Leading Value Creator of the Global Airport Industry
Becoming an airport beyond comparison

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

Entering a new era of unparalleled airport beyond comparison.
Dreaming of leaping forward as the economic hub of South Korea

Incheon Airport has grown into a world-class airport corporation by setting new standards for international airports around the globe. Incheon Airport is now opening a new chapter as the first mover shifting the paradigm of the airport industry and expanding the role of the airport.
"Connecting people and cities around the world, Incheon Airport begins anew as a Leading Value Creator of the global airport industry."

With the clear aim of becoming the hub airport of Northeast Asia, Incheon Airport has sustained growth both in quantity and quality in the face of the increasing demand for air travel, successfully joining the ranks of global leading airports. Over 70,000 airport staff stand front and center as protagonists of this success story, who have invested their hearts and minds to place passengers’ safety and convenience as top priority. But there is still a far way to go.

Through the differentiated 4-phase construction for stable expansion of the airport infrastructure, Incheon Airport will mold together attractive services, bringing together nature and cutting-edge technology, in preparation for the pending annual passengers of 100 million. Moreover, Incheon Airport is striving to expand its role shifting the airport industry paradigm as the first mover for becoming an airport beyond comparison. By becoming a third-generation airport that serves as the heart of global trade and production, representing the main airport economic zone of Korea by converging aviation, tourism, logistics and smart technology, Incheon Airport will perform its role as the center of global economic activity.

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

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

Thank you.

BON-HWAN KOO
President & CEO
Incheon International Airport Corporation

HISTORY

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

- Total 700 mil. passengers have used Incheon Int’l Airport
- South Korea’s first arrival dutyfree store opens
- Commissioned to operate Kuwait Airport T4
- Entered the Global Traveler’s Hall of Fame
- Commenced the construction of Terminal 2
- No.1 in ASQ award for 12 consecutive years
- Won the bid for operating and consulting new Istanbul Airport
- Won the bid for the first overseas business (Supported the operation of the new airport in Iraq)
- Completed concourse and 2nd phase construction
- Operated CAT-Ⅲb for the first time in Asia
- Opened Incheon Airport Free Trade Zone
- Opened Terminal 1
- Commenced the construction of Terminal 1
- Operated CAT-Ⅲb for the first time in Asia
- Incheon Airport Free Trade Zone
- Opened Terminal 1
- Commenced the construction of Terminal 1
Operating with the new vision of ‘Leading Value Creator of the Global Airport Industry,’ Incheon Airport has established and is steadily implementing its specific strategic goal to grow into a global airport group by 2030. By expanding its role, Incheon Airport will leap forward as the hub for industrial convergence and for the national economy.

MISSION

- Managing Incheon International Airport
- Fostering it as a world-class airport company
- Contributing to smooth air transportation and economic development in Korea by efficiently constructing

CORE VALUE

- CHALLENGE: Dedication to taking on continuous challenges with the aim of future growth through creativity and innovation under a rapidly changing management environment
- RESPECT: Happiness based on mutual respect for employees and customers, creating an airport beloved by the public and the world
- COOPERATION: Reinforcement of the organization’s competitive edge by establishing a relationship of cooperative trust between various members and stakeholders in the airport ecosystem
- INTEGRITY: Realization of sustainable growth through ethics and transparency as a public enterprise of the people

VISION 2030

- Fostering new growth industries for the future
- The hub in Northeast Asia connecting the world
- Innovative airport management through the integration of Industry 4.0
- A safe airport with zero defects
- Sustainable management under the principle of mutual growth

BUSINESS STRATEGIES

- Future
- Hub
- Management
- Safe
- Corporation

- Sales volume of 5 trillion won
- Global No.1 in Airport Throughput Units (ATU)
- First-class airport service in the world
- Zero cases of disasters or accidents
- National economy contribution of 50 trillion won / Creation of 1.01 million jobs

- Establishing an industrial convergence hub by ensuring positive outcomes in future businesses
- Enhancing network connection to establish position as Northeast Asian hub airport
- Providing the best customer experience with differentiated smart services
- Uncompromising and defect-free safety and facility management for the public happiness
- Establishing an innovative business management system based on public interest, creativity and innovation

SUPPORT STRATEGIES

- Future
- Hub
- Management
- Safe
- Corporation

- Enhancing connectivity among airlines and demand for air travel
- Diversifying the airport access system
- Strategically enhancing airport infrastructure
- Passenger service centered on experience and value
- Future-oriented innovations in airport management
- Developing sophisticated retail businesses
- Establishing a next-generation safety management system
- Ensuring defect-free airport security
- Developing cutting-edge airport facility management
- Establishing an innovation management system

- Forming an airport economic bloc
- Taking a leap forward as an aviation industry thinktank based on global R&D
- Diversifying and specializing overseas businesses
- Enhancing connectivity among airlines and demand for air travel
- Diversifying the airport access system
- Strategically enhancing airport infrastructure
- Passenger service centered on experience and value
- Future-oriented innovations in airport management
- Developing sophisticated retail businesses
- Establishing a next-generation safety management system
- Ensuring defect-free airport security
- Developing cutting-edge airport facility management
- Establishing an innovation management system

- National economy contribution of 50 trillion won / Creation of 1.01 million jobs
- Diversifying and specializing overseas businesses
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- Diversifying the airport access system
- Strategically enhancing airport infrastructure
- Passenger service centered on experience and value
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- Fostering new growth industries for the future
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- A safe airport with zero defects
- Sustainable management under the principle of mutual growth

- Happiness based on mutual respect for employees and customers, creating an airport beloved by the public and the world
- Realization of sustainable growth through ethics and transparency as a public enterprise of the people
AVIATION NETWORK

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

AIR TRAFFIC STATISTICS

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

<table>
<thead>
<tr>
<th>Operation (unit: flight)</th>
<th>2017</th>
<th>2018</th>
<th>7.6% ↑</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incheon Airport has greatly expanded its aviation network through active marketing attracting target airlines and new airline routes. With such efforts, Incheon Airport, in terms of international operations, recorded about 390,000 flights in 2018, up 7.6% from the previous year.</td>
<td>340,295</td>
<td>387,497</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>International passengers (unit: person)</th>
<th>2017</th>
<th>2018</th>
<th>10% ↑</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incheon Airport is proactively cooperating with the government’s policy to promote aviation talks for acquiring traffic rights, through which Incheon Airport is strengthening its hub competitiveness and expanding its aviation network to boost aviation demand. Last year, Incheon Airport’s number of international passengers peaked at 67.67 million persons, up 10% from the previous year.</td>
<td>61,520,572</td>
<td>67,676,147</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>International cargo (unit: ton)</th>
<th>2017</th>
<th>2018</th>
<th>1.0% ↑</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating with world-class cargo infrastructure, Incheon Airport is sharpening its competitive edge as a cargo hub airport. Through developing its own cargo terminals and making efforts to boost cargo volume such as by attracting global logistics services and improving the logistics process, Incheon Airport transported 2.95 million tons, up 1.0% from the previous year.</td>
<td>2,921,635</td>
<td>2,952,049</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transit (unit: person)</th>
<th>2017</th>
<th>2018</th>
<th>9.6% ↑</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transporting transit passengers requires cooperation among various stakeholders including the government, airlines, travel agencies and airports. An unprecedented 8 million transit passengers traveled through Incheon Airport in 2018. This shows that the airport’s multifaceted efforts for growing the number of transit passengers, such as expanding the for-transit domestic flights, developing new transit markets, inducing LCCs to carry transit passengers, and developing transit services were effective.</td>
<td>7,319,144</td>
<td>8,020,465</td>
<td></td>
</tr>
</tbody>
</table>
AIRPORT OPERATIONAL CAPABILITIES

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

**CAT IIIb**
- The first airport in Asia to operate with (75m visibility)

**160,000**
- Non-stop operation of NAVAIDS system (160k hours)

**4,480,000**
- Zero-accident flight operation (4.48 million flights)

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

**3PPM**
- World’s lowest number of delayed baggage 3PPM (3 bags out of every million bags)

**A-CDM**
- Korea’s first Airport Collaborative Decision Making (All airlines servicing the airport participate)

AIRPORT SERVICE

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

**High-quality duty-free shopping**
- 700 brands
- 2,800 billion KRW
- about 700 or more famous brands around the world
- No. 1 sales from duty-free shops among airports in the world

**Various cultural performances all year round**
- 7,400 times
- 44,000 visitors
- 7,600 times yearly cultural performances
- Large-scale music festival, ‘Sky Festival’ every year

**F&B to suit everyone’s taste**
- 200 / 100,000
- 24 hours
- 10,000 cases
- A daily average of about 100,000 persons use the services through about 200 stores
- Transfer facilities and free services around the clock
- Transfer guide service in Chinese and Japanese, 10,000 cases a month in average
Incheon Airport is being acknowledged as the new standard to world’s airports with many stellar honors every year. In particular, Incheon Airport has been acclaimed as No.1 in Airport Service Quality (ASQ) for 12 straight years and has been awarded 11 times at the World’s Best Airport Awards, which represent major records that will last in the international airport history books.

AWARDS

FINANCIAL HIGHLIGHTS

* Business Traveler Asia-Pacific

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

Best Overall Airport, 11 consecutive times

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

World’s Best Transit Airport, 5 consecutive years

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

<table>
<thead>
<tr>
<th>Category Performance</th>
<th>2017 (Unit: 100 Million KRW)</th>
<th>2018 (Unit: 100 Million KRW)</th>
<th>rate of increase and decrease(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales</td>
<td>24,306</td>
<td>26,511</td>
<td>9.1</td>
</tr>
<tr>
<td>Cost of sales</td>
<td>8,115</td>
<td>11,987</td>
<td>47.7</td>
</tr>
<tr>
<td>Operating profit</td>
<td>14,532</td>
<td>12,886</td>
<td>-11.3</td>
</tr>
<tr>
<td>Current net profit</td>
<td>11,164</td>
<td>11,181</td>
<td>0.2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category Status</th>
<th>2017 (Unit: 100 Million KRW)</th>
<th>2018 (Unit: 100 Million KRW)</th>
<th>rate of increase and decrease(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick assets</td>
<td>8,556</td>
<td>8,747</td>
<td>2.5</td>
</tr>
<tr>
<td>Non-liquid assets</td>
<td>114,197</td>
<td>113,954</td>
<td>-2.0</td>
</tr>
<tr>
<td>Total assets</td>
<td>122,753</td>
<td>122,762</td>
<td>0</td>
</tr>
<tr>
<td>Liquid liabilities</td>
<td>11,656</td>
<td>12,186</td>
<td>4.2</td>
</tr>
<tr>
<td>Non-liquid liabilities</td>
<td>91,690</td>
<td>92,463</td>
<td>17.2</td>
</tr>
<tr>
<td>Total liabilities</td>
<td>42,346</td>
<td>34,811</td>
<td>-17.5</td>
</tr>
<tr>
<td>Total capital</td>
<td>80,407</td>
<td>87,951</td>
<td>9.4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category Revenue Structure</th>
<th>2017 (Unit: 100 Million KRW)</th>
<th>2018 (Unit: 100 Million KRW)</th>
<th>rate of increase and decrease(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aviation revenue</td>
<td>8,164</td>
<td>8,922</td>
<td>9.1</td>
</tr>
<tr>
<td>Non-aviation revenue</td>
<td>16,142</td>
<td>17,589</td>
<td>9.5</td>
</tr>
<tr>
<td>(revenue from commercial facilities)</td>
<td>13,274</td>
<td>14,912</td>
<td>12.4</td>
</tr>
<tr>
<td>Liquid liabilities</td>
<td>33.6</td>
<td>33.7</td>
<td>0.3</td>
</tr>
<tr>
<td>Non-liquid liabilities</td>
<td>64.4</td>
<td>66.3</td>
<td>2%</td>
</tr>
<tr>
<td>(commercial facilities)</td>
<td>54.6</td>
<td>56.2</td>
<td>1.8</td>
</tr>
</tbody>
</table>
Preparing for Success for the Next 20 Years

The growth of Incheon Airport has been living up to its name as an airport equipped with world-class infrastructure, a cutting-edge airport representing as the hub of Northeast Asia. Now, the Incheon Airport is opening a new chapter in its history with a new growth engine of the global airport industry for the national economy.
Incheon Airport is pushing forward with 4th phase construction which includes the expansion of Terminal 2 and the fourth runway until 2024, in order to accommodate quickly growing air transport demand in a timely manner and preempt the future aviation market.

4th PHASE CONSTRUCTION

1st PHASE CONSTRUCTION (1992~2001)
Terminal1, Runway 1 and 2

TERMINAL 1
Flights: 330,000, Passengers: 40,000,000, Cargo: 2,700,000t,
Passenger Aprons: 40, Cargo Aprons: 24, BHS: 21km

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

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

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

TERMINAL 2
Passengers: 18,000,000, Cargo: 500,000,
Passenger Aprons: 54, Cargo Aprons: 13, BHS: 42km

4th PHASE CONSTRUCTION (2017~2024)

Period: November 2017 - December 2024
Cost: 4.8 Trillion KRW
Contents: Expansion of Terminal2(passengers : 28,000,000),
Runway (3,780m) and aprons, expansion of access roads, etc.

<table>
<thead>
<tr>
<th>Category</th>
<th>Current</th>
<th>4th Phas(~2024)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site Area</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terminal 1</td>
<td>507,000 m²</td>
<td>-</td>
<td>507,000 m²</td>
</tr>
<tr>
<td>Terminal 2</td>
<td>387,000 m²</td>
<td>316,000 m²</td>
<td>703,000 m²</td>
</tr>
<tr>
<td>Concourse</td>
<td>166,000 m²</td>
<td>-</td>
<td>166,000 m²</td>
</tr>
<tr>
<td>Capacity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passengers</td>
<td>72,000,000</td>
<td>28,000,000</td>
<td>100,000,000</td>
</tr>
<tr>
<td>Cargo</td>
<td>5,000,000 tons</td>
<td>1,300,000 tons</td>
<td>6,300,000 tons</td>
</tr>
<tr>
<td>Flights</td>
<td>500,000</td>
<td>60,000</td>
<td>560,000</td>
</tr>
<tr>
<td>Runway</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 (3,750m x 60m)</td>
<td>1 (4,000m x 60m)</td>
<td>1 (3,750m x 60m)</td>
<td>4</td>
</tr>
<tr>
<td>Apron</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passengers</td>
<td>163</td>
<td>73</td>
<td>236</td>
</tr>
<tr>
<td>Cargo</td>
<td>49</td>
<td>13</td>
<td>62</td>
</tr>
<tr>
<td>BHS</td>
<td>130km</td>
<td>49km</td>
<td>179km</td>
</tr>
</tbody>
</table>

FLIGHTS 560,000
PASSENGERS 100,000,000
CARGO 6,300,000 t
By shifting the traditional airport function to the economic activity-boosting, third-generation concept of “trade, production, logistics, and convergence,” Incheon Airport is preparing for its rise to a new growth engine for the national economy that combines advanced industries, MICE, and aviation logistics.

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

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

An Unparalleled Airport

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

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

Business
Attract MICE industry/Multi-national businesses

Aviation Support
MRO cluster/FBO and GSE maintenance facilities

Advanced Industries
Bio/ICT industries

Logistics and Tourism
Attract global logistics companies/Develop resort complexes

Create Industry Ecosystem
• Create a cluster of related industries for synergy effects
• Create flight demand and economic value

Vitalize Logistics
• Integrated SCM (Manufacturing + Logistics + Distribution)
• Build economies of scale and reduce costs

Reinforce Connectivity
• Reduce time and cost for accessing airport
• Increase logistic volume between airport and inland areas

Nationwide propagation (regional airport)

Creating an industrial ecosystem
1. An industrial hub based on global accessibility
2. A hub for economic activity that has expanded into its hinterland
3. Aerotropolis, airport corridor

Global trade hub
Nationwide propagation (regional airport)

A national center for industrial development and free trade

Realizing the Incheon Airport economic zone

Incheon Airport beyond compare

LEADING VALUE CREATOR

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

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

Promoting Joint Overseas Business Operations
By discovering SMEs that own advanced technology related to aviation industry through open calls, Incheon Airport supports their finding of buyers at home and abroad, as well as joint overseas business partnerships through not only providing basic infrastructure, but also by issuing quality guarantee certificates.
Incheon Airport is concentrating on securing future growth engine through the strategic diversification of business. It is continuously expanding the exportation of airport construction and operation expertise, developing the second and the third Incheon Airports around the world.

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**Overseas Business History**

<table>
<thead>
<tr>
<th>Operation of Kuwait T4 Airport</th>
<th>Operational consulting for Erbil T1 Airport, Iraq</th>
<th>Operational consulting for New Istanbul T1 Airport, Turkey</th>
<th>Construction management for Dohuk T1 Airport in Iraq</th>
<th>Investment in Khabarovsk Novy Airport, Russia</th>
</tr>
</thead>
<tbody>
<tr>
<td>127.5</td>
<td>31.5</td>
<td>11.7</td>
<td>9.7</td>
<td>7.1</td>
</tr>
</tbody>
</table>

**Revenue unit (USD million)**

**Overseas Business History**

- Spreading Airport Operational Know-how Across the World
- Operation of Kuwait T4 Airport
- Operational consulting for Erbil T1 Airport, Iraq
- Operational consulting for New Istanbul T1 Airport, Turkey
- Construction management for Dohuk T1 Airport, Iraq
- Investment in Khabarovsk Novy Airport, Russia

**Overseas orders received**

- 14 Countries
- 29 Projects

**Accumulated contract amount**

- USD 221.56 million

**Overseas Business History**

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

**Accumulated contract amount**

- USD 221.56 million
Carrying on Warm-Hearted Companionships

Incheon Airport grows with its staff by promoting people-oriented social values. Furthermore, Incheon Airport will grow with the local community by implementing value-generating social contribution projects.
Incheon Airport works to realize people-oriented social values. With its vision of “growing with the public by opening up the skyway” and having established and implementing four core strategies by 2022 step-by-step, Incheon Airport has already fulfilled of its short-to-mid-term goals, which represents a precious achievement.

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

**Four Strategies**
- A safe and happy workplace and top-ranked good jobs
- Growing with local community
- Creative and innovative smart management
- Upgrading global status in aviation and logistics

**Key Objectives**
- 50,000 new jobs created
- Social value investment: ATU 860 bil. won
- 100 social economy organizations nurtured
- Global aviation & logistics hub

**Social Value Realization Roadmap**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Job creation</td>
<td>1 30,000 persons (2019)</td>
<td>1 50,000 persons (2022)</td>
</tr>
<tr>
<td>Nurturing social economy organizations</td>
<td>1 25 entities</td>
<td>1 100 entities</td>
</tr>
<tr>
<td>Global airport</td>
<td>Making it to Top 6</td>
<td>Making it to Top 5</td>
</tr>
<tr>
<td>Social value investment</td>
<td>1 270 bil. won</td>
<td>1 860 bil. won</td>
</tr>
</tbody>
</table>

---

**Vision Objectives**

- **Human-Oriented**
  - Connecting airport and people
    - Main Goal (for 2022): Creating new jobs for 50,000 persons
    - Projects to be implemented:
      1. Creating good jobs
      2. Creating a happy workplace
      3. Protecting travelers’ human rights
      4. Creating 24/7 safety net
    - Performance (in 2018): Creating new jobs for 6,088 persons

- **Symbiotic Growth**
  - Connecting airport and region
    - Main Goal (for 2022): 860 bil. won in social value investment
    - Projects to be implemented:
      1. Symbiotic development with local community
      2. Eco-friendly green airport
      3. Activating regional economy
      4. Growth shared with SMEs
    - Performance (in 2018): 65 bil. Won in social value investment

- **Innovative Growth**
  - Connecting airport and travel
    - Main Goal (for 2022): Focusing on global aviation & logistics Soaring to global Top 5
    - Projects to be implemented:
      1. The fair travel platform
      2. Realizing smart airport
      3. Boosting public participation and communication with the public
      4. Sound organizational culture
    - Performance (in 2018): Nurturing 100 social economy organizations

- **Global Competition**
  - Connecting airport and world
    - Main Goal (for 2022): Global Top 5
    - Projects to be implemented:
      1. Expanding the global network
      2. Nurturing global aviation professionals
      3. Selling know-how overseas
      4. Hub of Northeast Asian aviation logistics
    - Performance (in 2018): Nurturing 12 social economy organizations

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**Social Values**

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

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

Social Contribution System

TARGET

Local community (schools, neighboring areas, local governments) + People (nationwide) (social economy, the socially advantaged, people) + Global (underdeveloped countries, regions linked to the business)

Main Goal (brand)

Supporting the nurturing of a healthy community through symbiotic cooperation with residents and local governments + Creating a public consensus for solving social issues + Realizing sustainable development through propagating universal values + Connecting to community + Connecting to hearts + Connecting to values

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Meeting a Global Premium Airport

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

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

2. **Hello by Kang Hee Ra**

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

**Dreaming Space** by Soonmi Oh

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

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4.

**Media Cloud**

This is a high-end media playground for children and art-tainment for adults. A new media gallery is displayed, combining ICT and art, and showing famous paintings of Korea and abroad as media art on the curved LED screen.
5. The Gateway
It is a loop shaped structure equipped with multiple functions such as media art, information center, and lounge space. It symbolizes the opening of door to the unlimited world through the interaction with passengers through IT.

6. Dancing Cranes
It seems like a 3D line drawing that crosses space and at the same time remind us of a bird flying toward the sky symbolizing the characteristics of the airport. It has a similar function to The Gateway, interacting with passengers (information center, resting area).
7. **Wings of Vision** by Jinnie Seo
The 1,500m long façade art (which is the largest in Korea) on the 19 art pavilions at the boarding gate area, erases the boundaries between architecture and nature, spurring communication. It reflects the circulation of light all day by continuously moving from sunrise to sunset above east and west wings of the airport.

8. **Bit Fall** by Julius Popp
The water droplets that come down like a waterfall, randomly display in real-time the most often shown word in the newsfeed.

9. **Ambiguous Wall** by Kim Byungjoo
The artist expresses the Seoul landscape, such as Gwanghwamun, the former Seoul Station and Dongnimmun Gate, which represent the capital city, in minimal lines. For foreigners who visit Korea for the first time, the work sparks interest for the city, and for Koreans who are coming home from abroad, it allows for a sense of comfort and familiarity.
Light and Shadow by Park Taeho

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

Arrivals Media Wall

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

Walking into the Air by Jongkyeong Lee, Jongbin Park and Jongwoon Choi

The artists, based on the understanding of characteristics of an airport, captured the movement of travellers, and made two statues that are tenfold larger than the human body. The great statues represent a gateway where passengers may enter the space of imagination beyond the space of reality.

Media Wall

This great Media Wall is as wide as 100m. The curved three-dimensional hardware provides a broad-view angle, and more effective viewing is possible from both arrival and departure. Media art such as Korean landscapes, imaginary journey, and welcome greetings are displayed in turns.
As a future-oriented airport that stays a step ahead of others, Incheon Airport embraces ceaseless enhancement efforts and innovations to grow into the world’s best airport. By implementing its smart airport roadmap and 100 tasks for smart airport by 2023, Incheon Airport will become a smart airport that fully accommodates solo travelers, boasts punctuality, and provides joy to its users as the most convenient airport in the world.
Incheon Airport provides distinctive customer-oriented services. The high-class services that tap into cutting-edge ICT which are encountered throughout the airport open up new horizons for the global airport services.

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

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

Expansion of Smart Service Customized to Passengers
Incheon Airport is gradually expanding guide services tailored to passengers’ needs. These include location-based direction guide in both Terminal 1 and Terminal 2 with sophisticated mobile application, as well as allowing passengers to get the direction and time that takes from their current locations to their destinations just by scanning their boarding passes to the smart signage. Furthermore, the 24/7 Chatbot Service provides differentiated smart services.
Incheon Airport leads the new paradigm of eco-friendly management as an international airport corporation by operating Greenhouse Gas Reduction and Energy Saving Implementation Committee and Energy Management Team under its vision of being a “global leading low-carbon and eco-friendly airport.”

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**Construction of Nature-friendly Airport**

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

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**Establishment of World’s Top-notch Environment-friendly Management System**

The low carbon management standard, Airport Carbon Accreditation (ACA) provided by Airports Council International (ACI), is applied in 156 airports in 50 countries around the world. It provides carbon emission reduction and operation guide. The Incheon Airport acquired ACA LEVEL3 authentication in 2014 for controlling emission reduction subjects for all carbon emissions in the entire airport area as well as the facilities of the airport and has remained certified, maintaining a top-level environment-friendly management system.
Incheon Airport is actively adopting renewable energy generation facilities such as solar power, geothermal heating and cooling, and fuel-cell facilities. These efforts led to the valued results of the US-based LACP award and ARC Awards Gold, and the UK-based Green World Awards and Green Apple Awards Silver.

**NEW ENERGY PROJECT**

Production of New and Renewable Energy

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

**Energy Management System (ISO 50001)**

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

**Operation of energy management system**

- Photovoltaic power generation: 5,830kW
- Geothermal power generation: 8,195kW

**ISO 50001**
Incheon Airport’s continued innovations and initiatives make new history and achieve new milestones for the global airport industry.

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

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