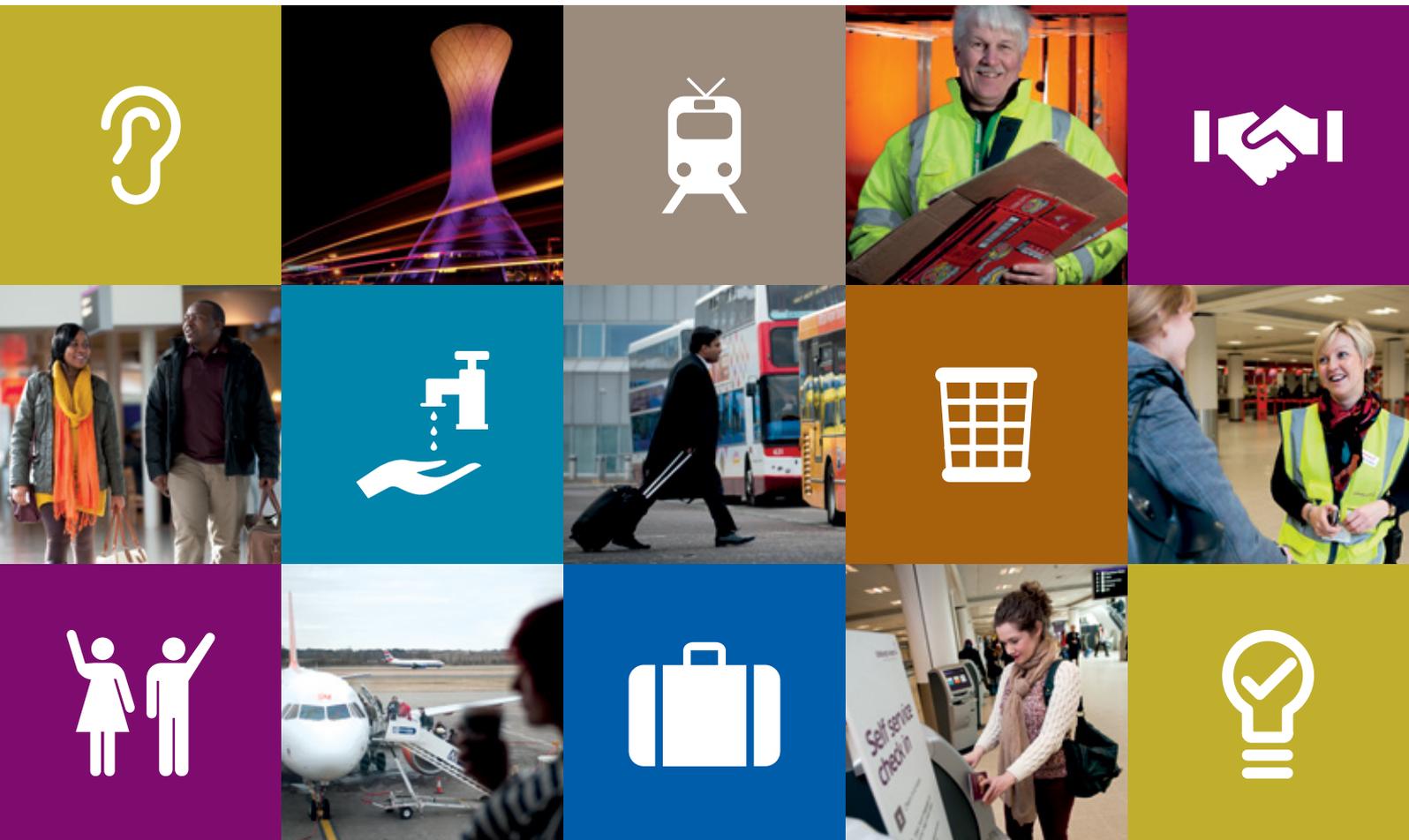


Corporate Responsibility Report 2014



Corporate Responsibility at Edinburgh Airport

As Scotland's busiest airport, Edinburgh Airport provides domestic and international air traffic services for the people of Scotland. We fly direct to over 120 destinations with over 40 airlines, helping over 9.8 million passengers each year on their journeys.

2013 was a busy year for the airport – our busiest ever. For the first time our passenger numbers took us over 1 million in July and then again in August. Despite our growth, we remain serious about controlling our impact on the environment and our community. Our commitment to corporate responsibility allows us to build strong partnerships with our business partners and local communities, engage our people and actively contribute to charities across Edinburgh and Scotland.

We have updated our Noise Action Plan, detailing how we will continue to work proactively with our stakeholders to mitigate noise from aircraft operations and how we will communicate our performance.

We know one of the keys to a successful business is a committed workforce and we work hard to engage our people through communication and recognition initiatives. We are dedicated to increasing communication across campus and have a number of channels including daily operations meetings, and our campus-wide newsletter.

We actively play our part in the community by annually awarding over £100,000 to local community groups and charities; host work experience students from around Scotland; work with Napier University on leadership and mentoring programmes; sponsor key Edinburgh events such as the Royal Highland Show, The Edinburgh Jazz and Blues Festival and the Pride of Edinburgh Awards; as well as funding a number of city initiatives through our partnership with Edinburgh Chamber of Commerce and Marketing Edinburgh.

Our Corporate Responsibility Report covers the period 1 January – 31 December 2013 and details the targets we set ourselves and our performance against these targets. As well as being a tool for communicating our performance we use the report internally to benchmark against other airports and to look for ways to continually improve.

We hope that you will find this report useful. If you wish to find out more about the work we're doing at Edinburgh Airport, email us at:

edicommunications@edinburghairport.com

Regards



Gordon Dewar
Chief Executive

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Our performance summary

2013 target	2013 performance	Commentary
 Noise Implement actions from the five year Noise Action Plan.	 Target achieved	All actions from the Noise Action Plan were completed and we reviewed and updated our Noise Action Plan for the coming five years.
 Waste and recycling Divert 80% of waste from landfill.	 18% better than target	We produced 1,392 tonnes of waste and diverted 98% of our waste from landfill.
 Gas To reduce our consumption and use 10,468,757 kWh.	 13% below target	Our gas consumption was 11,923,111 kWh. This was largely due to a decrease in temperature compared with 2012.
 Electricity To reduce our consumption and use 24,940,326 kWh.	 4% better than target	Our electricity consumption was 24,035,818 kWh.
 Community Operate a Community Board, awarding £100,000 funding to local projects and charity groups meeting selected criteria.	 Target achieved	We allocated £100,000 to the local community.
Provide 12 work experience placements for school pupils.	 91% better than target	23 pupils completed work experience at the airport.
 Our stakeholders Understand our stakeholder and their corporate responsibility and environmental issues.	 Target achieved	We regularly meet with our stakeholders to understand their views. As part of our Corporate Responsibility Report we surveyed stakeholders to ensure we correctly understand their concerns.

 **Target met**
 **Target not met**

Our stakeholders

It is important for us to understand our stakeholders' expectations of us as an airport and our priorities for corporate responsibility. We regularly speak to our stakeholders to understand their views. As part of our reporting process we surveyed a cross section of our stakeholders to understand their key areas of interest to ensure we're reporting against these.

Our review identified that our stakeholders top concerns were:

- Customer service and satisfaction
- Health and safety
- Water quality
- Air quality
- Waste management



This table details our communication with our stakeholders.

Stakeholders	Details	Corporate responsibility interest	Communications
Local community	Community matters to Edinburgh Airport. We've a strong commitment to the communities around our airport and aim to address issues of prime local concern.	<ul style="list-style-type: none"> • noise. • air quality. • community funding. • charity support. • surface access. • work experience. 	<ul style="list-style-type: none"> • quarterly community newsletter. • digital communications including social media and emails. • consultative committee.
Edinburgh Airport employees	All of our employees are valued and key to our business success. They're advocates for the airport so need to be well informed of the airport's work in the local community and the environment.	<ul style="list-style-type: none"> • employee satisfaction. • business success. • training and development. • health and wellbeing. 	<ul style="list-style-type: none"> • printed publications. • ecommunications including email, intranet and Yammer. • environmental awareness training. • healthy working lives campaigns. • iVolunteer awards.
Campus employees	Our partners on the campus employ more people than we do. It is important that we engage with them to help us to achieve our environmental and community objectives.	<ul style="list-style-type: none"> • employee satisfaction. • business success. • training and development. • health and wellbeing. • waste and recycling. 	<ul style="list-style-type: none"> • campus newsletter. • regular account meetings. • awareness raising events.
Airlines	Our strategy is to continue to develop more partnership relationships with airlines. We want to grow the destination and partnership base at Edinburgh Airport and to delight our passengers with the goods and services on offer at the airport.	<ul style="list-style-type: none"> • climate change. • noise. • fuel consumption. 	<ul style="list-style-type: none"> • campus newsletter. • airport operators. • committee.

Our stakeholders

Stakeholders	Details	Corporate responsibility interest	Communications
Passengers	We aim to delight our passengers with the goods and services on offer at the airport and our customer service operations.	<ul style="list-style-type: none"> • climate change. • waste and recycling. • feedback. 	<ul style="list-style-type: none"> • community and environment walls in the terminal, Facebook and Twitter.
Suppliers	We need to build lasting relationships with our suppliers to ensure we develop good working relationships and secure best value for money.	<ul style="list-style-type: none"> • increasing the sustainability of their products and services, building long-term relationships. 	<ul style="list-style-type: none"> • day to day communications with suppliers and team.
Non-governmental organisations	We recognise the benefits and importance of proactively engaging with non-governmental organisations to understand their views on a range of issues. We continue to work proactively with NGOs and campaign groups on issues that are relevant to our business principles.	<ul style="list-style-type: none"> • environmental protection. • social and economic development. • climate change. • water quality. 	<ul style="list-style-type: none"> • conferences. • face-to-face meetings. • annual corporate. • responsibility report.
Government and regulators	We maintain compliance with the law. We also work towards meeting government objectives and targets to achieve the spirit of the law. We also liaise with the government in order to ensure that our views as a unique company and industry are recognised.	<ul style="list-style-type: none"> • information sharing. • climate change. • shaping of future legislation. • minimising local environmental impacts • noise. 	<ul style="list-style-type: none"> • regular dialogue with policy makers. • signatory to Sustainable Aviation.
Media	Although not a direct stakeholder, and rather a link between us and the public, it is important that we ensure the media and public perception of us is as close to reality as possible.	<ul style="list-style-type: none"> • environmental protection. • social and economic development. 	<ul style="list-style-type: none"> • response to media requests. • proactive media releases.

Noise

We're aware that aircraft noise is a key concern for our local communities. In 2013 we updated and published our Noise Action Plan (NAP), which will help us to further develop our relationship with nearby communities and other key stakeholders.



Our NAP allows us to understand, manage and minimise aircraft related noise and sets our yearly aims and objectives. See Appendix A: Noise Action Plan.

The noise from landing and departing aircraft affects specific communities more than others but the impact of noise should be considered holistically. We have developed actions to mitigate the impact of ground noise, such as from taxiing aircraft and engine testing and continue to work proactively with National Air Traffic Service (NATS) and our airline partners to develop and promote best practice techniques.

In 2013, we achieved this by:

- demonstrating our continued commitment to manage aircraft noise impacts associated with our operations by operating:
 - the quietest fleet practicable.
 - the quietest practicable aircraft operations, balanced against NO_x and CO₂ emissions.
- effective and credible noise mitigation schemes.
- engaging with our communities affected by aircraft noise to better understand their concerns and priorities.

- influencing planning policy to minimise the number of noise sensitive properties around the airport.
- building on our extensive understanding of aircraft noise to further inform our priorities, strategies and targets.
- providing a dedicated noise help line for our community.
- promoting continuous descent arrivals and continuous climb departures to create a greater distance between the aircraft and local communities.
- fining aircraft that breach our noise limits.
- continuing to work with Sustainable Aviation and local stakeholders to understand and address the interdependencies of aircraft operation management and noise.
- enhancing the noise information on our website.

If you have any concerns regarding aircraft noise, a noise complaint can be made by calling our dedicated noise helpline on **0800 731 3397**. We ask you to leave your name and contact information, along with details of the date and time of the disturbance you are calling about. We investigate all noise complaints and aim to respond to callers within two working days.

Waste

Waste is generated from a variety of sources at the airport, including aircraft waste, catering waste, packaging waste, construction waste and special waste from vehicle and building maintenance activities.



We're committed to increasing the amount of waste we divert from landfill, improving our recycling rates and improving the quality of the materials we collect. In 2013, we set a target of 80% of all waste produced to be diverted from landfill by recycling, anaerobic digestion or thermal treatment. We exceeded our target by diverting 98% of waste from landfill and achieved a carbon saving of 1,266 tonnes.

In 2013, we achieved this by:

- providing an onsite recycling officer responsible for managing the centralised waste area for eight hours a day, seven days a week.
- continuing to recycling textile, mixed metal and mixed plastic materials on site.

- continuing to work actively with our tenants, explaining our policies and recycling facilities to reduce the amount of general and hazardous waste contaminating our recycling facilities.
- continuing to work with our waste contractor SWR to improve our data reporting.
- increasing our food waste collections to an average of 14.7 tonnes per month, compared to 12.3 tonnes per month in 2012.
- diverting 100% of our waste from landfill between May-December.
- achieving 65% on site waste segregation, compared to 60% in 2012.

Improving recycling

Engaging and educating our passengers and our people has been a key to our recycling success. During 2013 we worked in partnership with Zero Waste Scotland to install new recycling bins across the terminal. As well as installing new bins we reviewed and improved our signage and reviewed the location of our recycling and general waste bins to maximise their use.

Gas and electricity

Our gas and electricity consumption is monitored by over 650 sub meters across the airport. These sub meters give us a clear understanding of our energy use across the campus.



In 2013, our gas consumption was 13% below our target projected consumption of 10,468,757 kWh. This can partly be attributed to temperature; the months in which we saw increased usage were March and April. In March 2012 the mean temperature was 7.9°C, compared to 2.3°C in 2013.

However, our electricity use was 4% better than our target and projected consumption of 24,940,326 kWh.

In 2013, we achieved this by:

- turning the check in hall and Car Rental Centre pelmet lighting off, saving 225,529 kWh.
- improving lighting by installing LUX sensors with greater accuracy in the short and long stay car parks, we also reduced the settings when practical, saving 70,567 kWh.
- installing motion sensors in various locations throughout the terminal.
- reviewing our lighting control systems in the terminal building and adjusting the programme to optimise energy saving.

Energy Management System

We've been working with Siemens to create an Energy Management System (EMS) through their Vestigo platform. The Vestigo system was configured to pick up meter readings from multiple sources including manually read meters and automated meters. The EMS provides summarised consumption, cost and carbon information per meter, and half hour demand profiles, where appropriate.

We're continuously improving the accuracy of the metering hierarchy and integrating it into the EMS. This allows us to track how utilities are used from across the site, from the high level incoming meters down to detailed sub meters, picking up consumption from specific areas or pieces of equipment. This information can then be used to help reduce consumption in these areas.

Water

During 2013 our total water consumption was 151,348m³, of which 11,936m³ which was used for essential fire training purposes.



We consumed 9% more water than 2012 – largely due to a 6.3% increase in passenger numbers and a significant construction programme to expand airport facilities.

We're committed to reducing our water consumption by implementing water saving schemes and adopting best practice to minimise our effect on the environment.

In 2013, we achieved this by:

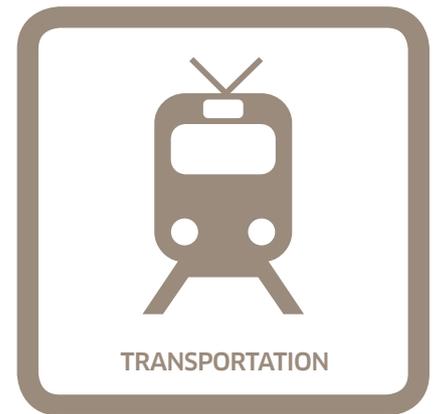
- monitoring water use.
- introducing water conservation initiatives within the existing buildings where practical and financially viable.

To reduce our consumption in 2014, we've introduced a number of initiatives during 2013. We:

- ran a tender to appoint a specialist to manage the water network in 2014. This will extend the coverage of metering and introduce a proactive approach to water management, reduce leakage as well as conducting regular water quality sampling.
- installed Automatic Meter Reading (AMR) on all Scottish Water supply meters and installed the infrastructure to expand the coverage of AMR via a fixed radio network in 2014; this will be a key tool to manage leakage and reduce their occurrences.
- introduced a regular monthly reading of all meters for tenants to help monitor and manage their usage.

Surface access

It is important that we give our passengers and our teams a range of choices to travel to the airport.



Our Surface Access Strategy (published in 2012) sets out our surface access aims and objectives for the next five year period. We will work with operators, local authorities and statutory bodies to influence passenger mode choices. Our objectives are to ensure that surface access contributes to the growth of the airport and route development. It allows us to understand passenger and team travel requirements and to provide choice of modes and a reasonable range of destinations.

In 2013 we achieved this by:

- working with others to deliver enhanced external roads infrastructure and future transport interventions.
- seeking to enhance and add to the bus network to and from the airport. We shall review bus charging and bus stance allocation, and further promote team travel by bus.

- supporting and promoting cycling as an option for accessing the airport.
- continuing to review our car parking strategy to reflect changing trends and passenger profiles.
- relocating our taxi and private hire side by side to enhance choice.
- working with our city partners to prepare for the arrival of the trams.

During 2013 28.1% of our passengers used public transport to travel to the airport, this was a slight decrease from 2012 (29.2%).

Scottish Citylink

In July 2012, Scottish Citylink launched the first coach service to operate between Edinburgh Airport and Glasgow city centre, with journey times of just one hour. Delivering a regular direct service, the new coach link operates from morning until night and every 30 minutes during peak hours. The Citylinkair fleet is made up of five brand new vehicles and have ample space for luggage.

Our community

We're committed to being a good neighbour and business to the communities around the airport and aim to address any issues of local concern.



We have published 10 commitments to the local community addressing areas such as funding, communications and community protection schemes. See Appendix B: Our commitment to the community.

In 2013 we allocated over £100,000 to charities and projects through our Community Board. The Board meet quarterly to award funding and will consider applications that support sport, health and wellbeing, environment and educational initiatives, or a combination of these. We're keen to work with organisations that offer new, different and exciting ways to learn and schemes which demonstrate opportunities for social enterprising in order to allow an organisation or charity to become self-sufficient or fund other improvements.

In 2013, we supported two corporate charities: Wateraid and The Edinburgh Sick Kids Friends Foundation.

We allow two charities a month to do bucket collections in our terminal. We also invite local schools to come into the terminal at Christmas time to sing carols and bucket collect to raise funds for school projects.

We hosted 23 work experience pupils from across Scotland. We work with various teams across the airport as well as our campus partners to offer a varied and interesting programme to students. We also worked with the Saltire Foundation to host three student internships for 12 weeks over the summer.

Two way communications with our local communities is important to us. We continue to publish a quarterly newsletter detailing our latest news, route announcements and environmental initiatives and deliver this to over 17,000 homes. We also operate a free dedicated noise line, manage a community email address (edcommunications@edinburghairport.com) and continue to welcome feedback via social media. Our social media engagement also increased in 2013: Twitter followers were up 34% and Facebook likes increased by 39%.

Work experience

We offer a varied work experience program, working with teams and business partners across our campus to allow students to sample all aspects of working in a busy airport. In December we hosted Steven Messenger on a placement here at the airport. Steven thoroughly enjoyed his placement and wrote an article for his local paper describing his week and the work that he did with each department including; Airside Operations, NATS and his personal favorite the Airport Fire Service.

Our passengers

In 2013, we helped over 9.8 million passengers on their journeys to and from Edinburgh Airport – contributing to this was our busiest May, June, July, August, September, October and December on record.



We are committed to listening to our passengers and using their feedback to guide improvements to our services and operations.

We aim to provide an exceptional level of customer service to all our passengers. With over 70 business partners working on our campus, we launched our Passenger Commitments to ensure a consistently high standard of customer service across the passenger journey through the airport.

Our Passenger Commitments are based around three key principles: we will welcome you with a smile and excellent service; we will provide you with a seamless journey through the airport; and we will offer you choice. These principles are the foundation of our strategy and allow us to continually review and improve our passengers' experience.

Our Passenger Commitments require collaborative working, both across our business and with our wider campus partners. All of our business partners have signed up to the commitments and they have become an essential component of the sign up process for new businesses joining us.

We interview over 900 passengers a month to understand their experiences and how they rate our facilities.

As a result of passenger feedback we made a number of improvements to our services and operations, including:

- changing the way we talk to passengers by making it easier to speak to an operator when calling the airport.
- launching our new look Welcome Team to assist passengers in the check in hall, security and immigration.
- introducing customer service training as a key element of our teams training.
- working in partnership with Virgin to offer every passenger two hours free wifi connection.
- creating an entertainment working group to bring in entertainers during peak times.
- introducing new technology at check in: a group check in facility during the summer, common bag drop and remote check in desks.
- introducing new technology in security: automated boarding card check points to improve speed and efficiency; and facial recognition software to manage our throughput and help us to measure our operation.

Awards won in 2013:

- Best European Airport (5-10 million passengers), Airport Council International.
- Member of the Year, Edinburgh Chamber of Commerce.
- Best Customer Service Europe Bronze Award, Airport Service Quality.
- Airport of the Year, Scottish Transport Awards.
- Best Airport over 6 million passengers, Airport Operators Association.

Our people

No one knows our business better than the people who work here. We listen to our people; in 2013 we conducted our biennial staff survey to measure satisfaction.



We had some fantastic results with 91% saying they were proud of the work they do. We've listened and developed an engagement strategy based on the survey feedback.

We've looked at how we communicate with our teams, and are looking at how we can improve communication channels. We have weekly communications from the executive team, monthly team briefs and a quarterly newsletter. We also launched Yammer – an internal social media site.

We created a Training Academy and reviewed our training programme including offering training on key skills such as communication and confidence.

We encourage our people to volunteer and host an annual award ceremony where we recognise and reward the work that our people do.

Our monthly reward and recognition scheme is peer nominated and open to all campus employees; in 2013 we introduced our 'Hall of Fame' where we reward team members with five or more shining star nominations. We are looking at how we can build on and improve this process in 2014.

Our team's health and wellbeing is important and we promote a number of initiatives to promote a healthy working life. We were awarded with a Gold Healthy Working Lives award from the Scottish Government.

Appendix A Noise Action Plan

1. Demonstrating we are doing all that is reasonably practicable to minimise noise impacts	
1a. Quietest fleet practicable	
We will develop, publish and implement a policy prioritising airlines operating Chapter 4 aircraft when introducing new business to Edinburgh by the end of 2009.	Complete
We will review the landing fee differential at least every year.	Ongoing
1b. Quietest practicable aircraft operations, balanced against NO_x and CO₂ emissions	
Together with our partners in Sustainable Aviation we will develop a best practice guide for departures by the end of 2010.	Complete
We will continue to promote continuous descent approaches through forums such as the Edinburgh Airport Flight Operations Committee.	Continuing
We will continue to fine aircraft in breach of the Department for Transport departure noise limits.	Ongoing
We will work with our partners in Sustainable Aviation to develop and promote low noise flight procedures through evaluation of future operational methods and implementation of best practice.	Ongoing
We will continue to engage with our aviation partners to seek to improve adherence to the standard airport procedures.	Ongoing
We will reduce ground running of aircraft engines. To ensure that the environmental impact of aircraft engine running on the local community is kept to a minimum, aircraft operators with maintenance commitments at the airport are expected to plan their schedule to avoid the need for ground running of engines at night .from between 2300-0600 during weekdays and 2300-0900 at the weekend. Only during exceptional circumstances is engine running allowed between these times.	Ongoing
We will undertake a review of our stand planning procedures to identify opportunities to prioritise stand allocation so as to minimise ground noise impacts.	Complete
In conjunction with our partners in Sustainable Aviation we will continue to lobby for and seek to support continual improvements in technology and operations towards the ACARE goal of 50% reduction in perceived external noise by 2020 based on new aircraft of 2020 relative to equivalent new aircraft in 2000.	Complete
1c. Effective and credible noise mitigation schemes	
We will continue to offer a relocation assistance scheme for those households within the airports 69db Leq noise contour, in line with Government policy.	Complete
We will benchmark our noise mitigation and compensation measures with other comparable airports in 2010 and 2013.	Complete
We will continue to honour the Edinburgh Airport vortex scheme.	Ongoing

2. Engage with communities affected by noise impacts to better understand their concerns and priorities, reflecting them as far as possible in airport noise strategies and communication plans	
We will continue to offer a free phone number for complaints and enquires regarding aircraft noise. Complaint data will be published in our newsletter.	Complete
We will consider introducing a flight track information system (delayed by 24 hours) via Webtrak.	Complete
We will annually review our communication material to ensure relevance and ease of understanding.	Complete
We will continue to log all complaints relating to aircraft operations and publish the statistics quarterly.	Complete
We will seek to respond to 100% of all complaints and enquiries within 2 working days and publish our performance at the Airport Consultative Committee.	Ongoing
We will publish our progress against the action plan on an annual basis.	Complete
We will conduct local community opinion surveys every three years commencing in 2010.	Complete
We will continue to direct all money raised by noise infringements to the Edinburgh Airport Community Board.	Ongoing
We will review, develop and consult on alternative metrics for describing the impact of aircraft operations during the course of this action plan.	Ongoing
In our newsletter to the local community we will report on engine running frequency and times.	Complete
3. Influencing planning policy to minimise the number of noise sensitive properties around our airport	
We will continue to engage with the local planning authority to ensure awareness of aircraft operations is considered in the development of sensitive land use.	Complete
We will commission and publish forecast Lden contours for air noise for 2013 in 2010.	Complete
4. Organising ourselves to manage noise efficiently and effectively	
We will continue to operate and enhance our noise management systems by various means such as holding quarterly management system reviews, analysing noise data periodically and reviewing noise complaint trends.	Complete
5. Achieving a full understanding of aircraft noise to inform our priorities, strategies and targets	
At a corporate level we will continue to support work to better understand the interdependencies of aircraft operations management.	Complete
At a corporate level we will promote a debate through ANMAC of current arrival and departure policy.	Progressing

Appendix B

Commitment to the Community

Our 10 commitments to the local community. We will:

1. Invest in good causes and local projects covering education, sport, health and wellbeing and the environment through our Community Board.
2. Be open and proactive in communicating with our local community by producing and delivering a community newsletter to around 17,000 of our neighbours each quarter.
3. Publish a Noise Action Plan every five years to help us understand, measure and reduce our noise impact.
4. Ensure that our neighbours are able to report noise events through operating a free dedicated noise line (0800 731 3397) and we will aim to respond to all calls within two working days.
5. Monitor air quality levels around the airport and ensure the airport's impact is kept to a minimum.
6. Minimise pollution and congestion on local roads by promoting and encouraging the use of public transport amongst our team and our passengers.
7. Investigate all reports of vortex damage and fund the necessary repairs to properties that have been affected by vortex damage from aircraft.
8. Offer a noise insulation scheme, offering noise insulation to all properties lying with in the 66dB noise contour.
9. Protect those who would be affected by the airport's future growth through our Home Owner Support Scheme and Property Market Support Scheme.
10. Encourage our teams to volunteer and fundraise for charities and good causes in the local area.

1, 7, 8 and **9** must meet certain criteria.

Details are available at edinburghairport.com/community

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Company Number SC096623