. Planning should consider how far passengers will travel in their operational boarding and disembarkation flows.
 - 5.6.1 In the case of large distances to be covered at the terminals by passengers, alternatives must be made available to assist the movement of persons, such as moving walkways, motor vehicles, shorter route options for PNAE and other users with difficulty in locomotion, facilities and simplified flows to connecting passengers, among others.
- 5.7. The integration of the access system to the passenger terminals with the various urban means of transportation must be studied when preparing the preliminary projects, which should, throughout the Concession, as far as the airport is concerned, provide for the spaces and infrastructure so that this integration occurs in an efficient and simplified way to the User.
- 5.8. The design of accesses to passenger terminals, including the curb for boarding and disembarkation on the land side, should take into account the different means of transport used by passengers to access the terminals, providing suitable spaces and conditions.
- 5.9. Passenger terminals must feature the necessary equipment and systems for their proper operation, such as flight information system, air conditioning system, sound system, seats and

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ergonomic furniture, incorporating national and international best practices in similar buildings.

- 5.10. The requirements, specifications and procedures not detailed in this Agreement shall follow the specific regulations of the sector and, alternatively, the applicable technical standards of the Brazilian Association of Technical Standards - ABNT and other entities or technical references of international reputation in the subject.
- 5.11. Concessionaire will be responsible for demonstrating compliance with the specifications expressed in items 5.1. to 5.10.

6. Improvements to Airport Infrastructure

Northeast Block

Recife Airport

- 6.1. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to completely restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:
- 6.1.1 Extend passenger and luggage handling capacity at the airport, including passenger terminal, vehicle parking and associated land routes, in order to provide adequate area and equipment to simultaneously process at the airport, at least:
- 6.1.1.1 1.891 (one thousand eight hundred and ninety-one) domestic passengers at peak hour during boarding;
- 6.1.1.2 1.845 (one thousand, eight hundred and forty-five) domestic passengers at peak hour during disembarkation;
- 6.1.1.3 455 (four hundred and fifty-five) international passengers at peak hour during boarding;
- 6.1.1.4 345 (three hundred and forty-five) international passengers at peak hour during disembarkation.
- 6.1.2 The passenger terminal, after the extension referred to in item 6.1.1, must be able to process at least 65% (sixty-five percent) of domestic passengers and 95% (ninety-five

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percent) of international passengers in close positions - boarding bridge, according to the demands of the previous subitems.

- 6.1.3 Provide apron area to accommodate at least, simultaneously and independently, 23 (twenty-three) code "C" aircrafts and 03 (three) code "E" aircrafts between positions serviced by the boarding bridges mentioned in the previous item and remote positions.
- 6.1.4 The investments mentioned in items 6.1.1 to 6.1.3 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.2. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
 - 6.2.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 months after the effective date of the contract;
 - 6.2.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract;
 - 6.2.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
 - 6.2.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's [National Civil Aviation Agency] regulatory requirements, and financial economic rebalancing is not possible.
 - 6.2.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
 - 6.2.4 Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at the runway threshold, within 36 months after the effective date of the contract;

Maceió Airport

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- 6.3. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:
- 6.3.1 Extend passenger and luggage handling capacity at the airport, including passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to simultaneously process at the airport, at least the passengers demand at Peak Hour calculated in the 12 (twelve) months between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, on boarding and disembarking.
 - 6.3.2 The passenger terminal, after the extension referred to in the previous item, must be able to process at least 65% (sixty-five percent) of domestic passengers and 95% (ninety-five percent) of international passengers in close positions - boarding bridge.
 - 6.3.3 The investments necessary to comply with the provisions of items 6.3.1 and 6.3.2 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.4. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
- 6.4.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;
 - 6.4.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract;
 - 6.4.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
 - 6.4.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.

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- 6.4.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.4.4 Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at runway threshold, within 36 (thirty-six) months after the effective date of the contract;

Aracaju Airport

- 6.5. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:
 - 6.5.1 Extend passenger and luggage handling capacity at the airport, including aircraft movement area, passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to process at the airport, at least the passengers demand at Peak Hour calculated in the 12 (twelve) months between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, on boarding and disembarking.
 - 6.5.2 The passenger terminal, after the extension referred to in the previous item, must be able to process at least 65% (sixty-five percent) of domestic passengers and 95% (ninety-five percent) of international passengers in close positions - boarding bridge.
 - 6.5.3 The investments referred to in items 6.5.1 and 6.5.2 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.6. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
 - 6.6.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;
 - 6.6.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract;

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- 6.6.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
- 6.6.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.6.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.6.4 Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at the runway threshold, within 36 (thirty-six) months after the effective date of the contract;

Campina Grande Airport

- 6.7. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:
- 6.7.1 Extend passenger and luggage handling capacity at the airport, including aircraft movement area, passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to process at the airport, at least the boarding and disembarking demand equivalent to 1.3 times the amount of seats offered by the aircraft representing the greatest passengers capacity to have scheduled commercial flights at the airport, within the 12 (twelve) months period between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, in boarding and disembarking, or 1.3 (one point three) times the total amount of seats offered simultaneously.
- 6.7.1.1 Simultaneously is understood to mean that two or more operations only of departure or only of arrival or arrival and departure operations, in this order, occur less than thirty (30) minutes, provided that they are not carried out with the same aircraft.
- 6.7.1.2 If the airport has not operated scheduled flights, the amount of 70 (seventy) seats will be considered for the calculation of the demand, for the purposes of compliance with item 6.7.1.

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- 6.7.2 The investments referred to in 6.7.1 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.8. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
- 6.8.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;
- 6.8.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract;
- 6.8.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
- 6.8.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.8.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.8.4 Implement runway end safety areas (RESA), at the runway threshold with length equals to or greater than 90m (ninety meters) and width equals to or greater than 90m (ninety meters), within 36 (thirty-six) months after the effective date of the contract;

João Pessoa Airport

- 6.9. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:
- 6.9.1 Extend passenger and luggage handling capacity at the airport, including aircraft movement area, passenger terminal, vehicle parking and associated land routes and

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other auxiliary infrastructures, in order to provide adequate area and equipment to simultaneously process at the airport, at least the passengers demand at Peak Hour calculated in the 12 (twelve) months between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, on boarding and disembarking.

- 6.9.2 The passenger terminal, after the extension referred to in the previous item, must be able to process at least 65% (sixty-five percent) of domestic passengers and 95% (ninety-five percent) of international passengers in close positions - boarding bridge.
- 6.9.3 The investments necessary to comply with the provisions of items 6.9.1 and 6.9.2 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.10. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
- 6.10.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;
- 6.10.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract;
- 6.10.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
- 6.10.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.10.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.10.4 Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at the runway threshold, within 36 (thirty-six) months after the effective date of the contract;

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Juazeiro do Norte Airport

- 6.11. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:
- 6.11.1 Extend passenger and luggage handling capacity at the airport, including aircraft movement area, passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to process at the airport, at least the boarding and disembarking demand equivalent to 1.3 (one point three) times the amount of seats offered by the aircraft representing the greatest passengers capacity to have scheduled commercial flights at the airport, within the 12 (twelve) months period between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, in boarding and disembarking, or 1.3 (one point three) times the total amount of seats offered simultaneously.
 - 6.11.1.1 Simultaneously is understood to mean that two or more operations only of departure or only of arrival or arrival and departure operations, in this order, occur in thirty (30) minutes or less, provided that they are not carried out with the same aircraft.
 - 6.11.1.2 If the airport has not operated scheduled flights, the amount of 70 (seventy) seats will be considered for the calculation of the demand, for the purposes of compliance with item 6.11.1.
 - 6.11.2 The investments referred to in 6.11.1 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.12. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
- 6.12.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;
 - 6.12.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract;

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- 6.12.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
- 6.12.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.12.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.12.4 Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at the runway threshold, within 36 (thirty-six) months after the effective date of the contract;
- 6.13. The deadlines referred to in items 6.1, 6.3, 6.5, 6.7, 6.9 and 6.11 may be reasonably extended in case of:
- 6.13.1 Delays in works resulting from the failure to obtain authorizations, licenses and permissions of Federal Public Administration bodies required for construction or operation of the new facilities, except as a result attributable to the Concessionaire; and
- 6.13.2 Delays in works resulting from the delay in obtaining environmental licenses when the analysis periods of the environmental agency responsible for issuing the licenses exceed the legal provisions, except if it is a result of fact attributable to the Concessionaire.
- 6.13.3 Delay in the execution of the works due to delay in the release of the areas, even if for a period shorter than the one provided for in item 5.2.4. of the Concession Contract.

Mid-West Block

Cuiabá Airport

- 6.14. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:

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- 6.14.1 Extend passenger and luggage handling capacity at the airport, including passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to simultaneously process at the airport, at least the passengers demand at Peak Hour calculated in the 12 (twelve) months between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, on boarding and disembarking.
- 6.14.2 The passenger terminal, after the extension referred to in the previous item, must be able to process at least 65% (sixty-five percent) of domestic passengers and 95% (ninety-five percent) of international passengers in close positions - boarding bridge.
- 6.14.3 The investments necessary to comply with the provisions of items 6.14.1 and 6.14.2 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.15. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
- 6.15.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;
- 6.15.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 4C code aircrafts, by the end of Phase I-B of the concession contract
- 6.15.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport..
- 6.15.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.15.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.15.4 Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at the runway threshold, within 36 (thirty-six) months after the effective date of the contract;

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6.16. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:

6.16.1 Extend passenger and luggage handling capacity at the airport, including aircraft movement area, passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to process at the airport, at least the boarding and disembarking demand equivalent to 1.3 times the amount of seats offered by the aircraft representing the greatest passengers capacity to have scheduled commercial flights at the airport, within the 12 (twelve) months period between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, in boarding and disembarking, or 1.3 (one point three) times the total amount of seats offered simultaneously.

6.16.1.1 Simultaneously is understood to mean that two or more operations only of departure or only of arrival or arrival and departure operations, in this order, occur less than thirty (30) minutes, provided that they are not carried out with the same aircraft.

6.16.1.2 If the airport has not operated scheduled flights, the amount of 70 (seventy) seats will be considered for the calculation of the demand, for the purposes of compliance with item 6.16.1.

6.16.2 The investments mentioned in items 6.16.1 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.

6.17. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:

6.17.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;

6.17.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract

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- 6.17.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
- 6.17.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.17.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.17.4 Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at the runway threshold, within 36 (thirty-six) months after the effective date of the contract;

Alta Floresta Airport

- 6.18. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:
- 6.18.1 Extend passenger and luggage handling capacity at the airport, including aircraft movement area, passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to process at the airport, at least the boarding and disembarking demand equivalent to 1.3 times the amount of seats offered by the aircraft representing the greatest passengers capacity to have scheduled commercial flights at the airport, within the 12 (twelve) months period between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, in boarding and disembarking, or 1.3 (one point three) times the total amount of seats offered simultaneously.
- 6.18.1.1 Simultaneously is understood to mean that two or more operations only of departure or only of arrival or arrival and departure operations, in this order, occur less than thirty (30) minutes, provided that they are not carried out with the same aircraft..

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- 6.18.1.2 If the airport has not operated scheduled flights, the amount of 70 (seventy) seats will be considered for the calculation of the demand, for the purposes of compliance with item 6.18.1.
- 6.18.2 The investments necessary to comply with the provisions of items 6.18.1 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.19. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B::
- 6.19.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;;
- 6.19.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract;
- 6.19.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
- 6.19.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.19.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.19.4 Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at the runway threshold, within 36 (thirty-six) months after the effective date of the contract;

Sinop Airport

- 6.20. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to

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adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:

- 6.20.1 Extend passenger and luggage handling capacity at the airport, including aircraft movement area, passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to process at the airport, at least the boarding and disembarking demand equivalent to 1.3 times the amount of seats offered by the aircraft representing the greatest passengers capacity to have scheduled commercial flights at the airport, within the 12 (twelve) months period between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, in boarding and disembarking, or 1.3 (one point three) times the total amount of seats offered simultaneously.
 - 6.20.1.1 Simultaneously is understood to mean that two or more operations only of departure or only of arrival or arrival and departure operations, in this order, occur less than thirty (30) minutes, provided that they are not carried out with the same aircraft.
 - 6.20.1.2 If the airport has not operated scheduled flights, the amount of 70 (seventy) seats will be considered for the calculation of the demand, for the purposes of compliance with item 6.20.1.
- 6.20.2 The investments necessary to comply with the provisions of item 6.20.1 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.21. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
 - 6.21.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;;
 - 6.21.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract;
 - 6.21.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.

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- 6.21.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.21.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.21.4 Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at the runway threshold, within 36 (thirty-six) months after the effective date of the contract;

Barra do Garças Airport

- 6.22. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:
 - 6.22.1 Extend passenger and luggage handling capacity at the airport, including aircraft movement area, passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to process at the airport, at least the boarding and disembarking demand equivalent to 1.3 times the amount of seats offered by the aircraft representing the greatest passengers capacity to have scheduled commercial flights at the airport, within the 12 (twelve) months period between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, in boarding and disembarking, or 1.3 (one point three) times the total amount of seats offered simultaneously.
 - 6.22.1.1 Simultaneously is understood to mean that two or more operations only of departure or only of arrival or arrival and departure operations, in this order, occur less than thirty (30) minutes, provided that they are not carried out with the same aircraft.
 - 6.22.1.2 If the airport has not operated scheduled flights, the amount of 70 (seventy) seats will be considered for the calculation of the demand, for the purposes of compliance with item 6.22.1.
 - 6.22.2 The investments necessary to comply with the provisions of item 6.22.1 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.

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- 6.23. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
- 6.23.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;;
 - 6.23.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, by the end of Phase I-B of the concession contract;
 - 6.23.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
 - 6.23.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
 - 6.23.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
 - 6.23.4 Implement runway end safety areas (RESA), at the runway threshold with length equals to or greater than 90m (ninety meters) and width equals to or greater than 90m (ninety meters), within 36 (thirty-six) months after the effective date of the contract;
- 6.24. The deadlines referred to in items 6.14, 6.16, 6.18, 6.20 and 6.22 may be reasonably extended in case of:
- 6.24.1 Delays in works resulting from the failure to obtain authorizations, licenses and permissions of Federal Public Administration bodies required for construction or operation of the new facilities, except as a result attributable to the Concessionaire; and
 - 6.24.2 Delays in works resulting from the delay in obtaining environmental licenses when the analysis periods of the environmental agency responsible for issuing the licenses exceed the legal provisions, except if it is a result of fact attributable to the Concessionaire..

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- 6.24.3 Delay in the execution of the works due to delay in the release of the areas, even if for a period shorter than the one provided for in item 5.2.4. of the Concession Contract.

Southeast Block

Vitória Airport

- 6.25. For **Phase I-B** of the Agreement, with a maximum term of 18 (eighteen) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows:
- 6.25.1 Extend passenger and luggage handling capacity at the airport, including passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to simultaneously process at the airport, at least the passengers demand at Peak Hour calculated in the 12 (twelve) months between the 5th (fifth) and the 16th (sixteenth) month of the concession, on boarding and disembarking.
- 6.25.2 The passenger terminal, after the extension referred to in the previous item, must be able to process at least 65% (sixty-five percent) of domestic passengers and 95% (ninety-five percent) of international passengers in close positions - boarding bridge.
- 6.25.3 The investments necessary to comply with the provisions of items **6.25.1 and 6.25.2** shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.26. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
- 6.26.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;
- 6.26.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, up to the 18th (eighteenth) month of the effective date;

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- 6.26.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
- 6.26.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.26.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.26.4 **Implement runway end safety areas (RESA) pursuant to section 154.209, of current RBAC 154, at the runway threshold, within 18 (eighteen) months after the effective date of the contract;**

Macaé Airport

- 6.27. For **Phase I-B** of the Agreement, with a maximum term of 36 (thirty-six) months from the Effective Date of the Agreement, the Concessionaire shall make the necessary investments to adjust the infrastructure and to restructure the service level in order to provide the permanent systems that enable the provision of adequate service to Users, as follows::
- 6.27.1 Extend passenger and luggage handling capacity at the airport, including aircraft movement area, passenger terminal, vehicle parking and associated land routes and other auxiliary infrastructures, in order to provide adequate area and equipment to process at the airport, at least the boarding and disembarking demand equivalent to 1.3 times the amount of seats offered by the aircraft representing the greatest passengers capacity to have scheduled commercial flights at the airport, within the 12 (twelve) months period between the 23rd (twenty-third) and the 34th (thirty-fourth) month of the concession, in boarding and disembarking, or 1.3 (one point three) times the total amount of seats offered simultaneously..
- 6.27.1.1 Simultaneously is understood to mean that two or more operations only of departure or only of arrival or arrival and departure operations, in this order, occur less than thirty (30) minutes, provided that they are not carried out with the same aircraft.
- 6.27.1.2 If the airport has not operated scheduled flights, the amount of 70 (seventy) seats will be considered for the calculation of the demand, for the purposes of compliance with item 6.27.1.

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- 6.27.2 The investments necessary to comply with the provisions of item 6.27.1 shall be carried out observing compliance with the Minimum Design Standards, Service Quality Indicators and other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B.
- 6.28. In addition to the investments described above, the Concessionaire shall make the following investments in infrastructure, in compliance with the other rules set forth in the Agreement and its Attachments, being fully operational at the end of Phase I-B:
- 6.28.1 It must have a visual approach slope indicator system at the runway threshold for maintenance of operations with jet aircraft, if any, within 36 (thirty-six) months after the effective date of the contract;
- 6.28.2 Make necessary infrastructure adjustments so that the airport is enabled to operate, at least, under non-precision Instrument Flight Rules (IFR), without restriction, night and day, 3C code aircrafts, up to the 60th (sixtieth) month of the date of effectiveness of the contract;
- 6.28.3 The Concessionaire shall make available the physical resources to carry out the security inspection in up to one hundred percent (100%) of dispatched baggage, cargo and mail carried on aircraft departing from the airport.
- 6.28.3.1 The availability of resources and equipment throughout the concession period shall occur according to ANAC's regulatory requirements, and financial economic rebalancing is not possible.
- 6.28.3.2 The requirement of the previous item can be fulfilled considering the availability of the resources of the airport operator and possible resources made available by the airlines at the airport.
- 6.29. The deadlines referred to in items 6.25 and 6.27 may be reasonably expanded in case of:
- 6.29.1 Delays in works resulting from the failure to obtain authorizations, licenses and permissions of Federal Public Administration bodies required for construction or operation of the new facilities, except as a result attributable to the Concessionaire; and
- 6.29.2 Delays in works resulting from the delay in obtaining environmental licenses when the analysis periods of the environmental agency responsible for issuing the licenses exceed the legal provisions, except if it is a result of fact attributable to the Concessionaire.

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6.29.3 Delay in the execution of the works due to delay in the release of the areas, even if for a period shorter than the one provided for in item 5.2.4. of the Concession Contract..

7. Infrastructure Management Plan

- 7.1. Within 180 (one hundred and eighty) days from the Effective Date of the Contract and every 5 (five) years thereafter, through the Ordinary Revision of the Infrastructure Management Plan (PGI), the Concessionaire shall submit to ANAC the PGI for each Airport, for the entire Concession period.
 - 7.1.1 The Concessionaire shall present the Earlier Revision of the PGI whenever the effective demand of passengers at Peak Hour measured during the period of 1 (one) year exceeds by 30% (thirty percent) the Preliminary Demand in the PGI in force for the period.
 - 7.1.2 The Concessionaire may perform the Voluntary Revision of the PGI whenever it deems appropriate.
- 7.2. The PGI shall assure ANAC and other parties interested in the Airport Complexes that the Concessionaire has adequate planning and that it will implement the corresponding actions to meet the service level and maintain the balance of the airport infrastructure capacity and other contractual rules related to the guarantee of the service quality, according to the actual and expected demands for the period included in the PGI.
- 7.3. When submitting the PGI, the Concessionaire shall, through a consultation report prepared pursuant to item 15.3 of the Contract, demonstrate that it has been presented to the airlines that operate scheduled flights at the Airport.
- 7.4. PGI shall identify and comply with all laws, regulations, and other rules applicable to the Concessionaire's activities.
- 7.5. PGI will bind the Concessionaire, its strict compliance and implementation being the responsibility of the Concessionaire, subject to the obligations set forth in this PEA, to the Agreement and its Attachments and to the penalties for noncompliance with any obligations set forth in the PGI.
 - 7.5.1 The binding provided in this paragraph does not reach the estimates of values for the execution of the planned investments. These values serve so that the Concessionaire can demonstrate to ANAC the existence of financial planning compatible with the plan of maintenance, improvements and expansion of the infrastructure.

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- 7.5.2 The deadlines for complying with the obligations set forth in the PGI may be reasonably extended provided the assumptions set forth in items 6.13, 6.24 and 6.29 of this PEA have occurred.
- 7.6. The Concessionaire may use any existing plans as well as descriptions of the facilities, systems and procedures of the Airports to develop the PGI. The Concessionaire shall ensure that the PGI is consistent with the other existing plans or programs, whether or not these have been drawn up by the Concessionaire.
- 7.7. PGI's goal is to provide continuous improvement of airport facilities and systems, periodically assessing their conditions and planning their maintenance and modernization. The PGI should identify and prioritize the projects needed to improve the infrastructure, considering the projected levels of demand.
- 7.8. ANAC will use PGI for the purpose of monitoring the Concession. The absence of manifestation by ANAC shall not represent the consent in relation to the planning undertaken by the Concessionaire.
- 7.9. If the Concessionaire's planning implies breach of any contractual obligation, the Concessionaire shall be subject to the penalties provided for in the Contract and it shall implement the necessary measures to meet the established service level and of the maintenance of the balance of capacity of the airport infrastructures, without the right to any economic-financial rebalancing of the Contract.
- 7.10. The PGI shall identify the main components of the airport infrastructure, including:
- 7.10.1 Runway system;
 - 7.10.2 Apron;
 - 7.10.3 Service routes;
 - 7.10.4 Passenger terminals;
 - 7.10.5 Cargo terminals;
 - 7.10.6 Parking lot;
 - 7.10.7 Access roads and internal circulation;
 - 7.10.8 Other facilities for Airport operation.

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7.11. The PGI must present the following reports: Facility Conditions Assessment (ACI), and Infrastructure Improvement Program (PMI).

7.11.1 Facility Conditions Assessment;

7.11.1.1 The Concessionaire shall submit a Facility Conditions Assessment (ACI) report, covering large installations and systems, considering at least the facilities, requirements and classifications presented in Appendix A of this PEA.

7.11.1.2 Based on the assessment of impact on operations due to the conditions of the assessed facilities, the Concessionaire shall indicate the improvements and maintenance that must be carried out immediately, due to safety issues, as well as scheduled improvements and maintenance.

7.11.1.3 The Concessionaire shall identify the dates for immediate and short-term improvement or maintenance actions to be completed, as well as inform the periods or frequencies that other improvements or maintenance shall be made.

7.11.2 Infrastructure Improvements Program;

7.11.2.1 The Concessionaire shall submit a report containing the assessment of the current capacity, demand prediction and investments required to ensure that the facilities will be able to meet the Demand forecast, according to the service level established and other rules of the Concession relating to service quality guarantee.

7.11.2.2 The report shall assess the service level currently provided, capacity and balance of the airport infrastructure, including all operational components such as runway systems, apron and terminals.

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- 7.11.2.2.1 At every Ordinary or Earlier Revision of PGI, in order to demonstrate the balance of the planned infrastructure for the next 5 (five) years, the PMI shall present a report of the computer simulation performed by means of dedicated software, a fast time model with systemic, sequential and stochastic approach of the main processors of the runway, apron and terminal systems, including the complete documentation of the assumptions used and the prediction of performance in relation to the established service level.
- 7.11.2.2.2 Specific simulations of individualized systems or parts thereof, may be requested upon the presentation of the preliminary projects, according to item 2.25. of the Concession Contract.
- 7.11.2.3 For each Ordinary or Earlier Revision of the PGI, the demand prediction shall be updated and detailed, presenting the levels of aircraft and passengers movement in annual terms and Peak Hour for the following 20 (twenty) years, even if it exceeds the effective term of the Concession Contract.
- 7.11.2.4 The PMI shall identify the level of annual aircraft movement and the level of passengers at Peak Hour that will result in the Concessionaire's obligation to initiate investments in order to maintain the established service level and capacity balance, such events constituting the Investment Triggers.
- 7.11.2.5 The PMI must present the planned investments for the balanced compliance of the Demand forecast for the contractual period, considering the service level of the PEA.
- 7.11.2.6 The PMI should present a description of the interventions expected to take place within 10 (ten) years, with the necessary drawings required for its understanding, indicating the respective cost estimates, as well as an indication of the schedule with the predicted dates for beginning and conclusion.

8. Service Quality

- 8.1. For the purpose of monitoring the Service Quality, the Concessionaire shall comply with the rules applicable to each airport in accordance with the annual movement of passengers.
- 8.1.1 The Service Quality aspects will comprise the information regarding the Demand Registration and Handling System related to the service provision of the service; to the

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Service Quality Plan; to the preparation for the measurement of QSI; to the QSI and to the calculation of the Q Factor. Information on the applicability of the above provisions to the airports forming the Block is set out in the Appendices of this PEA.

- 8.2. For each Concession Standards Revision, ANAC may modify the components to be surveyed, the measurement system, standards and targets, both for the indicators that determine the Q Factor and for the service performance standards set out in the Appendix C of this PEA.

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APPENDIX A

Facilities Assessment

1. The evaluated facilities shall be classified in the following categories:

- Excellent - no operational deficiencies, minimum standards exceeded;
- Good - small operational deficiencies, minimum standards exceeded or met;
- Reasonable - small operational deficiencies, most of the minimum standards met, some facility improvements or corrective actions should be considered, medium/long term improvements must be identified;
- Bad - significant operational deficiencies, failure to meet minimum standards, facility improvements or corrective actions must be taken in the short term;
- Critical - major operational deficiencies, urgent corrective actions must be taken, and/or safety issues are present. This category may also include improvements established by new legislation.

Facilities	Requirement
Buildings	Inspect all buildings of the Airport Complex from the perspective of operational safety and security of civil aviation against acts of unlawful interference: all safety issues must be identified and resolved by the Concessionaire as soon as possible.
Buildings Systems	Inspect all Airport Complex building Systems, including mechanical, electrical, communication and hydraulic systems, from the perspective of operational safety and civil aviation security against acts of unlawful interference.
Equipment	Inspect all equipment of the Airport Complex (that is, maintenance equipment) from the perspective of operational safety: all safety issues must be identified and resolved by the Concessionaire as soon as possible.
Utilities (public services)	Inspect the relevant utilities (public services) of the Airport Complex, including storm water galleries, sewage system, power supply, water

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	supply, technology, automation and telecommunications.
Airside pavement	Inspect the air-side pavement of the Airport Complex, including runways, taxi lanes, aircraft courtyard and service roads.

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APPENDIX B
Design Minimum Standards – Established Service Level
Table 1 – Airports Class I and II

Component	Unit	Peak-hour values
		Domestic / International
1. Boarding, disembarking and check-in hall: required area per occupant; visitor-companion ratio per passenger (v.a.) and time (minutes)	m ² /ocup.	2,3
	v.a./pax	1,0
	Min	30
2. Queuing area*: area required per passenger (m ²) and time (minutes)	m ² /pax	1,0
	min	15
3. Boarding rooms		
3.1 Maximum occupation of rooms	%	70
3.2 Access to seats in the boarding room (including those available in the food services)	%	70
3.3 Area required by seated passengers	m ² /pax	1,5
3.4 Length of stay in the component	min	30
4. Disembarkation room		
4.1 Required area per passenger	m ² /pax	1,7
4.2 Length of stay in the component	min	30

* Consider according to the operation of the airport (security inspection, emigration, immigration and customs).

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Table 2 – Airports Class III and IV

Component	Unit	Peak-hour values	
		Domestic	International
1. Boarding hall: required area per occupant; Visitor-companion ratio per passenger (v.a.) and time (minutes)	m ² /ocup.	2,3	2,3
	v.a./pax	1,0	1,0
	min	20	20
2. Disembarkation hall: required area per occupant; Visitor-companion ratio per passenger (v.a.) and time (minutes)	m ² /ocup.	1,7	1,7
	v.a./pax	1,0	1,0
	min	15	25
3. Queuing area			
3.1 Check-in and dispatch	m ² /ocup	1,3	1,8
	min	20	30
3.2 Security inspection	m ² /pax	1,0	1,0
	min	10	15
3.3 Emigration and immigration	m ² /pax	-	1,0
	min	-	10
3.4 Customs	m ² /ocup	-	1,7
	min	-	10
4. Boarding rooms			
4.1 Maximum occupation of rooms	%	65	65
4.2 Access to seats in the boarding room (including those available in the food services)	%	70	70
4.3 Area required by seated passengers	m ² /pax	1,7	1,7
	min	40	60
4.4 Area required by standing passengers	m ² /pax	1,2	1,2

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Component	Unit	Peak-hour values	
		Domestic	International
	min	20	20
5. Disembarkation room: area required by passenger awaiting for luggage	m ² /pax	1,7	1,7
	min	30	45

- The minimum design parameters consider only the strictly operational areas for processing, not including circulation areas. Compliance with the minimum design standards, which represent the level of service established for the monitoring of the investment trigger, means that:

$$\frac{CHp_i}{DHp_i} \geq 1, \text{ being } CHp_i = \frac{Ad_i}{Emp_i \times To_i} \times 60$$

Where:

CHpi – peak hour capacity of component "i" (pax/hour);

DHpi – demand at peak hour of component "i" (pax/hour);

Adi – area available in component "i" (m2);

Empi – minimum space per passenger in component "i" (m2/pax);

Toi – occupation time in component "i" (minute).

- The occupancy times and the visitor-companion ratio per passenger may be updated by means of research and observation of the behavior of the airport users at peak hours, at each PGI revision.
 - The other parameters established in this Appendix may be updated during the Concession Standards Revision process.
- The Concessionaire shall comply with the provisions on the presentation of information related to the airport movement provided for in ANAC Resolution No. 464, of February 22nd, 2018, or of a standard that comes to replace it. The Concessionaire shall comply with the provisions on the presentation of information regarding the airport movement provided for in ANAC Resolution No. 464 of February 22nd, 2018, or of a standard that comes to replace it.

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4. The Concessionaire shall send, by February 1st of each year, a report with information regarding the level of service reached at Peak Hour, for each of the components included in this Appendix, together with the calculation report.
 - 4.1. The information must refer to the period from January 1st to December 31st of the year prior to submission.

APPENDIX C

Airports with annual operation of passenger equals or superior to 5 mi/pax

For purposes of Service Quality, the Concessionaire shall comply with the provisions of this Appendix.

Demand registration and treatment system related to service provision

1. The Concessionaire shall have a system for recording and processing the demands related to the service provision capable of generating a report containing the information on the statements received, ensuring that ANAC has access to the raw data of said system, in the terms and deadlines defined in the Contract and other regulations issued by ANAC.
2. The System for recording and processing demands related to the provision of the service shall record, at least, the following information:
 - 2.1 Unique and sequential identifier;
 - 2.2 Date and time of the alleged fact, of the registration and of the conclusion of the demand;
 - 2.3 Contact details of the informant;
 - 2.4 Classification of manifestations and their addressing;
3. The System for recording and handling the demands related to the provision of services shall be capable of generating control and management reports.
4. The Concessionaire shall periodically forward to ANAC the information collected through the registration system, along with the following considerations:

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- 4.1 Critical analysis of the causes of the main problems identified;
 - 4.2 Plan of action to mitigate or correct problems identified through a system used by the Concessionaire to verify Users' needs, documenting and tracking them;
 - 4.3 Record of the actions already carried out and analysis of their effectiveness in solving the problems.
5. The System for recording and processing demands related to the provision of services related to the provision of the service may be audited by ANAC at any time.

Service Quality Plan - PQS

6. PQS shall demonstrate that the Concessionaire has planned and implemented adequate measures to ensure the quality of the services provided to the Users, complying with at least the standards required by this PEA, the Agreement and its Attachments and other regulations in force.
7. In the production of the PQS, the Concessionaire must consult the Airline Companies that use the airport, and it must demonstrate in the PQS submitted to ANAC how the suggestions and demands of the Airline Companies were considered, according to the provisions of Chapter XV – Consultation with the Concession Contract Users.
 - 7.1 The Concessionaire shall submit, together with the PQS submitted to ANAC, a consultation report prepared pursuant to item 15.3 of the Contract.
8. The PQS shall identify and comply with all laws, regulations, and other rules applicable to the Concessionaire's activities.
9. The PQS shall comprise the following minimum content:
 - 9.1 Definition of responsibilities, procedures and minimum qualification requirements for the team dedicated to customer service;
 - 9.2 Training and qualification program for the team dedicated to customer service;
 - 9.3 Systematization of users' needs;
 - 9.4 Passenger assistance protocols;

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- 9.5 Information services;
 - 9.6 Airport website on the world wide web with information services made available to users;
 - 9.7 Minimum service standards;
 - 9.8 Service Quality Report;
 - 9.9 Plan of Action.
- 10. The PQS will bind the Concessionaire for all legal purposes, being the Concessionaire responsible for its strict compliance and implementation, subject to the obligations set forth in this Appendix, the Contract and its Attachments and the penalties for noncompliance with any obligations set forth in the PGI.
 - 11. The Concessionaire may use any existing plans as well as descriptions of the facilities, systems and procedures of the Airport to develop the PQS. The Concessionaire shall ensure that the PQS is consistent with the other existing plans, whether or not these have been drawn up by the Concessionaire.
 - 12. The first PQS shall be forwarded 60 (sixty) days prior to the date scheduled for the third Adjustment.
 - 12.1 The other PQS must be forwarded 60 (sixty) days in advance of the scheduled date for each Adjustment. The Service Quality Report shall include the IQS described in this Appendix, which shall include the indicators used to establish the Q Factor.
 - 13. The Service Quality Plan will be effective in the period between the two Adjustments made after the date defined for its presentation.
 - 14. In the PQS, the Concessionaire shall present the results of the performance standards agreed between the Airport Airlines, users of the airport, and the Concessionaire for the services provided to the passengers for which the Airline Companies are the main responsible and which have an impact on the service quality perceptible to the passenger, including check-in queues and baggage refund metrics. Such agreements must be executed in the first year and should include the levels of service and performance established for the Airport.
 - 15. The Concessionaire shall forward together with the PQS, the agreement protocols, prepared under item 15.3 of the Contract, regarding the Service Level Agreements between the Concessionaire and Airline Companies operating at the Airport.

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- 15.1 It is considered as a Service Level Agreement the one entered into between the Airport Infrastructure Concessionaire and the Airline Companies with the objective of improving the services rendered, the efficiency of the operations and defining the commitments allocated to the parties involved.
 - 15.2 With each update of the Service Level Agreements, the new protocol shall be forwarded to ANAC within 30 days.
 - 15.3 If the parties fail to reach an agreement, the Concessionaire shall forward to ANAC, together with the PQS, a consultation report, prepared in accordance with item 15.3 of the Contract, proving the negotiation between the parties, also containing the divergences found and justifications for non-implementation of the Agreement.
16. The Service Quality Report - RQS, an integral part of the PQS, shall include the QSI described in this Appendix, which shall include the indicators used to establish the Q Factor, component of the ceiling revenue adjustment formula provided in the Contract, as well as the registration of complaints, suggestions and compliments received by the various channels of communication of the Concessionaire with the airport community.
 - 16.1 The RQS should show how the Q Factor was calculated from the monthly performance of each of the IQS for adjustment purposes.
 - 16.2 For each of the components surveyed, the Concessionaire shall present a history of the Users' evaluations, comparing them with the previous results.
 17. For areas with poor performance in the service quality measured, the Concessionaire shall develop an Action Plan, an integral part of the PQS, based on a technical study, to address the mentioned deficiencies, including personnel training, physical improvements and changes in procedures.
 - 17.1 The plan should also present actions to mitigate and correct problems identified through a system used by the Concessionaire to verify users' needs, documenting and tracking them.
 18. The Concessionaire shall forward monthly the Service Quality Report containing the performance of the period for all the IQS described in this Appendix to ANAC and to the Airlines that use the airport. For each indicator, the report will identify the relevant standard, the monthly performance of the current period, the amount of the decrease or accrued bonus for the period to date.
 19. The Concessionaire shall also publish monthly a summary report on the performance of the service to inform passengers. This report must present the monthly performance history for

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the IQS, especially those subject to financial incentives. The Concessionaire shall publish such report, in an accessible manner, on the Airport's website.

Preparation for calculation of IQS

20. The Concessionaire shall be responsible for selecting, hiring and remunerating an independent specialized company to conduct planning studies, collect information, conduct research and perform the calculation of the items described in this Appendix.
 - 20.1 The name and qualification of the company must be previously submitted to ANAC, which will have the right to veto the hiring, and in this case, the Concessionaire must present a new company.
 - 20.2 The IQS shall be checked monthly in accordance with the provisions of this Appendix.
 - 20.3 The Concessionaire shall submit monthly to ANAC all data collected for the verification of the results of IQS defined in this Appendix.
 - 20.4 The methodology for carrying out the research referred to in item 20 shall comply with the regulations issued by ANAC. In the absence of a regulated methodology, the Concessionaire shall submit its own methodology, subject to contractual provisions, for approval by ANAC.
21. The research company and/or the Concessionaire may be requested by ANAC to use a system, software, rule or application specified by it to perform, register, record interview audios, calculate or consolidate IQS.
22. ANAC may also extend the satisfaction survey to other Users.

Service Quality Indicators - IQS and Calculation of the Q Factor

23. The standards and goals of the IQS are set out in this Appendix. The Q Factor to be considered in the annual ceiling revenue adjustment, as established in the Concession Contract, will be calculated annually by the sum of the possible decreases and additions described in this Appendix.
24. The IQS will be measured as of the end of Phase I-A.
 - 24.1 The Q Factor will only be applicable as of the fourth adjustment, including the same.
 - 24.2 For the calculation of the Q Factor, data collected during the 12 (twelve) months between the 17th (seventeenth) month and the 4th (fourth) month prior to the adjustment shall be considered, excluding these.

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- 24.3 The recurrence of low performance in the Service Quality, characterized by the non-achievement of the standard established for the same QSI for 2 (two) consecutive or alternating periods, within 5 (five) years, constitutes a breach subject to penalties contractually provided, except for the IQS related to the Assistance in Boarding Bridges, to those listed in the Check-in design and to the indicators of the Satisfaction design.
- 24.4 The period referred to in item 24.3 coincides with that defined in item 24.2, throughout the period in which the Q Factor has effect in the Adjustment.
- 24.5 The IQS listed in Table 2 of this appendix shall be taken into account individually for the purpose of the reoccurrence of poor performance in the service quality provided they have an established standard.
25. The increases associated with compliance with the targets of the components where bonuses are applied to the Q-Factor will be one-hundred percent throughout the period in which the Q-Factor has effect in the Adjustment.
26. The decreases associated with non-compliance with the standards of the components where the Q-Factor is applied will be one-hundred percent throughout the period in which the Q-Factor has effect on the Adjustment.

Service Quality Indicators

27. The Service Quality Indicators (IQS) include the following aspects:
- Direct services;
 - Availability of equipment;
 - Airside Facilities; and
 - Passenger Satisfaction Survey.
28. Fourteen (14) indicators will be considered in the annual calculation of Factor Q for their decrease, among which nine (9) are eligible for bonus.
29. The resulting Q Factor will be applied to the ceiling revenue adjustment, according to the formula set forth in the Concession Contract, and it may vary from 7.5% (seven and a half percent) of decrease to 2% (two percent) of bonus.

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30. When calculating the annual adjustment, the Concessionaire may submit for the evaluation of ANAC information and clarification on facts, activities and services performed by delegates or public agencies and airlines that have impacted on the services quality provided at the airport.
31. The Concessionaire shall keep detailed records of the measurements, which may be audited by ANAC at any time.
32. Table 1 presents all the Service Quality Indicators, which must be checked monthly and included in the Service Quality Report, with emphasis on the items that will be considered in the calculation of the Q Factor.

Table 1 – Service Quality Indicators

Aspects	Indicators
Direct Services	1. Time in the security inspection queue (Q)
	2. Service time to Passengers with Special Assistance Needs – PNAE
Availability of Equipment	3. Elevators, stairs and moving walkway (Q)
	4. Luggage processing system (boarding) (Q)
	5. Luggage restitution system (disembarking) (Q)
Airside Facilities	6. Boarding bridges (Q)
	7. Service on Boarding bridges (Q)
Security inspection	8. Waiting time on security inspection queue
	9. Organization of security inspection process
	10. Service and courtesy of employees of the security inspection queue
Mobility	11. Ease in finding your path inside the terminal (Q)
	12. Availability of fights information (Q)
Passengers Satisfaction Survey	13. Distance walked inside the terminal
	14. Quality and variety of restaurants/installations for food (Q)
	15. Quality and variety of stores/commercial establishments
Convenience	16. Availability of banks, ATMs and currency exchange houses
	17. Cleanliness of bathrooms (Q)
Basic Services	18. Availability of bathrooms
	19. Quality of Wi-fi and other internet connections made available by the airport operator (Q)
	20. Availability of luggage carts in public areas
Environment	21. Comfort in boarding areas
	22. Thermal comfort (Q)
	23. Acoustic comfort (Q)

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Aspects	Indicators
	24. Airport general cleanliness
Access	25. Ease to enter or leave vehicle in the access road upon the terminal entrance (curb) (Q)
	26. Availability of parking spaces
	27. Quality of parking facilities
Value	28. Quality-Price relation of parking
	29. Quality-Price relation of restaurants
	30. Quality-Price relation of stores
Check-in	31. Waiting time of check-in at the airport
	32. Efficiency in the check-in process at the airport
	33. Service and courtesy of employees at check-in
Satisfaction	34. General satisfaction
	35. Expectations met
	36. Comparison with an ideal airport

Note: Indicators marked with “Q” correspond to those integrating the Q Factor

33. Table 2 presents the indicators with their respective metrics and reference values.

Table 2 - Service Quality Indicators for formation of Q Factor

Category	Criteria	Vi	Standard	Target	Interval	Decrease	Bonus
Direct Services						-2,00%	0,00%
Security inspection queues	Percentage of passengers waiting up to 5 minutes	90,00%	95,00%	-	-	-1,00%	-
	Percentage of passengers waiting up to 15 minutes	95,00%	99,50%	-	-	-1,00%	-

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	Minimum percentage of boarding service, previously notified (Article 21 of Res. 280), with time inferior to 30 minutes	-	95,00%	-	-	-	-
	Minimum percentage of boarding service, without notification (Article 21 of Res. 280), with time inferior to 35 minutes	-	95,00%	-	-	-	-
Service time to Passengers with Special Assistance Needs - PNAE	Minimum percentage of disembarking service, previously notified (Article 21 of Res. 280), with time inferior to 30 minutes	-	95,00%	-	-	-	-
	Minimum percentage of disembarking service, without notification (Article 21 of Res. 280), with time inferior to 35 minutes	-	95,00%	-	-	-	-

Availability of Equipment				-2,00%	0,80%		
Elevators, stairs and moving walkways		99,00%	99,80%	100,00%	-	-0,50%	0,20%
Luggage processing system (boarding)	Percentage of time of equipment availability	99,00%	99,80%	100,00%	-	-0,50%	0,20%
Luggage restitution system (disembarking)		99,00%	99,80%	100,00%	-	-0,50%	0,20%

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Boarding bridges		99,00%	99,80%	100,00%	-	-0,50%	0,20%	
Airside facilities							-1,50%	0,40%
Service at boarding bridges	Percentage of movement of domestic passengers serviced at Boarding Bridge	65,00%	75,00%	95,00%	-	-1,00%	0,30%	
	Percentage of movement of international passengers serviced at Boarding Bridge	95,00%	97,00%	99,00%	-	-0,50%	0,10%	
Passengers Satisfaction Survey							-2,00%	0,80%
Security inspection	Waiting time on security inspection queue	-	3,80	-	-	-	-	
	Organization of security inspection process	-	4,00	-	-	-	-	
	Service and courtesy of employees of the security inspection queue	-	4,20	-	-	-	-	
Mobility	Ease in finding your path inside the terminal (Q)	3,60	3,90	4,10	0,06	-0,30%	0,20%	
	Availability of flights information (Q)	3,70	4,00	-	0,06	-0,20%	-	
	Distance walked inside the terminal	-	3,80	-	-	-	-	
Convenience	Quality and variety of restaurants/installations for food (Q)	3,10	3,50	3,80	0,04	-0,20%	-	
	Quality and variety of stores/commercial establishments	-	3,40	-	-	-	-	
	Availability of banks, ATMs and currency	-	3,40	-	-	-	-	

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	exchange houses						
Basic Services	Cleanliness of bathrooms (Q)	3,60	4,00	4,30	0,04	-0,30%	0,20%
	Availability of bathrooms	-	4,00	-	-	-	-
	Quality of Wi-fi and other internet connections made available by the airport operator (Q)	3,10	3,40	3,70	0,07	-0,30%	0,20%
	Availability of luggage carts in public areas	-	4,00	-	-	-	-
Environment	Comfort in boarding areas	-	3,60	-	-	-	-
	Thermal comfort (Q)	3,70	4,00	-	0,04	-0,20%	-
	Acoustic comfort (Q)	3,60	3,90	4,10	0,06	-0,30%	0,20%
	Airport general cleanliness	-	4,20	-	-	-	-
Access	Ease to enter or leave vehicle in the access road upon the terminal entrance (curb) (Q)	3,20	3,50	-	0,10	-0,20%	-
	Availability of parking spaces	-	3,20	-	-	-	-
	Quality of parking facilities	-	3,50	-	-	-	-
Valor	Quality-Price relation of parking	-	3,50	-	-	-	-
	Quality-Price relation of restaurants		3,20	-			-
	Quality-Price relation of stores	-	3,20	-	-	-	-
Check-in	Waiting time of check-in at the airport	-	-	-	-	-	-
	Efficiency in the check-in process at the	-	-	-	-	-	-

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airport						
Service and courtesy of employees at check-in	-	-	-	-	-	-
Total						-7,50% 2,00%

34. For the purpose of comparing IQS values with their respective reference values, defined in the above table, two decimal places shall be used.
35. The calculation of the adjustment portion relating to the Q Factor shall be executed in accordance with the criteria below.

35.1 For the Indicators related to “Direct Services” Aspect:

If $R(i) < Vi(i)$;

$$Q(i) = Decrease(i)$$

If $Vi(i) \leq R(i) < Standard(i)$;

$$Q(i) = Decrease(i) \times \left(\frac{R(i) - Standard(i)}{Vi(i) - Standard(i)} \right)^{0,5}$$

If $R(i) \geq Standard(i)$;

$$Q(i) = 0$$

35.2 For Indicators related to “Availability of Equipment” and “Airside Facilities” Aspects:

If $R(i) < Vi(i)$;

$$Q(i) = Decrease(i)$$

If $Vi(i) \leq R(i) < Standard(i)$;

$$Q(i) = 0$$

If $Standard(i) \leq R(i) < Target(i)$;

$$Q(i) = Bonus(i) \times \left(\frac{R(i) - Standard(i)}{Target(i) - Standard(i)} \right)^2$$

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If $R(i) \geq Target(i)$;

$$Q(i) = Bonus(i)$$

35.3 For Indicators related to “Passengers Satisfaction Survey” Aspect:

If $R(i) < Vi(i)$;

$$Q(i) = Decrease(i)$$

If $Vi(i) \leq R(i) < Standard(i) - Interval(i)$;

$$Q(i) = Decrease(i) \times \left(\frac{R(i) - (Standard(i) - Interval(i))}{Vi(i) - (Standard(i) - Interval(i))} \right)^{0,5}$$

- If there is no prediction of Target for the Indicator:

If $Standard(i) - Interval(i) \leq R(i)$

$$Q(i) = 0$$

- If there is prediction of Target for the Indicator:

If $Standard(i) - Interval(i) \leq R(i) < Standard(i) + Interval(i)$;

$$Q(i) = 0$$

If $Standard(i) + Interval(i) \leq R(i) < Target(i)$;

$$Q(i) = Bonus(i) \times \left(\frac{R(i) - (Standard(i) + Interval(i))}{Target(i) - (Standard(i) + Interval(i))} \right)^2$$

If $R(i) \geq Target(i)$;

$$Q(i) = Bonus(i)$$

where:

R(i) = Indicator Result (i)

Q(i) = Result of Indicator’s Q Factor (i)

Vi(i) = Indicator’s Inferior Value (i), defined in Table 2

Target(i) = Target do Indicator (i), defined in Table 2

Interval(i) = Indicator’s interval (i), defined in Table 2

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Decrease(i) = Indicator's decrease value (i), defined in Table 2

Bonus(i) = Indicator's bonus value (i), defined in Table 2

36. Q Factor final result, for a certain period, is given by the sum of Q(i) of each indicator eligible for Decrease and Bonus.

$$Fator Q = \sum Q(i)$$

37. The maximum level of reduction due to service failures in a given Contract year will be equal to or less than 7.5% of the ceiling revenue in the period related to the adjustment. This includes any increase in reductions for persistent service failure.

Increase in Charge Decreases due to Persistent Service Failure

38. The decrease is increased when there is a persistent service failure at each measurement. The persistent service failure is characterized when the Concessionaire's performance for a given IQS is below the specified standard for three (3) consecutive months within a year, or for a total of six (6) months within a year, then the reduction percentage set out in Table 2 shall be increased by 50% (fifty percent) for that Indicator for the assessment period.
39. For the purposes of the Increase in the Decreases due to Persistent Failure in the Service, all eligible Indicators for the decrease of the Q Factor shall be taken into account. The decreases when added, after the increase of the decreases, will be limited to the maximum value of 7.5% (seven and a half per cent).

Direct Services

40. The measurement of the Waiting Times in the Security Inspection Queues will be counted from the moment the passenger stops in the inspection queue until the moment he deposits his objects in the conveyor belt of the X-ray, or the moment when the passenger crosses the portico of metal detector, whichever occurs first.
41. Measurement of Waiting Times in Security Inspection Queues must be done on all inspection channels and at the busiest times of the airport.
42. The result of the Waiting Time Indicator in the Security Inspection Queues shall be calculated from the percentage of passengers waiting up to 5 (five) and up to 15 (fifteen) minutes, according to the following formula:

- Percentage of passengers waiting up to 5 (five) minutes

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$$R_{F5\%} = \left(\frac{TF5}{TF} \right) \times 100$$

- Percentage of passengers waiting up to 15 (fifteen) minutes

$$R_{F15\%} = \left(\frac{TF15}{TF} \right) \times 100$$

where:

$R_{F5\%}$ – Percentage of passengers waiting up to 5 (five) minutes;

$R_{F15\%}$ – Percentage of passengers waiting up to 15 (fifteen) minutes;

TF5 – Amount of records where passengers waited up to 5 (five) minutes in queue;

TF15 – Amount of records where passengers waited up to 15 (fifteen) minutes in queue;

TF – Total of records of measurement of queue time.

43. For the Time of Service to Passengers with Special Assistance Needs (PNAE) indicator the time for making the equipment of ascent and descent for boarding and disembarking in aircraft available will be evaluated, excluding the services realized in Boarding Bridge.

44. The result of the Time of Service to Passengers with Special Assistance Needs (PNAE) shall be calculated from the percentage of boarding and disembarkation services, with prior notice and without prior notice, with time less than the reference values defined in Table 2, according to the following formula:

- Percentage of boarding services, previously notified (Article 21 of Res. 280), with time inferior to 30 (thirty) minutes

$$R_{EA\%} = \frac{EA30}{TEA_{PNAE}} \times 100$$

- Percentage of boarding services, without prior notice (Article 21 of Res. 280), with time inferior to 35 (thirty five) minutes

$$R_{ESA\%} = \frac{ESA35}{TESA_{PNAE}} \times 100$$

- Percentage of disembarkation services, previously notified (Art 21 of Res. 280), with time inferior to 30 (thirty) minutes

$$R_{DA\%} = \frac{DA30}{TDA_{PNAE}} \times 100$$

- Percentage of disembarkation services without prior notice (Art 21 of Res. 280), with time inferior to 35 (thirty five) minutes

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$$R_{DSA\%} = \frac{DSA35}{TDSA_{PNAE}} \times 100$$

where:

- R_{EA%} – Percentage of boarding services, with prior notice, with time inferior to 30 (thirty) minutes;
- R_{ESA%} – Percentage of boarding services, without prior notice, with time inferior to 35 (thirty five) minutes;
- R_{DA%} – Percentage of disembarking services, with prior notice, with time inferior to 30 (thirty) minutes;
- R_{DSA%} – Percentage of disembarking services, without prior notice, with time inferior to 35 (thirty five) minutes;
- EA30 – Amount of boarding services of PNAE, with prior notice, with time inferior to 30 (thirty) minutes;
- TPEA_{PNAE} – Total amount of boarding services of PNAE with prior notice;
- ESA35 – Amount of boarding services of PNAE, without prior notice, with time inferior to 35 (thirty five) minutes;
- TESA_{PNAE} – Total amount of boarding services of PNAE without prior notice;
- DA30 – Amount of disembarkation services of PNAE, with prior notice, with time inferior to 30 (thirty) minutes;
- TDA_{PNAE} – Total amount of disembarkation services of PNAE with prior notice;
- DSA35 – Amount of disembarkation services of PNAE, without prior notice, with time inferior to 35 (thirty five) minutes;
- TDSA_{PNAE} – Total amount of disembarkation services of PNAE without prior notice;

Availability of Equipment and Facilities

- 45. The availability standards are intended to assess the facility's ability to perform its role when used by airlines and passengers and that are not out of use due to breakdowns or unplanned maintenance.
- 46. The Concessionaire shall record the following information:
 - a) Time at which the failures were logged (or that the installation was inoperative for other reasons);
 - b) Time at which the equipment or the affected facility started to function again;
 - c) The reason for the shutdown, including any circumstances where the problem was not caused by the Concessionaire.
- 47. Whenever possible and cost-effective, measurement must be automated and advances in this regard must be reported in the PQS.

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48. The unavailability of equipment and facilities items due to one or more of the following factors is excluded from the IQS performance measurement. The interruption of the operation will not be counted for the purpose of evaluating the availability, due to:
- a) Maintenance planned for a period of lesser movement, as part of the annual schedule previously submitted to ANAC;
 - b) Inspections established by law;
 - c) Shutdowns for security reasons, understood as actions and resources used to protect the physical or patrimonial integrity of third parties, of actual or imminent risk, provided said provisions are not the result of any failure attributed to the Concessionaire and/or subcontracted companies;
 - d) Unavailability due to infrastructure works on the premises or in the vicinity of the facilities or equipment provided that ANAC and users have been notified in advance;
 - e) Unavailability due to inappropriate use by third parties (such as airlines, passengers or ground handling personnel);
 - f) Force majeure events affecting substantial parts of the Airport, including extreme weather events, strikes, fires, security evacuations and incidents of terrorism.
49. The results of the Equipment Availability Indicators must be calculated from the actual availability percentage of the equipment, according to the following formula:

$$R_{D\%}(i) = \left(1 - \frac{IDr}{Dt - (IDm + IDo)} \right) \times 100$$

where:

$R_{D\%}(i)$ - Indicator Result (i) regarding Availability of Equipment;

IDr – Actual unavailability; ie the time when the equipment or installation is unavailable for use during a certain period, excluding the situations provided for in Item 48 of this appendix;

Dt - Theoretical availability; ie the time at which the equipment or facility must be made available for use over a given period, based on the daily operating hours of the airport;

IDm - Time at which the equipment or facility is unavailable for use during a given period due to planned maintenance for a period of lesser movement, according to Item 48, a) of this appendix.

IDo - Time at which the equipment or facility is unavailable for use during a certain period due to other reasons, according to Item 48, letters b), c), d), e) and f) of this appendix.

Airside facilities

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50. The Boarding Bridges service indicator shall be measured at all airport passenger terminals, distinguishing between domestic and international passengers.
51. The Boarding Bridges service indicator result shall be calculated from the number of passengers who boarded and disembarked on boarding bridges and the total number of passengers who boarded and disembarked at the airport, considering scheduled and non-scheduled flights performed by Brazilian and foreign companies of public air transport, except passengers of aircraft whose physical characteristics prevent the operation of commercially available boarding bridges, according to the formulas below:

- Percentage of movement of domestic passengers serviced at Boarding Bridge

$$R_{AD\%} = \frac{PD}{TD - TED} \times 100$$

- Percentage of movement of international passengers serviced at Boarding Bridge

$$R_{AI\%} = \frac{PI}{TI - TEI} \times 100$$

where:

$R_{AD\%}$ – Service to domestic passengers at Boarding bridges;

$R_{AI\%}$ – Service to international passengers at Boarding bridges;

PD – Amount of domestic passengers that boarded and disembarked at Boarding bridges during a given period;

PI – Amount of international passengers that boarded and disembarked at Boarding bridges during a given period;

TD – Total domestic passengers that boarded and disembarked at the airport during a given period;

TED - Total domestic passengers that boarded and disembarked at the airport during a certain period on aircraft whose physical characteristics prevented the operation of commercially available boarding bridges;

TI – Total international passengers that boarded and disembarked at the airport during a given period;

TEI – Total international passengers that boarded and disembarked at the airport during a given period on aircraft whose physical characteristics prevented the operation of commercially available boarding bridges;

Passengers Satisfaction Survey

52. The Passenger Satisfaction Survey questions must be prepared in the form of questionnaires and will be delivered and collected at the boarding gates or through direct interview. The

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questionnaires must be made available in Portuguese, Spanish and English and any other language group important to the Airport.

52.1 The interviews in Portuguese shall always be carried out directly.

53. In line with international best practices, the interview sample shall represent at least 0.05% (five hundredths) of the passengers boarding the airport, gradually during each month, with at least 150 (one hundred and fifty) interviews per month. In terminals where the proportion of international passengers exceeds 20% (twenty percent), the minimum sampling will be applied separately for domestic and international passengers.

54. The schedule of interviews established annually with ANAC must have an annual and balanced coverage with samples of flights from various destinations and the morning, afternoon and evening periods, days of the week and weekends. ANAC shall have the right to request a representative quota of interviews by destination or other criteria. As far as possible, passengers must be chosen at random.

55. The passenger must be requested to classify the various features of the Airport according to the following scale:

Very Good	Good	Satisfactory	Bad	Terrible	Not used / Does not know
5	4	3	2	1	Rule out

56. The Result of each indicator of Passenger Satisfaction Survey will be the average of the results obtained for valid answers, according to the formula below:

$$R(i) = \frac{\sum_{x=1}^n P_i(x)}{n}$$

where:

R(i)– Indicator Result “i” regarding Passengers Satisfaction Survey;

P_i (x) – Valid score obtained by passenger’s answer “x” for indicator “i” during a given period;

n – Amount of valid answer for indicator “i” during a given period;

57. In addition to the indicators defined in Table 2, the following indicators related to the satisfaction index must be part of the Passenger Satisfaction Survey:

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Table 3 - Service Quality Indicators regarding Satisfaction Index

	General satisfaction
Satisfaction	Expectations met
	Comparison with an ideal airport

58. Questions related to satisfaction index indicators must follow the scale from 1 (one) to 10 (ten), one (1) being "Strongly Disagree" and 10 (ten) "Strongly Agree".

APPENDIX D

Airports with annual passenger movement equal to or greater than 1 mi/pax and inferior to 5 mi/pax

For purposes of Service Quality, the Concessionaire shall comply with the provisions of this Appendix.

Demand registration and treatment system related to service provision

1. The Concessionaire shall have a system for recording and processing the demands related to the service provision capable of generating a report containing the information on the statements received, ensuring that ANAC has access to the raw data of said system, in the terms and deadlines defined in the Contract and other regulations issued by ANAC.

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2. The System for recording and processing demands related to the provision of the service shall record, at least, the following information:
 - 2.1 Unique and sequential identifier;
 - 2.2 Date and time of the alleged fact, of the registration and of the conclusion of the demand;
 - 2.3 Contact details of the informant;
 - 2.4 Classification of manifestations and their addressing;
3. The System for recording and handling the demands related to the provision of services shall be capable of generating control and management reports.
4. The Concessionaire shall periodically forward to ANAC the information collected through the registration system, along with the following considerations:
 - 4.1 Critical analysis of the causes of the main problems identified;
 - 4.2 Plan of action to mitigate or correct problems identified through a system used by the Concessionaire to verify Users' needs, documenting and tracking them;
 - 4.3 Record of the actions already carried out and analysis of their effectiveness in solving the problems.
5. The System for recording and processing demands related to the provision of services related to the provision of the service may be audited by ANAC at any time.

Service Quality Plan - PQS

6. PQS shall demonstrate that the Concessionaire has planned and will implement adequate measures to ensure the quality of the services provided to the Users, complying with at least the standards required by this PEA, the Agreement and its Attachments and other regulations in force.
7. In the production of the PQS, the Concessionaire must consult the Airline Companies that use the airport, and it must demonstrate in the PQS submitted to ANAC how the suggestions and demands of the Airline Companies were considered, according to the provisions of Chapter XV – Consultation with the Concession Contract Users.

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- 7.1 The Concessionaire shall submit, together with the PQS submitted to ANAC, a consultation report prepared pursuant to item 15.3 of the Contract.
8. The PQS shall identify and comply with all laws, regulations, and other rules applicable to the Concessionaire's activities.
9. The PQS shall comprise the following minimum content:
 - 9.1 Definition of responsibilities, procedures and minimum qualification requirements for the team dedicated to customer service;
 - 9.2 Training and qualification program for the team dedicated to customer service;;
 - 9.3 Systematization of users' needs;
 - 9.4 Passenger assistance protocols;
 - 9.5 Information services;
 - 9.6 Airport website on the world wide web with information services made available to users;
 - 9.7 Minimum service standards;
 - 9.8 Service Quality Report;
 - 9.9 Plan of Action.
10. The PQS will bind the Concessionaire for all legal purposes, being the Concessionaire responsible for its strict compliance and implementation, subject to the obligations set forth in this Appendix, the Contract and its Attachments and the penalties for noncompliance with any obligations set forth in the PGI.
11. The Concessionaire may use any existing plans as well as descriptions of the facilities, systems and procedures of the Airport to develop the PQS. The Concessionaire shall ensure that the PQS is consistent with the other existing plans, whether or not these have been drawn up by the Concessionaire.
12. The first PQS shall be forwarded 60 (sixty) days prior to the date scheduled for the third adjustment.

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- 12.1 The other PQS must be forwarded 60 (sixty) days in advance of the scheduled date for each adjustment. The Service Quality Report shall include the IQS described in this Appendix.
13. The Service Quality Plan will be effective in the period between the two adjustments made after the date defined for its presentation.
14. In the PQS, the Concessionaire shall present the results of the performance standards agreed between the Airport Airlines, users of the airport, and the Concessionaire for the services provided to the passengers for which the Airline Companies are the main responsible and which have an impact on the service quality perceptible to the passenger, including check-in queues and baggage refund metrics. Such agreements must be executed in the first year and should include the levels of service and performance established for the Airport.
15. The Concessionaire shall forward together with the PQS, the agreement protocols, prepared under item 15.3 of the Contract, regarding the Service Level Agreements between the Concessionaire and Airline Companies operating at the Airport.
- 15.1 It is considered as a Service Level Agreement the one entered into between the Airport Infrastructure Concessionaire and the Airline Companies with the objective of improving the services rendered, the efficiency of the operations and defining the commitments allocated to the parties involved.
- 15.2 With each update of the Service Level Agreements, the new protocol shall be forwarded to ANAC within 30 (thirty) days.
- 15.3 If the parties fail to reach an agreement, the Concessionaire shall forward to ANAC, together with the PQS, a consultation report, prepared in accordance with item 15.3 of the Contract, proving the negotiation between the parties, also containing the divergences found and justifications for non-implementation of the Agreement.
16. The Service Quality Report - RQS, an integral part of the PQS, shall include the QSI described in this Appendix, as well as the registration of complaints, suggestions and compliments received by the various channels of communication of the Concessionaire with the airport community.
- 16.1 For each of the components surveyed, the Concessionaire shall present a history of the Users' evaluations, comparing them with the previous results.
17. For areas with poor performance in the service quality measured, the Concessionaire shall develop an Action Plan, an integral part of the PQS, based on a technical study, to address the mentioned deficiencies, including personnel training, physical improvements and changes in procedures.

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- 17.1 The plan should also present actions to mitigate and correct problems identified through a system used by the Concessionaire to verify Users' needs, documenting and tracking them.
18. The Concessionaire shall forward monthly the Service Quality Report containing the performance of the period for all the IQS described in this Appendix to ANAC and to the Airlines that use the airport. For each indicator, the report will identify the relevant standard, the monthly performance of the current period.
19. The Concessionaire shall also publish monthly a summary report on the performance of the service to inform passengers. This report must present the monthly performance history for the IQS. The Concessionaire shall publish such report, in an accessible manner, on the Airport's website.

Preparation for calculation of IQS

20. The Concessionaire shall be responsible for selecting, hiring and remunerating an independent specialized company to conduct planning studies, collect information, conduct research and perform the calculation of the items described in this Appendix.
- 20.1 The name and qualification of the company must be previously submitted to ANAC, which will have the right to veto the hiring, and in this case, the Concessionaire must present a new company.
- 20.2 The IQS shall be checked monthly in accordance with the provisions of this Appendix.
- 20.3 The Concessionaire shall submit monthly to ANAC all data collected for the verification of the results of IQS defined in this Appendix.
- 20.4 The methodology for carrying out the research referred to in item 20 shall comply with the regulations issued by ANAC. In the absence of a regulated methodology, the Concessionaire shall submit its own methodology, subject to contractual provisions, for approval by ANAC.
21. The research company and/or the Concessionaire may be requested by ANAC to use a system, software, rule or application specified by it to perform, register, record interview audios, calculate or consolidate IQS.
22. ANAC may also extend the satisfaction survey to other Users.

Service Quality Indicators - IQS

23. The IQS standards are defined in this Appendix.

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24. The IQS will be measured as of the end of Phase I-A.
- 24.1 Data shall be collected during the 12 (twelve) months between the 17th (seventeenth) month and the 4th (fourth) month prior to the adjustment, excluding these.
25. The recurrence of low performance in the service quality, characterized by the non-achievement of the standard established for the same QSI for more than 3 (three) months within 12 (twelve) months, constitutes a breach subject to penalties contractually provided, except for the indicators of the Satisfaction design.
26. The period referred to in item 25 coincides with that defined in item 24.1.
27. The IQS listed in Table 2 of this appendix shall be taken into account individually for the purpose of the reoccurrence of poor performance in the service quality provided they have an established standard.

Service Quality Indicators

28. The Service Quality Indicators (IQS) include the following aspects::
- Passengers Satisfaction Survey.
29. The indicators to be considered in the Passenger Satisfaction Survey to be performed at airports are those listed in Table 1 of this Appendix.
30. The Concessionaire shall maintain detailed records of the measurements, which may be audited by ANAC at any time.
31. Table 1 shows all Service Quality Indicators, which must be monthly checked at the airports and included in the Service Quality Report.

Table 1 - Service Quality Indicators

Aspects	Indicators
<u>Passengers</u> <u>Security</u>	1. Waiting time on security inspection queue

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Aspects		Indicators
Satisfaction Survey	inspection	2. Organization of security inspection process
		3. Service and courtesy of employees of the security inspection queue
Mobility		4. Ease in finding your path inside the terminal
		5. Availability of flights information
Convenience		6. Distance walked inside the terminal
		7. Quality and variety of restaurants/Facilities for food
Basic Services		8. Quality and variety of stores/commercial establishments
		9. Availability of banks, ATMs and currency exchange houses
Environment		10. Cleanliness of bathrooms
		11. Availability of bathrooms
Access		12. Quality of Wi-fi and other internet connections made available by the airport operator
		13. Availability of luggage carts in public areas
Valor		14. Comfort in boarding areas
		15. Thermal comfort
Check-in		16. Acoustic comfort
		17. Airport general cleanliness
Satisfaction		18. Ease to enter or leave vehicle in the access road upon the terminal entrance (curb)
		19. Availability of parking spaces
		20. Quality of parking facilities
		21. Quality-Price relation of parking
		22. Quality-Price relation of restaurants
		23. Quality-Price relation of stores
		24. Waiting time of check-in at the airport
		25. Efficiency in the check-in process at the airport
		26. Service and courtesy of employees at check-in
		27. General satisfaction
		28. Expectations met
		29. Comparison with an ideal airport

32. Table 2 presents the Indicators with their respective reference values.

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Table 2 - Service Quality Indicators for formation of Q Factor

Passengers Satisfaction Survey		
Security inspection	Waiting time on security inspection queue	3,80
	Organization of security inspection process	4,00
	Service and courtesy of employees of the security inspection queue	4,20
Mobility	Ease in finding your path inside the terminal	3,90
	Availability of fights information	4,00
	Distance walked inside the terminal	3,80
Convenience	Quality and variety of restaurants/Facilities for food	3,50
	Quality and variety of stores/commercial establishments	3,40
	Availability of banks, ATMs and currency exchange houses	3,40
Basic Services	Cleanliness of bathrooms	4,00
	Availability of bathrooms	4,00
	Quality of Wi-fi and other internet connections made available by the airport operator	3,40
	Availability of luggage carts in public areas	4,00
Environment	Comfort in boarding areas	3,60
	Thermal comfort	4,00
	Acoustic comfort	3,90
Access	Airport general cleanliness	4,20
	Ease to enter or leave vehicle in the access road upon the terminal entrance (curb)	3,50

Calculation through Passengers Satisfaction Survey

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	Availability of parking spaces	3,20
	Quality of parking facilities	3,50
Valor	Quality-Price relation of parking	3,50
	Quality-Price relation of restaurants	3,20
	Quality-Price relation of stores	3,20
Check-in	Waiting time of check-in at the airport	-
	Efficiency in the check-in process at the airport	-
	Service and courtesy of employees at check-in	-

Passengers Satisfaction Survey

33. The Passenger Satisfaction Survey questions must be prepared in the form of questionnaires and will be delivered and collected at the boarding gates or through direct interview. The questionnaires must be made available in Portuguese, Spanish and English and any other language group important to the Airport.

33.1 The interviews in Portuguese shall always be carried out directly..

34. In line with international best practices, the sample shall consist on 1000 (one thousand) interviews per year, with passengers boarding at the Airport, gradually during each month, according to the determination to be issued by ANAC, which will consider the distribution according to the monthly movement and its seasonality.

35. The schedule of interviews established annually with ANAC must have an annual and balanced coverage with samples of flights from various destinations and the morning, afternoon and evening periods, days of the week and weekends. ANAC shall have the right to request a representative quota of interviews by destination or other criteria. As far as possible, passengers must be chosen at random.

36. The passenger must be requested to classify the various features of the Airport according to the following scale:

Very Good	Good	Satisfactory	Bad	Terrible	Not used / Does not
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					know
5	4	3	2	1	Rule out

37. The Result of each indicator of Passenger Satisfaction Survey will be the average of the results obtained for valid answers, according to the formula below:

$$R(i) = \frac{\sum_{x=1}^n P_i(x)}{n}$$

where:

R(i)– Indicator Result “i” regarding Passengers Satisfaction Survey;

P_i (x) – Valid score obtained by answer of passenger “x” for indicator “i” during a given period;

n – Amount of valid answers for indicator “i” during a given period;

38. In addition to the indicators defined in Table 2, the following indicators related to the satisfaction index must be part of the Passenger Satisfaction Survey:

Table 3 - Service Quality Indicators regarding Satisfaction index

	General satisfaction
Satisfaction	Expectations met
	Comparison with an ideal airport

39. Questions related to satisfaction index indicators must follow the scale from 1 (one) to 10 (ten), one (1) "Strongly Disagree" and 10 (ten) "Strongly Agree".

APPENDIX E

Airports with annual operation of passenger inferior 1 mi/pax

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For purposes of Service Quality, the Concessionaire shall comply with the provisions of this Appendix.

Demand registration and treatment system related to service provision

1. The Concessionaire shall have a system for recording and processing the demands related to the service provision capable of generating a report containing the information on the statements received, ensuring that ANAC has access to the raw data of said system, in the terms and deadlines defined in the Contract and other regulations issued by ANAC.
2. The System for recording and processing demands related to the provision of the service shall record, at least, the following information:
 - 2.1 Unique and sequential identifier;
 - 2.2 Date and time of the alleged fact, of the registration and of the conclusion of the demand;
 - 2.3 Contact details of the informant;
 - 2.4 Classification of manifestations and their addressing;
3. The System for recording and handling the demands related to the provision of services shall be capable of generating control and management reports.
4. The Concessionaire shall periodically forward to ANAC the information collected through the registration system, along with the following considerations:
 - 4.1 Critical analysis of the causes of the main problems identified;
 - 4.2 Plan of action to mitigate or correct problems identified through a system used by the Concessionaire to verify Users' needs, documenting and tracking them;
 - 4.3 Record of the actions already carried out and analysis of their effectiveness in solving the problems.
5. The System for recording and processing demands related to the provision of services related to the provision of the service may be audited by ANAC at any time.

APPENDIX F

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Areas of immediate vesting of possession by the Concessionaire:

1. NORTHEAST Block

1.1. Recife International Airport / Guararapes - Gilberto Freyre - PE (SBRF):

1.1.1. Area owned by the Federal Government, possessed by Infraero, measuring 2.546.817,61 m², 11/04/1984 corresponding to the Civil Area, identified in Floor Plan No. xxxxxxx, attached to Joint Decree xxxxxxxxxx No. XX, of XX of xxxxxxxxxxxxxx of xxxxx.

1.2. Maceió / Zumbi dos Palmares International Airport - Rio Largo - AL (SBMO)::

1.2.1. Area owned by the Federal Government, possessed by Infraero, measuring 4.091.432,26 m², identified as civil in Floor Plan AL.001/012/2017/67220, consolidating the civil-military rezoning approved by Joint Decree SE/MTPA-COMAER/MD No.2, of September 29th, 2017.

1.3. International Airport of Santa Maria/Aracaju - SE (SBAR):

1.3.1. Area owned by the Federal Government, possessed by Infraero, measuring 3.660.817,30 m², corresponding to the Civil Area of the International Airport of Santa Maria/Aracaju, identified in Floor Plan SE.001/027/2016/67220, consolidating the civil-military rezoning approved by Joint Decree SE/MTPA-COMAER/MD No.1, of September 15th, 2017.

1.4. Presidente João Suassuna Airport /Campina Grande - PB (SBKG):

1.4.1. The airport concession is the civil area of Presidente João Suassuna Airport/Campina Grande - PB (SBKG), which totals an area of 804,124.16 m², composed of the areas described below, which constitute universals, under art. 38 of Law No. 7.565, of December 19th, 1986:

1.4.1.1. Area owned by the Federal Government and possessed by Infraero, measuring 747.616,31 m², corresponding to the Area PB.002-001, identified in Floor Plan KG.01/003.47/00699/01, with Registration No.8.009, Book 2-A-D, page 212, of 02/17/1979, from the Notary Public from the 1st Notary Public Office of the Circuit Court of Campina Grande – PB;

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1.4.1.2. Area owned by the Federal Government and possessed by Infraero, measuring 32.839,00 m², corresponding to the Area 2, identified in Floor Plan KG.01/003.47/00699/01, with Registration No.25.096, Book 2-C-P, page 263, de 14/02/1985, from the Notary Public from the 1st Notary Public Office of the Circuit Court of Campina Grande – PB;

1.4.1.3. Area owned by the Municipality of Campina Grande-PB, possessed by Infraero, under donation process to the Federal Government, measuring 4.452,89 m², corresponding to the Area 1, identified in Floor Plan KG.01/003.47/00699/01, declared as of public use by Municipal Decree No.1.215 of 04/11/1984;

1.4.1.4. Area owned by the Municipality of Campina Grande-PB, possessed by Infraero, under donation process to the Federal Government, measuring 667,71 m², corresponding to the Area 3 (color green), identified in Floor Plan KG.01/003.47/00699/01, declared as of public use by Municipal Decree No.1.215 of 04/11/1984;

1.4.1.5. Area owned by the Municipality of Campina Grande-PB, possessed by Infraero, under donation process to the Federal Government, measuring 18.548,25 m², corresponding to the Area 4, identified in Floor Plan KG.01/003.47/00699/01, declared as of public use by Municipal Decree No.1.215 of 04/11/1984.

1.5. Orlando Bezerra de Menezes Airport/Juazeiro do Norte – CE (SBJU):

1.5.1. The concession airport Operation object hereof falls on the civil area of Juazeiro do Norte Airport/Orlando Bezerra de Menezes – CE (SBJU), measuring 1.770.465,30 m², composed by the areas described below, which constitute universalities, under art. 38 of Law No. 7.565, of December 19th, 1986:

1.5.1.1. Area owned by the Federal Government and possessed by Infraero, measuring 1.284.465,30 m², corresponding to the Area denominated *Limite Patrimonial* (Infraero), identified in Floor Plan Aeroporto de Juazeiro – SBJU, composed by the following registrations:

1.5.1.1.1. Registration No.15.364, Book n. 2-BD, 2nd Land Registry Office of the Circuit Court of Juazeiro do Norte – CE measuring 586.860,00 m²;

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- 1.5.1.1.2. Registration No.5.335, Book No.2, of 04/05/2013, measuring 1.920,60m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE;
- 1.5.1.1.3. Registration No.5.336, Book No.2, of 04/05/2013, measuring 6.651,75m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE;
- 1.5.1.1.4. Registration No.5.337, Book No.2, of 04/05/2013, of area not calculated, of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.5. Registration No.5.338, Book No.2, of 04/05/2013, measuring 5.499,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.6. Registration No.5.339, Book No.2, of 04/05/2013, measuring 19.130,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.7. Registration No.5.340, Book No.2, of 04/05/2013, measuring 11.276,50m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.8. Registration No.5.341, Book No.2, of 04/05/2013, measuring 5.029,91m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.9. Registration No.5.342, Book No.2, of 04/05/2013, measuring 5.616,50m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.10. Registration No.5.343, Book No.2, of 04/05/2013, measuring 15.866,38m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.11. Registration No.5.344, Book No.2, of 04/05/2013, measuring 773,50m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.

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- 1.5.1.1.12. Registration No.5.345, Book No.2, of 04/05/2013, measuring 124.369,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.13. Registration No.5.346, Book No.2, of 04/05/2013, measuring 124.365,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.14. Registration No.5.347, Book No.2, of 04/05/2013, measuring 32.713,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.15. Registration No.5.348, Book No.2, of 04/05/2013, measuring 32.713,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.16. Registration No.5.349, Book No.2, of 04/05/2013, measuring 213.348,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.17. Registration No.5.350, Book No.2, of 04/05/2013, measuring 6.795,14m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.18. Registration No.5.351, Book No.2, of 04/05/2013, measuring 213.348,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.19. Registration No.5.352, Book No.2, of 04/05/2013, measuring 22.137,25m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.20. Registration No.5.353, Book No.2, of 04/05/2013, measuring 22.137,25m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.21. Registration No.5.354, Book No.2, of 04/05/2013, measuring 22.137,25m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.

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- 1.5.1.1.22. Registration No.5.355, Book No.2, of 04/05/2013, measuring 5.989,70m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.23. Registration No.5.356, Book No.2, of 04/05/2013, measuring 6.651,75m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.24. Registration No.5.357, Book No.2, of 04/05/2013, measuring 207,18m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.25. Registration No.5.358, Book No.2, of 04/05/2013, measuring 5.748,38m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.26. Registration No.5.359, Book No.2, of 04/05/2013, measuring 197,37m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.27. Registration No.5.360, Book No.2, of 04/05/2013, measuring 7.476,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.28. Registration No.5.361, Book No.2, of 04/05/2013, measuring 9.553,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.29. Registration No.5.362, Book No.2, of 04/05/2013, measuring 2.569,25m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.30. Registration No.5.363, Book No.2, of 04/05/2013, measuring 140.702,25m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.31. Registration No.5.364, Book No.2, of 04/05/2013, measuring 851,72m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.

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- 1.5.1.1.32. Registration No.5.365, Book No.2, of 04/05/2013, measuring 2.775,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.33. Registration No.5.366, Book No.2, of 04/05/2013, measuring 1.445,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.34. Registration No.5.367, Book No.2, of 04/05/2013, measuring 1.559,25m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.35. Registration No.5.368, Book No.2, of 04/05/2013, measuring 16.357,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.36. Registration No.5.369, Book No.2, of 04/05/2013, measuring 213.348,00m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.37. Registration No.5.370, Book No.2, of 04/05/2013, measuring 21.329,57m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.38. Registration No.5.371, Book No.2, of 04/05/2013, measuring 40.262,00 m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.39. Registration No.5.372, Book No.2, of 04/05/2013, measuring 17.497,46m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.1.40. Registration No.5.373, Book No.2, of 04/05/2013, measuring 19.866,50m², of the 5th Land Registry Office of the Circuit Court of Juazeiro do Norte-CE.
- 1.5.1.2. Area in the process of expropriation by the Municipality of Juazeiro do Norte-CE, declared of public use by Municipal Decree No. 508, of November 18th, 2011, possessed by Infraero, measuring 486,000.00 m², corresponding

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to the Proposed Expansion Area, denominated Area to be expropriated (yellow color), identified in the Juazeiro Airport Floor Plan - SBJU.

2. MIDWEST Block

2.1. Cuiabá International Airport /Marechal Rondon/Várzea Grande - MT (SBCY):

2.1.1. The concession airport Operation object hereof falls on the civil area of International Airport de Cuiabá/Marechal Rondon, Várzea Grande - MT (SBCY), measuring approximately 6.988.390,00 m², composed by the areas described below, which constitute universalities, under art. 38 of Law No.7.565, of December 19th, 1986.

2.1.1.1. Area owned by the Federal Government, possessed by Infraero, measuring 4.574.128,35 m², corresponding to the Area 1, identified in the Floor Plan of the Airport Site and of the Special Areas, integrating Registration No.7.784, Book No.2, registration 01-01v, of 06/12/1987, of the 1st Notary Public Office of Várzea Grande-MT;

2.1.1.2. Area owned by the Federal Government, possessed by Infraero, measuring 2.167.694,00 m², corresponding to the Area 2, identified in the Floor Plan of the Airport Site and of the Special Areas, composed by 27 registrations, described below:

2.1.1.2.1. Registration No.7.860, Book 2-AB, page 273, of 06/12/1987, measuring 1.649,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;

2.1.1.2.2. Registration No.8.002, Book 2-AC, page 116, of 07/01/1987, measuring 1.334.307,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;

2.1.1.2.3. Registration No.1.301, Book 2-E, page 109, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;

2.1.1.2.4. Registration No.1.176, Book 2-D, page 281, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;

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- 2.1.1.2.5. Registration No.1.250, Book 2-E, page 58, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.6. Registration No.1.240, Book 2-E, page 48, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.7. Registration No.1.178, Book 2-D, page 283, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.8. Registration No.1.241, Book 2-E, page 49, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.9. Registration No.1.244, Book 2-E, page 52, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.10. Registration No.1.243, Book 2-E, page 51, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.11. Registration No.1.800, Book 2-G, page 21, of 06/12/1987, measuring 390.772,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.12. Registration No.1.238, Book 2-E, page 46, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.13. Registration No.1.242, Book 2-E, page 50, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.14. Registration No.7.859, Book 2-AB, page 272, of 06/12/1987, measuring 5.890,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;

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- 2.1.1.2.15. Registration No.1.605, Book 2-F, page 122, of 06/12/1987, measuring 336.516,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.16. Registration No.1.237, Book 2-E, page 45, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.17. Registration No.1.174, Book 2-D, page 279, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.18. Registration No.1.173, Book 2-D, page 278, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.19. Registration No.4.789, Book 2-Q, page 230, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.20. Registration No.1.245, Book 2-E, page 53, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.21. Registration No.1.251, Book 2-E, page 59, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.22. Registration No.1.247, Book 2-E, page 55, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.23. Registration No.1.239, Book 2-E, page 47, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.24. Registration No.1.249, Book 2-E, page 57, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;

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- 2.1.1.2.25. Registration No.1.248, Book 2-E, page 56, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.26. Registration No.1.246, Book 2-E, page 54, of 06/12/1987, measuring 360,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.2.27. Registration No.8.188, Book 2-AD, page 110, de 27/07/1987, measuring 91.000,00 m², of the Land Registry Office of the Circuit Court of Várzea Grande-MT;
- 2.1.1.3. Area in the process of expropriation, possessed by Infraero, declared of public use by State Decree No.764, of 08/08/1972, measuring 246.567,88 m², corresponding to the Area 3, identified in the Floor Plan of the Airport Site and of the Special Areas.
- 2.2. **Maestro Marinho Franco Airport/Rondonópolis - MT (SBRD):**
- 2.2.1. Area owned and possessed by the State of Mato Grosso, measuring 2.400.000,00 m², identified in General Floor Plan Geral of Rondonópolis Airport - sheet No.MT – RD – 02 – 01/02, with Registration No.18.596, Book 02, page 1, de 13/01/1984, of the 1st Land Registry Office of the Circuit Court of Rondonópolis-MT.
- 2.3. **Piloto Osvaldo Marques Dias Airport/Alta Floresta - MT (SBAT):**
- 2.3.1. Area owned by the Federal Government, possessed by the State of Mato Grosso, measuring 2.876.451,40 m², corresponding to the Area A, identified in the sketch of the polygonal of the airport site, with Registration No.2.285, Book No. 2-K; page 01-01v, of 06/01/1987, of the 1st Notary Public Office of the Circuit Court of Alta Floresta -MT;
- 2.4. **Presidente João Batista Figueiredo Airport/Sinop/MT (SWSI):**
- 2.4.1. Area owned by the Municipality of Sinop-MT, possessed by the State of Mato Grosso, measuring 2.174.790,00 m², identified in the sketch of the polygonal of the airport site, integrating Registration No.32.054, Book No.02, page 001, of 10/08/2009, of the 1st Land Registry Office of the Circuit Court of Sinop – MT.

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2.4.1.1. The area used by the Commission for Coordination of the Amazon Surveillance System Project - CCSIVAM, measuring 34,500.00 m², delimited by patrimonial wall/fence, identified in the sketch of the polygonal of the airport site, object of the Concession Contract of Real Right of Use registered in the registration No. 32.054, Book No.02, page 001, of 10/8/2009, of the 1st Land Registry Office of the Circuit Court of Sinop - MT, under No. AV.-01-32.054 of 10/08/2009, **does not** include the object of the concession.

2.5. Barra do Garças Airport-MT (SBBW):

2.5.1. Area owned by the Federal Government, possessed by the State of Mato Grosso, measuring 2.505.806,00m², identified in Floor Plan of the Operational Fence Implementation Project, with Registration No.28.922, Sheet 28.922, of 11/26/1986, Book 02, of the 1st Land Registry Office of the Circuit Court of Barra do Garças-MT.

3. SOUTHEAST Block

3.1. Vitória Airport – Eurico de Aguiar Salles, Vitória - ES (SBVT):

3.1.1. The concession airport Operation object hereof falls on the civil area of Aeroporto de Vitória – Eurico de Aguiar Salles/Vitória - ES (SBVT), measuring 4.220.023,80 m², composed by the areas described below, which constitute universalities, under art. 38 of Law No. 7.565, of December 19th, 1986

3.1.1.1. Area owned by the Federal Government, possessed by Infraero, measuring 3.869.677,00 m², corresponding to the Area of color yellow, identified in Floor Plan No. VT.01/803.33/1106/00, integrating Registration No.23.271, Book No.2-CC, page 171, of 11/03/1986, of the 2nd Land Registry Office of the Circuit Court of Vitória–ES;

3.1.1.2. Area owned by the Federal Government, possessed by Companhia Espírito Santense de Saneamento – CESAN, measuring 157.457,00 m², corresponding to the Area of color blue, identified in Floor Plan No. VT.01/803.33/1106/00, object of the Concession Agreement of Area Use No.06.2011.023.0001, entered into between Infraero and CESAN on 08/01/2011, integrating Registration No.23.271, Book No.2-CC, page 171,

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of 11/03/1986, of the 2nd Land Registry Office of the Circuit Court of Vitória–ES;

3.1.1.3. Area owned by Infraero and the Federal Government, possessed by Infraero, measuring 401.192,00 m², corresponding to the Area of color gray, identified in Floor Plan No. VT.01/803.33/1106/00, composed by the following areas:

- 3.1.1.3.1. Area owned by Infraero, measuring 237.041,92 m², with Registration No.R.4-18.069, Book No.2-BN, General Registration, page 69-69v, of 06/15/2004, of the 3rd General Land Registry Office of the Circuit Court of Vitória–ES;
- 3.1.1.3.2. Area in process of acquisition by the Federal Government, measuring 82.173,88 m², object of the Swap Agreement with Powers of Public Deed dated of 10/16/2014, drawn up in Book No. 1, page 51v-53v, of the Government Property Management Office Branch in Espírito Santo;
- 3.1.1.3.3. Area owned by Infraero, measuring 14.819,00 m², object of registration No.R.8-2.849, Book n. 2-J, page 149-149v, of 09/17/2004, of the 3rd General Land Registry Office of the Circuit Court of Vitória–ES;
- 3.1.1.3.4. Area owned by Infraero, measuring 19.914,00 m², object of registration No.R.6-7.710, Book n. 2-AB, page 210v-210^a, of 09/28/2004, of the 3rd General Land Registry Office of the Circuit Court of Vitória–ES;
- 3.1.1.3.5. Area owned by Infraero, measuring 20.032,00 m², object of registration No.R.3-21.941, Book No.2-CB, page 41-41v, of 09/16/2004, of the 3rd General Land Registry Office of the Circuit Court of Vitória – ES;
- 3.1.1.3.6. Area owned by Infraero, measuring 15.050,00 m², object of registration No.R.2-27.442, Book No.2-CU, page 142-142v, of 09/17/2004, of the 3rd General Land Registry Office of the Circuit Court of Vitória–ES;

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3.1.1.3.7. Area owned by Infraero, measuring 10.017,00 m², object of registration No.R.2-27.443, Book No.2-CU, page 143-143v, of 09/17/2004, of the 3rd General Land Registry Office of the Circuit Court of Vitória–ES;

3.1.1.3.8. Area owned by Infraero, measuring 5.245,52 m², object of the Public title of property, registered in the Notary Public Office of Araçatiba – 2nd Circuit Court of Viana–ES, Book 05, fls. 083-087, of 03/17/2011.

3.2. Macaé Airport - RJ (SBME):

3.2.1. The concession airport Operation object hereof falls on the civil area of Aeroporto de Macaé (SBME), de 2.452.067,21 m², composed by the areas described below, which constitute universalities, under art. 38 of Law No.7.565, of December 19th, 1986.

3.2.1.1. Area owned by the National Institute of Settlement and Agrarian Reform – INCRA, possessed by Infraero, integrating the object of the Agreement Assignment entered into on January 29th, 1962 between the National Institute of Immigration and Settlement – INCI and the Ministry of Aeronautics, measuring approximately 480.342,62 m², corresponding to the Area Original of SBME, identified in Floor Plan MEA/GRL/051.004.

3.2.1.2. Area in expropriation process by th Municipality of Macaé-RJ, possessed by Infraero, measuring 1.936.862,53 m², composed by 12 lots (lots No.27, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38 and 40), identified in the floor plan MEA/GRL/051.004, object of Municipal Law of Donation with Charges No.2.473 of April 12th, 2004, amended by Law No.3.439 of August 24th, 2010.

3.2.1.2.1. In accordance with the Framework of Areas of Lots, identified in Floor Plan MEA/GRL/051.004, areas parts of lots No.27, 29, 31, 36 and 37, identified in the above mentioned floor plan, **shall not** integrate the object of the concession and shall be destined to the Municipality of Macaé-RJ, as specified.

3.2.1.3. Area of internal street construction layout to be donated for the expansion of the airport, owned by the Municipality, possessed by

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Infraero, measuring 34.862,06 m², identified in Floor Plan
MEA/GRL/051.004.

Areas of expansion whose vesting shall be the responsibility of Concessionary:

4. MIDWEST Block

4.1. Piloto Osvaldo Marques Dias Airport/Alta Floresta - MT (SBAT):

- 4.1.1. Third-party ownership areas, belonging to the area described in item 2.3.1, corresponding to Areas B1 to B8, identified in the sketch of the polygon of the airport site, consisting of residential houses, small sites and farms;
- 4.1.2. Third party ownership areas belonging to the area described in item 2.3.1, corresponding to Areas C1 and C2, identified in the sketch of the polygon of the airport site, constituted by residential houses.

APPENDIX G

This document is a translation into English, for reference purposes only, of the official documents originally issued by ANAC in Portuguese. All documents/forms to be submitted under the Public Consultation and the Bidding Process must be in Portuguese, in the form originally released by ANAC.

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Table of applicability of Requirements of the Concession Contract and of PEA

Doc.	Item	Description	Range 1 NP <= 1Mi pax	Range 2 1Mi pax < NP <= 5Mi pax	Range 3 NP > 5Mi pax
PEA	1	Introduction		Of mandatory compliance	
	2	Definitions		Of mandatory compliance	
	3	Concession Object		Of mandatory compliance	
	4	Airport Complex		Of mandatory compliance	
	5	Passenger terminals Minimum Specifications	Of mandatory compliance according to the applicability of sub-items		
		5.1, 5.2, 5.3, 5.4, 5.5, 5.8, 5.10 and 5.11	Mandatory	Mandatory	Mandatory
		5.6.1	At Concessionary's discretion	At Concessionary's discretion	Mandatory
		5.7	At Concessionary's discretion	Mandatory	Mandatory
		5.9	Mandatory (air conditioning system, ergonomic seats and furniture)	Mandatory	Mandatory
			Other items, At Concessionary's discretion		
		Infrastructure management plan	Of mandatory compliance according to the applicability of sub-items		
	6	6.1 a 6.11, except 6.11.2.3	Mandatory	Mandatory	Mandatory
		6.11.2.3	At Concessionary's discretion	Mandatory	Mandatory
	7	Service Quality		Of mandatory compliance	
		Appendixes	Of mandatory compliance according to the applicability of each Appendix		
		Appendix A	Of mandatory compliance		
		Appendix B1	Mandatory	Not applicable	Not applicable
	Appendix B2	Not applicable	Mandatory	Mandatory	
	Appendix C1	Mandatory	Not applicable	Not applicable	
	Appendix C2	Not applicable	Mandatory	Not applicable	

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Appendix C3

Not applicable

Not applicable

Mandatory

Classification of airports in Ranges 1, 2 or 3 and transition rule between Ranges

1. For classification purposes of the airport in the table of applicability of contractual requirements and PEA, NP shall be the arithmetical average of the number of passengers processed at the airport on scheduled flights within the last 3 (three) years.
 - 1.1. The initial classification of the airports during the first three (3) full calendar years of execution of the object of the concession shall be:
 - i) Range 1: SWRD, SWSI, SBAT, SBBW, SBKG, SBJU, SBME
 - ii) Range 2: SBCY, SBAR, SBJP, SBMO, SBVT
 - iii) Range 3: SBRF
 - 1.2. After the period referred to in item 1.1, the classification of the airport shall be checked annually, by the end of February, according to the estimated airport traffic data for previous years.
 - 1.2.1 The re-classification of the airport in the Upper Range will be effected after the incidence for two consecutive years in which the airport movement is compatible with the new Range.
 - 1.2.2 Once the re-classification of the airport in the upper Range has been completed, the Concessionaire will have a period of 22 (twenty two) months, starting on March 1st of the year of completion, in order to carry out the adjustments necessary to fully meet the requirements contractual obligations required for this Range.