

# Corporate Social Responsibility Report

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>> Our 2009 performance



# £83,000

ALLOCATED TO PROJECTS WHICH MET THE EDUCATION, ENVIRONMENT AND SPORT CRITERIA

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Edinburgh Airport is Scotland's busiest Airport. Our passenger numbers have doubled in the last twelve years and today, we offer more flights to more destinations than ever before.

We recognise that growing our Airport brings increased expectations and increased responsibility. Put simply, we will only be allowed to grow Edinburgh Airport if we do so responsibly and with the support of the many people who have a stake in the Airport's future.

Globally, the aviation industry has never been under greater scrutiny, particularly on aviation's small but growing contribution towards emissions. On this, and on a range of other issues, our industry needs to rise to the challenges that come with more flights and bigger airports.

We believe that Edinburgh Airport is a key business in Edinburgh and also a key member of the community.

This report details the work we have undertaken in 2009 to reduce our environment impacts and to strengthen our links with the local communities around the Airport. I hope you find it useful.

With best wishes

**Kevin Brown**  
Managing Director

## OUR PLANS FOR 2010

### NOISE

- > Implement actions from five year noise action plan
- > Deliver phase one of the noise insulation scheme

### ENERGY

- > A 2% reduction on our business as usual forecast emissions, achieved through reduction in electricity and gas usage. Electricity 25.58 Mkwh, 13,827 tonnes CO<sub>2</sub> (conversion 0.00054055) Gas 1118 mkwh is 2,046 tonnes CO<sub>2</sub> (conversion 0.000183)]

### WATER USE

- > 0% reduction on forecast business as usual water consumption in cubic meters. Target = 156134 M3
- > Create a water management strategy

### WASTE

- > Increase recycling for the general waste handled by the airport waste contract to 40% by 31 December 2010

### CLIMATE CHANGE

- > Carry out carbon footprint for 2009 data and identify priority areas for future targeting



Edinburgh Airport's Commercial Director Neil Anderson and Trees4Scotland founder Angus Crabbie with some of the Tree Amigos children

Corporate responsibility is the basis on which business renegotiates and realigns the boundaries of its accountability.  
AccountAbility (2005)

We are Scotland's capital city Airport providing over 120 domestic and international services inspiring journeys for over 9.1 million passengers per year. We recently spent £42 million on developing our security hall, departure lounge and forecourt area to allow us to grow to service our projected 13 million passengers in the near future.

**OUR VISION**

We are Scotland's Airport of choice, and we have achieved this by providing great service, great operations through great people. Our vision is continue to be Scotland's Airport of choice whilst inspiring journeys.

**SO WHAT DOES THIS MEAN?**

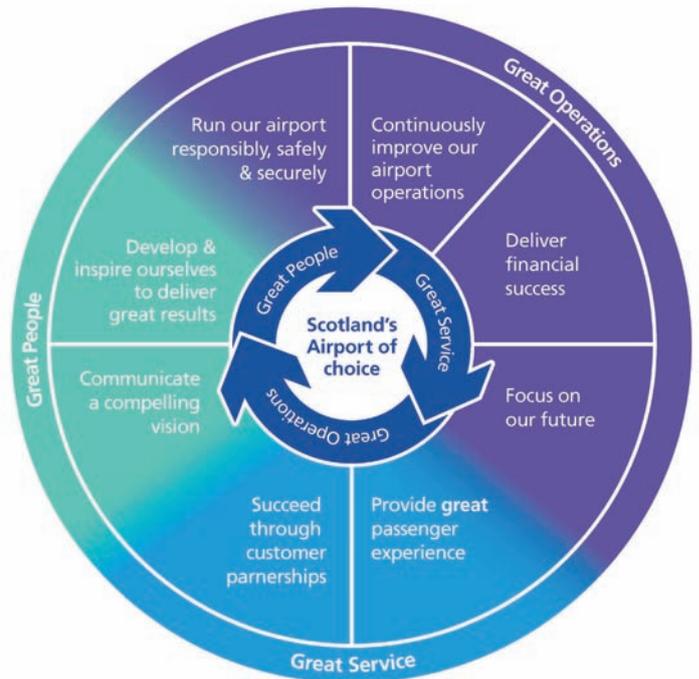
Edinburgh connects Scotland to the UK, Europe and the rest of the World. To be even more successful we need passengers and airlines to choose Edinburgh as their Airport of choice.

We need to demonstrate to our passengers that our Airport is the best choice to get them to where they want to go – we need to show we are the best choice over existing rail, bus, ferry and car options in the UK, and we are the best choice to fly from for Europe and the rest of the World, no matter where you live.

We need to confirm we are the airport of choice for routes from the UK (outside London) to Europe and the rest of the World – we compete for choice with the regional airports outside of London and with European airports for aircraft looking to land in Europe from the rest of the World.

**HOW DO WE MAKE OUR AIRPORT THE BEST CHOICE?**

By understanding our customers and passengers' needs and wants and providing them with great service, great operations through great people we are better placed to be airlines and passengers airport of choice.



*Our strategic wheel shows how through great operations, great service and great people will continue to inspire journeys*

**OUR STAKEHOLDERS**

In order to understand our priorities for delivering corporate social responsibility, it is important to understand our stakeholders expectations of us.

We've carried out internal analysis of our stakeholders and issues that may concern them. We have a programme to further engage and understand our stakeholders' needs and expectations from our business, including carrying out a survey of the local community.

# Our local community

**04** We work hard to gain and maintain trust of the communities around our Airport. We offer a range of funding and sponsorship programmes to community groups and in 2009 Edinburgh Airport allocated £83,000 to projects which met the education, environment and sport criteria.

We look to support projects which compliment our core business competence and give our staff opportunities for professional and personal development.

We have continued to work to improve communications between Edinburgh and our local community. We have produced newsletters which are delivered to 10,000 households, met with residents who have concerns about the Airport and we continue to log and respond to noise complaints.

**90%**  
COMPLAINTS RESPONDED  
TO WITHIN TWO DAYS

Opposite: Kids from Edinburgh Leisure's Youth Games try their super human powers in a tug of war with a 737.

## OUR 10 COMMITMENTS TO THE LOCAL COMMUNITY

- 01** We will maintain a dedicated and ring-fenced community fund that will invest in good causes and local projects covering education, the environment and sport.
- 02** We will be open and proactive in communicating with local residents by producing and delivering our community newsletter to 10,000 local homes.
- 03** We will automatically charge more for older noisier aircraft to operate at the Airport to encourage airlines to move to quieter models.
- 04** We will record the noise produced by arriving and departing aircraft and will fine those that break the noise thresholds set down by the UK Government.
- 05** We will ensure that residents can complain about noise at any time of the day through a freephone dedicated number (0880 731 3397) and will aim to respond to all calls within two working days.
- 06** We will record the route taken of arriving and departing aircraft and take up any failure by airlines to adhere to agreed flight paths.
- 07** We will monitor air quality levels around the Airport and ensure our impact is kept to a minimum.
- 08** We will minimise pollution and congestion on local roads by working to increase the use of public transport by passengers.
- 09** We will fund the necessary repairs to nearby properties that have been found by an independent surveyor to have affected by vortex damage from aircraft.
- 10** We will protect those who would be affected by the Airport's future growth through our Home Owner Support Scheme and Property Market Support Scheme.



# Climate change and carbon footprinting

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The Intergovernmental Panel on Climate Change (IPCC) estimates aviation's total impact to be around 3.5% of the total human contribution to climate change. By 2050, the IPCC estimates that aviation could account for 5%, although scenarios range from 3.5% to 15%.

The Department for Transport (DfT) estimates that UK aviation comprised 6.4% of the UK's total CO<sub>2</sub> emissions in 2006 (37.5 million tonnes of CO<sub>2</sub>). In January 2009, the DfT forecasted that UK aviation emissions could rise to around 60 million tonnes of CO<sub>2</sub> by 2050. As the UK reduces its emissions to meet its 80% reduction target by 2050, aviation will represent a greater proportion of the UK's total emissions. Inclusion of aviation in the European Union Greenhouse Gas Emission Trading System (EU ETS), however, will cap aviation's net emissions at 97% of the 2004-2006 average level.

We believe that our industry's contribution to carbon reductions should be addressed and as an Airport, we are best placed to help our airlines, our passengers and our suppliers reduce their impacts. In order for us to reduce our contribution to climate change, we first need to measure our impacts. We attempted to carry out a carbon footprint of the Airport in 2009 using 2008 data. We have since built on this footprint and have re-calculated the footprint for 2009.

One area of emissions which we have some control over are emissions from electricity and gas consumption from our buildings.

We continuously monitor our energy consumption to identify opportunities to save energy both operationally and when designing our new infrastructure.

Every year we set ourselves a target to reduce energy consumption based on what we forecast it to be once we've added in any expansion plans we have. By setting a target, staff and management are clear on what is realistic to aim for. The target is then translated into realistic targets for each department. Therefore departments such as the fire station and engineering become responsible for their own energy consumption and come up with ideas to reduce it.

Our staff have been proactive in reducing consumption by:

- installing infrared sensors
- installing switches in cupboards that switch the lights on for 10 mins
- turning off heating systems in the summer
- turning off the chillers in the winter
- changing to energy efficient bulbs
- turning off every other light in hallways.

The different departments have now become quite competitive at saving energy, each trying to outdo the other by using as little energy as possible.

In 2009 we consumed 24,577,654 kwh of electricity and 11,187,580 kwh of gas. This is compared to 24,454,638 kwh of electricity and 10,916,203 kwh of gas in 2008. As we are currently expanding the Airport to cope with additional passengers, we expected a slight increase in energy consumption. However the increase is less than it would have been if we hadn't worked to ensure the new development was as energy efficient as possible and reduced consumption elsewhere in the Airport.

Key performance indicators					
Utility	2008	2009 target	2009 actual	Progress	Explanation
Electric	24,454,638 kwh	26,810,611 kwh	24,577,654 kwh	↑	Various initiatives were implementing including turning off the chillers in the winter months and reducing lighting when not required.
CO <sub>2</sub>	12,590 tonnes	13,400 tonnes	12,694 tonnes	↑	Our good performance on electricity helped us to achieve better than our target for CO <sub>2</sub> .
Gas	10,916,203 kwh	9,850,640 kwh	11,187,580 kwh	↓	Gas was used to provide extra heating during the construction of the departure lounge extension, prior to external walls being erected.



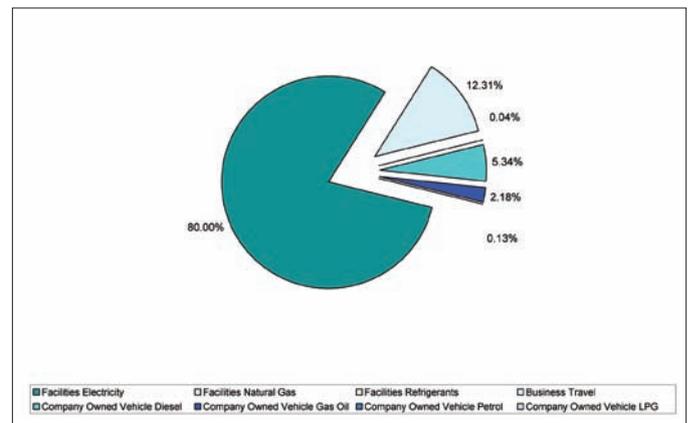
**CARBON FOOTPRINT**

Our carbon footprint has been developed to be comprehensive, holistic and consistent with best practice. We therefore calculate not only emissions we directly control but also Airport related emissions in the direct control of our stakeholders and which we seek to guide and influence.

These include for example, emissions from all passenger and staff door to door journeys to the Airport, emissions from fuel used in third party operational vehicles and emissions associated with aircraft landing and taking off at the Airport up to a height of 3,000 feet. Emissions from flight journeys at altitude are not explicitly calculated in our Airport’s footprint, since these emissions are ultimately managed through national and international policy. Nonetheless we fully acknowledge that they are both significant and that we have a responsibility alongside the wider aviation industry to ensure that these emissions are managed and consistent with the objective of avoiding dangerous climate change.

We fully support aviation’s inclusion in the European Union Greenhouse Gas Emission Trading System (EU ETS) from 2012 and the longer-term objective of including aviation in a global sectoral scheme.

**Figure 1. Illustration of the total Edinburgh Airport annual direct emissions of CO<sub>2</sub> (tonnes) Represented by Scope**



**WHAT IS THE EUROPEAN UNION GREENHOUSE GAS EMISSION TRADING SYSTEM (EU ETS)?**

The European Union Emission Trading System (EU ETS) is the largest multi-national, emissions trading scheme in the world, and is a major pillar of EU climate policy. The ETS currently covers more than 10,000 installations with a net heat excess of 20 MW in the energy and industrial sectors which are collectively responsible for close to half of the EU’s emissions of CO<sub>2</sub> and 40% of its total greenhouse gas emissions.

**8.3%**  
 BETTER THAN 2009  
 ELECTRICITY TARGET

# Noise



In 2008 we published our noise action plan, a requirement under the Environmental Noise (Scotland) Regulations 2006, which seeks to manage and, where possible, minimise aircraft-related noise at Edinburgh Airport.

We are aware that aircraft noise remains a real concern for our local communities, particularly in view of the Airport's plans to expand in the coming years.

We hope this noise action plan will help us to improve our understanding of residents' concerns and priorities, so that we can take effective action in response.

In our noise action plan, we:

1. Demonstrate we are doing all that is reasonably practicable to minimise noise impacts
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 communications plans
3. Influence planning policy to minimise the number of noise sensitive properties around our Airport
4. Organise ourselves to manage noise efficiently and effectively
5. Achieve a full understanding of aircraft noise to inform our priorities, strategies and targets.

Details of our performance against the noise action plan can be found on our website at [www.edinburghairport.com/community](http://www.edinburghairport.com/community)

WE FINED ALL  
AIRCRAFT  
THAT  
BREACHED THE  
NOISE LIMITS IN  
2009

90%  
OF ALL COMPLAINTS  
WERE  
RESPONDED  
TO WITHIN TWO  
DAYS

22  
OUT OF OUR  
26  
NOISE ACTIONS  
ARE COMPLETE

# Waste

Waste is generated from a variety of sources at the Airport, including aircraft, catering and retail outlets, general maintenance and construction. We have concentrated our efforts to recycle more of the valuable resources which would otherwise end up in landfill sites.

Working on the principle of the waste hierarchy – reduce, recycle, re-use, dispose – our first priority is to reduce the amount of waste generated through improved efficiency and more thoughtful selection of goods. Attention then shifts to treatment of the waste stream, encouraging re-use, recycling, re-processing and composting. Another aim is to reduce the cost to the business of waste processing by ensuring a responsible approach to waste management, reflecting national and local external sustainability objectives.

Edinburgh Airport has a goal to recycle 40% of waste within the waste management contract by 2010 and 70% of waste by 2020, with zero waste to landfill.

In 2009, we set ourselves the target to recycle 35% of our waste, this would help us towards our target for 2010. We



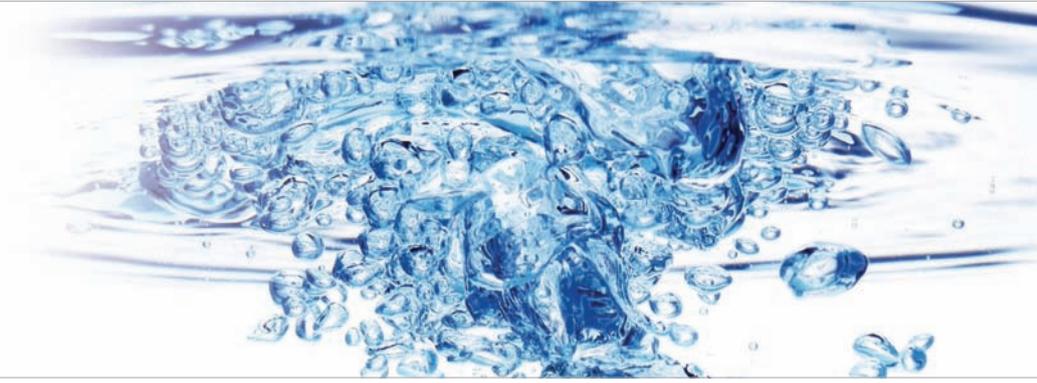
also set a second target, which was to update recycling bins in the terminal building to suit new recycling system.

We achieved a recycling rate of an average of 37% recycled at the Airport in 2009. The Scottish national average recycling figure is 36.4% so we're delighted to be ahead of the pack in this area. We also updated the existing bins in the terminal building using WRAP endorsed logos and colours, and converted some general waste bins into recycling bins.

## Key performance indicators

2008	2009 target	2009 actual	Progress	Explanation
35%	35%	37%	2% better than target	We increased recycling at the Airport, by organising a collection of recycling from the offices, carrying out training of the cleaning staff, holding a workshop with the retails, working with our waste contractor and improving the recycling signs on the bins.

**37%**  
OF ALL **WASTE**  
RECYCLED



# Water

**10** Airports, like many large businesses, use significant amounts of water, and Edinburgh Airport is no different.

We aim to use water as sparingly as possible by reducing wastage and implementing water saving schemes.

The key elements of our approach to water consumption are:

- monitoring water use and improving leak detection
- incorporation of low water use technologies into new building design
- water conservation initiatives within the existing buildings where practical and financially viable.

In 2009 we used less water than in 2008, despite an increase in passenger numbers. Throughout 2009, we continued to carefully monitor our water usage which allowed us to identify excess usage and reduce it. We also worked hard with the construction teams to reduce the water needed during building works.

Looking forward to 2010 we have the goal of using the same amount of water as in 2009 – a challenge for us as the Airport continues to grow and expand, and through the final phases of the construction of our new terminal extension.

## WATER QUALITY

The water running off Airport surfaces is collected in drainage systems and eventually discharged to water courses.

Airport activity has the potential to cause pollution through the use of substances such as de-icers on runways, taxiways and aircraft.

Water quality can be managed using flow diversion, water treatment systems, oil separators and balancing pond lagoons. We are working to ensure that we maintain appropriate systems and infrastructure to handle surface water run-off effectively, and ensure storage facilities are properly managed in order to avoid potential pollution incidents.

Working in partnership with local authorities and Scottish Environmental Protection Agency (SEPA), we strive to maintain the high water quality standards expected by the regulator. Samples are taken from surface water inlets and outfalls on a monthly basis, with the results analysed to ensure quality standards are consistently met.

In 2009 we have progressed development of a solution to capture the contaminated runoff from the airfield. Further modelling work is required to determine performance levels.

Key performance indicators					
2008	2008	2009 target	2009 actual	Progress	Explanation
Water	142,571m3	151,110 m3	136,024 m3	10% better than target	By carefully monitoring consumption and ensuring construction activities don't use excessive water, we have reduced our consumption

# Surface access



## SURFACE ACCESS

The biggest cause of local air pollution around the Airport is not from air traffic but from vehicle traffic travelling to and from the terminal.

Edinburgh Airport takes a Public Transport Levy from its car parks which it uses to promote and support public transport usage. Since 2007, this fund has contributed just over £560,000 to schemes to make sure passengers and staff see public transport as a viable option.

Edinburgh has therefore set tough targets in its Surface Access Strategy to reduce the average number of vehicle journeys per passenger and to increase the passenger public transport modal share.

During 2009, the passenger public transport mode share increased from 25.5% (in 2008) to 28.1% (moving annual average for 12 months to December 2009). This exceeds the target of 27% public transport mode share by 2011, which was set in 2007.

During 2010, Edinburgh will continue to work with transport providers, including bus operators and Transport Initiatives Edinburgh (TIE), to further raise awareness of the transport options available to both passengers and Airport staff, and to support and encourage their use. Work will also continue to liaise with TIE and City of Edinburgh Council over the construction of the tram line and a tram halt on Airport land and the new tram rail interchange at Gogar.

**28.1%**  
OF PASSENGERS  
USE PUBLIC TRANSPORT  
TO TRAVEL TO THE  
AIRPORT

SINCE **2007** OUR PUBLIC  
TRANSPORT  
LEVY HAS  
CONTRIBUTED  
**£560,000**  
TO IMPROVING  
PUBLIC  
TRANSPORT  
LINKS TO THE AIRPORT

# Edinburgh Airport Community Fund

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Edinburgh Airport’s community fund provides assistance to local communities. The panel, consisting of our people as well as members of the public and representatives from local businesses, assess the applications against three main areas: education – engaging with schools, assisting in educational opportunities and improving local employment skills, environment – recognising our impacts, taking steps to minimise that impact whilst helping improve our local and wider environment, and sport – linking with the Government’s health agenda to encourage physical activity, especially amongst young people.

In the last year, we have provided over £60,000 in community grants. The organisations benefiting from these grants include:

- Edinburgh Leisure for their Youth Games (cover image)
- Lothian Borders and Police for their Playsafe campaign
- Kirkliston Primary School received equipment
- Broxburn and District Swimming Club receiving equipment
- Edinburgh and Lothians Greenspace Trust for their biodiversity programme
- Ratho Children’s Gala for materials to help with the Gala
- Rotary Club of South Queensferry received prizes for their raffle
- Clifton School received tickets to the airshow

**Edinburgh Community Fund**  
Part of BAA Communities Trust



- Dalmeny Church received funding for their guide book
- Kirkliston Flower Show received funding to help with their show
- North West Edinburgh Eco Club received funding for their Eco Community Show
- Carrick Knowe Primary School received funding for the outdoor trim trail
- Teen Nights Youth Club received funds for a tennis table
- Tree Amigos for their tree planting campaign

All applications for assistance are considered on a case by case basis but projects must match at least one of the forum’s three themes – education, environment or sport. Applications must also be for specific projects rather than base sponsorship, and should be focussed on the key communities around the Airport.

To apply for funding, or to find out more about our community fund, contact our Corporate Responsibility and Environment Manager Victoria Barby by emailing [victoria\\_barby@baa.com](mailto:victoria_barby@baa.com)

## 2009 allocations of fund – table of donations

Balerno Parish Church	National Trust Scotland – communities programme
Broxburn AFC	Newbridge Bowling Club – changing facilities
Children’s Safety Education Foundation (CSEF)	Oakbank Football Club
Clermiston Primary School – play equipment	Queensferry Girls brigade
Crofthead Hickory House Playgroup.	Pumpherstons Football Club
Edinburgh Leisure – Youth Games	Ratho Children’s Gala Committee
Ferry Amateur Swimming Club	Ratho primary school – Breakfast club
Hillwood Primary School – outdoor classroom	Tree Amigos - Tree planting and educational materials
Kirkliston Children’s Gala Day	Turnhouse Golf Club
Kirkliston Flower Show	Uphall Station Playgroup
Kirkliston Nursery School – outdoor classroom	Wester Hailes Youth Agency
Little Flyers Nursery – garden equipment	Second Fife Scout Group
Livingston Village Playgroup	Third Bo’ness Scout Group – nature garden
Lothian and Borders Police – Playsafe Event	Tenth Haymarket Scout Group – kitchen refurbishment

# BEP Assurance Statement

## BAA Edinburgh Airport

### Corporate Responsibility Report 2009

BEP Consulting Ltd carried out an independent verification of the primary environmental target outputs for 2009, as defined in BAA Edinburgh Airport's ('Edinburgh Airport') Corporate Responsibility Report issued for 2008.

#### SCOPE

The scope of the work undertaken by BEP Consulting Ltd included verification of Edinburgh Airport's assertions made in the Corporate Responsibility Report 2008 in relation to the following environmental target areas for 2009:

- noise
- waste
- energy
- water quality
- surface access
- carbon footprint
- air quality
- biodiversity

The Management team at Edinburgh Airport is responsible for information provided in the Corporate Responsibility Report as well as the systems for collecting, analysing and reporting that information. BEP Consulting Ltd's responsibility regarding this verification is to Edinburgh Airport only, in accordance with scope of work commissioned.

#### METHODOLOGY

The verification process was facilitated by Edinburgh Airport's Environment Manager and involved interviewing target 'owners' from BAA Edinburgh staff. Relevant data and documentation was reviewed with each target owner to determine the degree to which reported target outputs had been achieved (or otherwise) and the adequacy of the internal processes that support target implementation.

The verification process reviewed the following core targets for 2009:

- **Noise** – To implement actions from the 5 year Noise Action Plan, including publicly consulting on a Noise Insulation Scheme by 31 December 2009.
- **Waste** – To increase recycling for the general waste handled by the airport waste contract to 35% by 31 December 2009.
- **Energy** – Reduce site CO<sub>2</sub> emissions by 3% against the business as usual forecast between January and December 2009, through improvements in energy efficiency.

Total CO<sub>2</sub> target of 13,400 tonnes (based on 'old' DEFRA conversion figures).

- **Water Quality** – Achieve planning permission for a sustainable solution to water quality and flooding issues created by Gogar Burn by 31 December 2009.
- **Surface Access** – Continue to increase the overall public transport modal share from 22.2% to 27% by 2011.
- **Carbon Footprint** – To carry out a Carbon Footprint for 2008 data and publish the findings on the airport website.
- **Air Quality and Biodiversity** – No specific targets were set. However, the airport states that it is continuing to manage air quality and biodiversity impacts in a responsible manner.

The detailed findings of the verification process have been published in a separate report issued by BEP Consulting Ltd.

#### STATEMENT OF INDEPENDENCE

BEP Consulting Ltd states its independence and impartiality in regard to the verification process and assurance statement for BAA Edinburgh Airport. BEP Consulting Ltd has at no time worked with Edinburgh Airport or any of its stakeholders on any projects which could compromise the independence or impartiality of its findings, conclusions or recommendations. With the exception of this Assurance Statement, BEP Consulting Ltd has not been involved in the preparation of any text or data provided in the Corporate Responsibility Report.

#### CONCLUSIONS

BEP Consulting Ltd concludes that, based on documentary evidence presented to BEP Consulting Ltd and interviews with the relevant target owners from BAA Edinburgh Staff, the environmental targets set out for 2009 in the Corporate Responsibility Report for Edinburgh (2008) have been addressed in a proactive, responsible and well managed manner. Where stated targets for 2009 have not been met (e.g. water quality), satisfactory evidence has been provided to indicate that the process for meeting the required target is being well managed.

**In summary, BEP's review of the environmental outputs for the 12 month period ending December 2009 provides an appropriate representation of Edinburgh Airport's performance against the 2009 targets as set out in the Corporate Responsibility Report 2008.**

## Summary of progress

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<b>Noise</b>	
Implement actions from five year noise action plan including publicly consulting on a Noise Insulation Scheme by 31 December 2009.	Mostly complete. Noise Insulation Scheme consultation concluded in February 2010.
<b>Energy</b>	
Reduce site CO <sub>2</sub> emissions by 3% against the business as usual forecast between January and December 2009, through improvements in energy efficiency. Total CO <sub>2</sub> target 13,400 tonnes (base on 'old' DEFRA conversion factors).	Target bettered
<b>Water use</b>	
0% reduction on forecast business as usual water consumption in cubic meters. Target = 156,400m <sup>3</sup>	Target bettered
<b>Waste</b>	
Increase recycling for the general waste handled by the airport waste contract to 35% by 31 December 2009.	Target bettered
Update recycling bins in terminal building to suit new recycling system.	Target met
<b>Water quality</b>	
Achieve planning permission for a sustainable solution to water quality and flooding issues created by Gogar Burn by 31 December 2009.	Target not achieved
Develop a solution to water quality to meet Water Framework Directive requirements.	
<b>Carbon footprint</b>	
Carry out Carbon Footprint for 2008 data and identify priority areas for future targeting.	Target met
<b>Air quality and biodiversity</b>	
Although no specific targets were set we will continue to manage our air quality and biodiversity impacts in a responsible manner. Our surface access target will help to improve air quality issues.	
<b>Surface access</b>	
Continue to increase the overall public transport modal share from 22.2% to 27%, by 2011. During 2008, the modal share was increased to 25.5%.	During 2009 the passenger public transport mode share increased from 25.5% (in 2008) to 28.1% (moving annual average for 12 months to December 2009).

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