



## Application form

Category you apply for: **“Most people oriented CEO of the year”**

Name and last name	Dr. Frank Quante
Company	Fraport Twin Star Airport Management AD
Position	CEO

### Application

Please, describe your achievements during the year. Include concrete facts, achieved results, the fields of your personal satisfaction with what you have achieved, feedback from colleagues/partners/team.

Max: 7500 characters including spaces.

Since the beginning of his term of office, Dr. Frank Quante, Chief Executive Officer of Fraport Bulgaria (as of 01.09.2020) has been actively working with the employees of the two airports in Varna and Burgas, as well as all partners and stakeholders of the Fraport Twin Star

airports locally and nationally in order to improve the working conditions and the environment for travel and tourism on the Bulgarian Black Sea coast. The projects initiated by Dr. Quante aim to position the airports as examples to be followed and as reliable partners for the sustainable development of the Bulgarian Black Sea coast. Given the difficulties caused by the COVID-19 pandemic in the aviation sector in the last 2 years, the special political situation in the country, the negative coverage of the impact of the virus on airport traffic, the challenges, changes and uncertainties following the crisis worldwide and in Bulgaria, the airports in Varna and Burgas managed to provide services of top quality to their passengers and airport guests.

Over the past 14 months, the projects initiated at the suggestion of Dr. Quante include:

- **The participation of all employees** – both permanent and seasonal, in the activities aimed at improving the airport environment, as part of the myAirport Project. This project has gained a great importance through its visible and remarkable results, both at Varna Airport and Burgas Airport. MyAirport project activities include beautification works, cleaning tasks, renovations of rest rooms and other work areas, all aimed on improving working conditions for employees and the overall working atmosphere. Over 30,000 man-hours have been dedicated to this project, more than 200 tasks completed by over 700 staff members at both airports. Most important, the project continues and integrates also Fraport Twin Star partners and representatives of state institutions that are located at the airports.
- **Trainings**, as part of the Fit4Future project, with the participation of over 130 employees and over 25 external partner companies aiming to explore the future and the potential of innovative technologies and exponential development, and to create a visionary ecosystem of airports in 2040. Fit4Future is a large-scale project in which all departments in the company participated in order to determine together the future of the Black Sea airports in Bulgaria. The implementation of the project took over 6 months, during which various technological topics were investigated and business cases were developed in order to turn the Company into a more future-oriented and sustainable growing Organization. It allows a significant personal

development of each participant individually, in addition to being the basis for an overall increase of the entrepreneurship of Fraport Bulgaria.

- **Establishment of the Bulgarian Black Sea Alliance** in July 2021 with over 20 partner organizations from the tourism sector on the Black Sea coast (hoteliers, tour operators, airlines, NGOs, etc.). The newly founded Alliance is a non-governmental organization aiming to develop a unique brand of the Bulgarian Black Sea coast and to engage active promotion, advertising and marketing of the Bulgarian Black Sea coast, as the most attractive tourist destination in Europe and beyond. It also and very much follows the goal to overall lift up the prosperity of the Bulgarian Black Sea region and to ensure the future-oriented development of this region and the people living and working there.
- **Twin Star Rose Gardens project** - planting almost 6,000 roses at Varna Airport and Burgas Airport, in order to beautify the landscape and create a unique atmosphere and experience for all passengers, visitors and airport guests.
- **4 organized vaccination campaigns** for the employees of both airports and active promotion, incl. Vaccination Special Benefits Program and Lecture & Q&A Sessions for employees held by top Health Experts in the country.
- **Innovative Employer Award** from the Federation of Transport Trade Unions in Bulgaria, specially established this year by the Union, in gratitude for the initiatives of the Management of Fraport Bulgaria to improve working conditions and the environment at both airports.
- **Opening of 100 new seasonal jobs** in the summer of 2021 at both airports.
- **15 newly created jobs for trainees** for a period of 6 months under the "Youth Employment" program at both airports.
- **No termination of employee contracts** in spite of the 80% decline in traffic and in revenues of the Company in 2020 caused by the COVID-19 pandemic which hit the aviation industry the hardest. The company doubled traffic in 2021 compared to the previous year, and currently both airports report a decline in activity -60% compared to pre-pandemic levels of 2019. In view of the difficult situation and the challenges posed by COVID-19, nevertheless Fraport Bulgaria did not act to lay off permanent employees during this difficult time period.