| Location       | Alajuela                                           |
|               | (20 min from downtown San Jose)                   |
| Codes         | IATA: SJO                                          |
|               | ICAO: MROC                                         |
| Type          | Public                                            |
| Owner         | State of Costa Rica                               |
| Operator      | AERIS Holding Costa Rica, S.A.                    |
|               | ADC&HAS (Houston)                                 |
|               | CCR. Camargo Correa (Brasil)                      |
New Technology PBN (Performance Based Navigation) allows:

- AIJS Increase air traffic in 20% more
- Use the 07 and 25 landing runway
- US$4,500 in fuel saving per flight
CENTRAL AMERICA

AIP

VISUAL

AD ELEV 3021Ft (921M)

APPROACH

HEIGHTS RELATED

CHART

TO AD ELEV

MROC AD 2.39-2

26 JUL 12

ALAJUELA/ JUAN SANTAMARIA INTL

CYRUS RWY 25
**Contact Gates and Codes:**

<table>
<thead>
<tr>
<th>Contact gate</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>E</td>
</tr>
<tr>
<td>3</td>
<td>D</td>
</tr>
<tr>
<td>4</td>
<td>D</td>
</tr>
<tr>
<td>5</td>
<td>D</td>
</tr>
<tr>
<td>6</td>
<td>C</td>
</tr>
<tr>
<td>7</td>
<td>C</td>
</tr>
<tr>
<td>8</td>
<td>C</td>
</tr>
<tr>
<td>10</td>
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<table>
<thead>
<tr>
<th>Remote stand</th>
<th>Code</th>
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</thead>
<tbody>
<tr>
<td>1</td>
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</tr>
<tr>
<td>11</td>
<td>C</td>
</tr>
<tr>
<td>C1</td>
<td>C</td>
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<tr>
<td>C2</td>
<td>D</td>
</tr>
<tr>
<td>C3</td>
<td>D</td>
</tr>
<tr>
<td>C4</td>
<td>E</td>
</tr>
</tbody>
</table>

- **9 Contact gates**
- **2 Remote pads (main apron)**
- **4 Remote pads (cargo apron)**
Airport System

- 81 Ticket counters
- 4 Outbound belts
- 11 Security checkpoint positions
- 28 Immigration positions
- 4 Baggage claim belts
- 4 X-Ray machines (Agriculture-Customs)
Airport System
CCTV System
208 cameras (fixed, PTZ, domes)
ID and Electronic Access Control
Emergency Evacuation System
FIDS
BIDS
Paging System
Software System
- Windows Xp-Pro W7
- MS Office 2007
- Windows 2008 Server
- SQL 2005 moving to 2008
- Exchange Server 2007- moving to 2010

Software System
- Symantec Corporate Suite
- Symantec Backup Exec
- Firewall ISA Server 2006
- Web Services IIS. 6.0
Hardware System

• “BackOffice” Servidors
  - HP Proliant ML 530, ML 370, DL 380.
  - P4 512 – 2 Gb Ram.
  - RAID Smart Array.
  - Capacity 2 Processors.
  - Power Supply Redundant.
  - Redundant Fun.
  - Compaq Insight Manager.

• Workstations
  - HP PIV o Superior 1GB Ram. 80Gb HD.

• Networking
  - Switch Cisco 100Mb TX
  - Wireless Cisco Aironet
  - Wireless Private

Airport System

Juan Santamaría
International Airport • Costa Rica
Terminal Operations System
- Access Control System
  - Honeywell
- ID Card. HID. Winpak. Fargo
- CCTV System. Bosh System.

MP2 Maintenance System
- Automatic System Air Conditioned.
- Automatic System Light

Juan Santamaría International Airport • Costa Rica
FIDS
- Flight Information Display System

BIDS
- Baggage Information Display System

RMS
- Resource Management System
  - CUTE
    - Common User Terminal Equipment
Juan Santamaría
International Airport • Costa Rica

Airport Plans and Programs

- OPS Manuals (MPOs)
- Evacuation Plan
- Emergency Plan
- Security Program
- SMS Manual
- Resource Management
- Wildlife Program
- Environmental Programs
- International Health Regulations

Civil Aviation Law - CR
CGI
ICAO and FAA standards
Juan Santamaría
International Airport • Costa Rica

A great performance
Entre los cinco mejores aeropuertos de su categoría por quinto año consecutivo

En el 2012, solo 4 aeropuertos en el mundo lograron este reconocimiento*

* Airports Council International Survey

Juan Santamaría
Costa Rica • International Airport

www.fly2sanjose.com

AERIS
COSTA RICA

Juan Santamaría
International Airport • Costa Rica

A great performance
Director General’s Roll of Excellence in Airport Service Quality

Presented to

Aeris Holding Costa Rica SA
operating
Juan Santamaria International Airport

on the occasion of its induction onto
the Director General’s Roll of Excellence
in recognition of its Top 5 Ranking in its category
in the Airport Service Quality Survey
from 2008 to 2012.

ACI Europe / ACI World Annual General Assembly
Istanbul, Turkey
11 June 2013

Angela Gittens
Director General
Using technology to communicate
New web site

• Display Flight Information in real time
• Communicate with our customers
• Frequently Asked Questions
• Information about Shopping, Food & Beverages, and other commercial services
• Information about Costa Rica
• Information about Aeris
## Flight arrivals

**Juan Santamaría International Airport - Arrivals**

Flight information is subject to change and its accuracy is not guaranteed. For the most up-to-date information, please contact your airline directly.

<table>
<thead>
<tr>
<th>FLIGHT</th>
<th>AIRLINE</th>
<th>FROM</th>
<th>DATE</th>
<th>TIME</th>
<th>STATUS</th>
<th>GATE</th>
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</thead>
<tbody>
<tr>
<td>AA 937</td>
<td>AMERICAN</td>
<td>MIAMI</td>
<td>Mar - 22</td>
<td>11:40am</td>
<td>Arrived</td>
<td>3</td>
</tr>
<tr>
<td>CM 795</td>
<td>COPA</td>
<td>PANAMA</td>
<td>Mar - 22</td>
<td>11:45am</td>
<td>Arrived</td>
<td>7</td>
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<tr>
<td>UA 1096</td>
<td>UNITED</td>
<td>HOUSTON</td>
<td>Mar - 22</td>
<td>11:53am</td>
<td>Arrived</td>
<td>9</td>
</tr>
<tr>
<td>4O 2920</td>
<td>INTERJET</td>
<td>MEXICO DF</td>
<td>Mar - 22</td>
<td>12:15pm</td>
<td>Arrived</td>
<td>8</td>
</tr>
<tr>
<td>LR 714</td>
<td>LACSA</td>
<td>SAN PEDRO</td>
<td>Mar - 22</td>
<td>12:15pm</td>
<td>Arrived</td>
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<tr>
<td>NK 755</td>
<td>SPIRIT AIR</td>
<td>FT LAUDERDALE</td>
<td>Mar - 22</td>
<td>12:35pm</td>
<td>Delayed</td>
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<tr>
<td>UA 1098</td>
<td>UNITED</td>
<td>HOUSTON</td>
<td>Mar - 22</td>
<td>1:00pm</td>
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<td>US 1707</td>
<td>US AIRWAYS</td>
<td>CHARLOTTE</td>
<td>Mar - 22</td>
<td>1:21pm</td>
<td>Confirmed</td>
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<tr>
<td>LR 624</td>
<td>LACSA</td>
<td>LIMA</td>
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<td>AA 1561</td>
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<td>UA 1055</td>
<td>UNITED</td>
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<tr>
<td>LR 8616</td>
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<td>SN ANDRES</td>
<td>Mar - 22</td>
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### Alajuela Weather

Friday 22.03.2013

**+29°C**

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Tel. (506) 2437-2400
Fax. (506) 2437-2424
P.O.Box 20144003
San José, Costa Rica.
<table>
<thead>
<tr>
<th>Shop Type</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Britt Shop Costa Rica (Gate 6)</td>
<td></td>
</tr>
<tr>
<td>Britt Shop Costa Rica (Gates 9 y 10)</td>
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</tr>
<tr>
<td>Britt Shop Costa Rica (lobby)</td>
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</tr>
<tr>
<td>Duty Free (between gates 3 and 4)</td>
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<tr>
<td>Duty Free (Custom area)</td>
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<tr>
<td>Duty Free (Gate 9)</td>
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<tr>
<td>Green Trails</td>
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<tr>
<td>MiniMarket</td>
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</tr>
<tr>
<td>Sky Pharmacy &amp; Sundries</td>
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</tr>
<tr>
<td>Travel Zone</td>
<td></td>
</tr>
</tbody>
</table>

### Britt Shop Costa Rica (lobby)

E-mail: info@cafebritt.com  
Web Page: [http://www.brittsomp.com](http://www.brittsomp.com)

Location: Lobby.  
Open: 5 a.m. to 10 p.m.

Britt Shops specialty travel retailers are ideal for buying souvenirs, fine coffee, and last minute gifts before leaving Costa Rica. You can purchase fine crafts, jewelry, Costa Rican art and books. You can also try Britt's wide selection of gourmet coffees from the best regions in Costa Rica, as well as fine chocolates, nuts, sweets and Jambo hot sauces.
About Aeris

GENERAL INFORMATION

Based on the AUS Invested Management Contract (CGI), the State delegates to Aeris Holding Costa Rica S.A. the provision of services for the operation, management, maintenance, renovation, financing, construction, and promotion of AUS.

In the year 2009, ADC & HAS Holding S.A. and AGC Holding S.A. acquired 100% of the stock of Desarrollos de Aeropuertos AAH S.R.L.; Grupo de Aeropuertos AAH S.R.L.; and Terminal Aeropuertos AAH S.R.L., who together owned 97.5% of Alterra Partners Costa Rica S.A.; its corporate name has changed to Aeris Holding Costa Rica S.A. The remaining 2.5% stock is in hands of Edica Ltda. and Integración Aduanera S.A.

ADC & HAS Holding S.A. and AGC Holding S.A. have an exceptional combined experience in the development, financing, construction and operation of airport projects. Both companies have been associates for over 6 years as part of the management of the Mariscal Sucre International Airport in Quito, Ecuador.

During the length of the contract, Aeris Holding Costa Rica S.A. must conduct an intensive investment program, based on private financing from international financial institutions and/or capital from its shareholders. It is responsible for covering all operating expenses and meet all financial obligations. In accordance with the objectives established in the AUS Invested Management Contract (CGI), Aeris is committed to improving airport operations and service efficiency through the development of the airport's infrastructure.

MISSION

To provide Costa Rica with a modern airport that contributes to improve the country's competitiveness, surpassing any standards established by the Juan Santamaría International Airport's Management Contract, through solid and sound management decisions.

VISION

To be recognized as the leading airport in Latin America. To be known as a great place to work; also for our business practices, which follow the highest standards, in the managing of a safe, financially solid airport, that creates value for its shareholders.

INVEST

If you are interested in investing on commercial space inside the terminal, you must follow the open bidding processes, which go hand in hand with a commercial plan, approved by the Government.
Contact:
María Amalia Revelo
Commercial Director • mrevelo@aeris.cr • (506)2437-2400