Welcome from the Chief Executive

We put people at the heart of everything we do. We take pride in our employees and work to ensure that our staff, passengers, partners and people in local communities and across Scotland inform our business decisions.

Our success is largely due to the team of over 7,000 people working across the campus. We want to ensure that we continue to attract and retain the best people to work with us. Through our Training Academy, we continue to provide more opportunities for development and run a number of recognition and reward schemes for our staff. This year, 42 of our employees completed the Management and Leadership Development programmes – a credit to each of them and their teams.

But we’re not growing in isolation. The airport brings benefits not just within our immediate locality, but regionally and right across Scotland. Our airport contributes almost £1 billion per year to the Scottish economy whilst supporting 23,358 jobs. We are committed to growing sustainably and ensuring that our success benefits our people, passengers and communities now and in years to come.

Our charity partnerships have delivered some great results through not only charitable giving but also volunteering opportunities. We continue to run our Community Board, which awarded over £120,000 to community and charity projects in 2017. Through our Charity of the Year initiative, we raised £65,000 for Children 1st and we supported a number of other charities through offering bucket collection opportunities and match funding.

Our environmental performance during 2017 is detailed in this report. As you’ll see, we continue to make progress and are proud to have achieved our goal of diverting 100% of our waste from landfill. We continue to make improvements with regards to our waste and noise targets and in our energy consumption per passenger.

This report covers five key areas: our business, our people, our community, our performance and our environment for the period of January to December 2017. However, our work is not done. As we continue our growth, our commitment remains the same – to place people at the heart of what we do and work towards a more sustainable future for our business, our people, our communities and our environment.

Together, we’re ready to achieve even more in 2018.

Regards

Gordon Dewar
Chief Executive
Contents

4  Highlights from 2017
5   Our Business
7   Our People
10  Our Community
12  Our Environment
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Helping Scotland take off

13,432,485
PEOPLE TRAVELLED THROUGH THE AIRPORT THIS YEAR

WE’VE GROWN BY OVER 1 million
PASSENGERS EACH YEAR SINCE 2014

34
NEW ROUTES LAUNCHED

HAVING AN AIRPORT IN EDINBURGH CONTRIBUTES

£955.4m
GROSS VALUE ADDED PER YEAR TO THE SCOTTISH ECONOMY

Giving our employees wings

83%
OF STAFF WOULD RECOMMEND EDINBURGH AIRPORT AS A GREAT PLACE TO WORK

WE SUPPORTED 23,358
JOBS ACROSS SCOTLAND

AWARDED
BEST PERFORMING BUSINESS (51+ STAFF)
AT THE EDINBURGH CHAMBER OF COMMERCE AWARDS

All direct employees
OF EDINBURGH AIRPORT ARE PAID THE National Living Wage or above

42
EMPLOYEES COMPLETED OUR MANAGEMENT AND LEADERSHIP DEVELOPMENT PROGRAMMES

Getting the community on board

£120,000
AWARDED TO COMMUNITY AND CHARITY PROJECTS

WE RAISED
£65,000
FOR OUR CHARITY PARTNER, CHILDREN 1ST

WE’RE THE FIRST AIRPORT IN SCOTLAND TO BE AWARDED THE SCOTTISH AUTISM FRIENDLY AWARD

WE HAVE SAVED 1703.8 TONNES OF CARBON THROUGH RECYCLING. THAT’S EQUIVALENT TO DRIVING FROM LONDON TO EDINBURGH 19,143 TIMES

£955.4
GROSS VALUE ADDED PER YEAR TO THE SCOTTISH ECONOMY
Our Business

Edinburgh Airport continues to grow at a substantial rate. We’ve grown by over one million passengers each year since 2014 and have expanded our route network to serve more destinations with more airlines than ever before. We firmly believe this growth is good not only for our business and our people, but for the local community and Scotland’s economy as a whole.

The continued increase in passenger numbers presents us with vast opportunities, along with some challenges. The opportunity to strengthen our business and Scotland’s economy is a key driver but we know that we must manage our growth effectively every step of the way.

We strive to provide excellent service 365 days a year and to deliver our range of services in a sustainable way, even during periods of significant change.

Investing in sustainable growth

In 2012, together with our new owners Global Infrastructure Partners, we kick-started a period of growth and development for the airport. We announced an investment programme of £150 million over 5 years to ensure that the airport could continue to meet demand and grow effectively and sustainably.

This programme has seen improvements to many parts of the airport, most notably a terminal extension featuring a new security hall and upgraded retail facilities, a new arrivals hall, and an upgrade of the check-in hall.

While investment in the campus has increased our ability to better serve passengers, it also provided the opportunity to further strengthen our commitment to running a sustainable business. We actively seek to work and collaborate with organisations who share our vision and values, which include commitments to helping communities to thrive, reducing direct impact on the climate, education, workplace equality, good working conditions and sustainable economic growth.

We are committed to delivering steady and sustainable growth which can be maintained without economically, or financially, impacting others, such as local communities and future generations. This is demonstrated by our commitment to working with local businesses, communities and entrepreneurs to help minimise the impact of our operations on them.

We deliver sustainable economic growth in a number of other ways. Working with the Scottish Government and the City of Edinburgh Council, we are investing in the local economy through high value-added economic activities.

Economic benefits of having an airport in Edinburgh

*£955.4m GVA/year to the Scottish economy

£507m retained within Edinburgh each year

23,358 jobs in Scotland supported by our activity

12,330 jobs in Edinburgh supported by our activity

*All figures taken from Biggar Economics Report 2016 into Economic Impact of Edinburgh Airport.
The Scottish Government and the City of Edinburgh Council have prioritised West Edinburgh as a strategically important location in planning and economic terms, regionally and nationally. Situated in West Edinburgh, we are proud to play our part in the development of this area through the creation of jobs, opportunities and infrastructure.

As well as creating jobs within our immediate locality, Edinburgh Airport also provides a number of direct air links to remote mainland and island communities in Scotland. We are helping to connect Edinburgh and central belt businesses to markets and services elsewhere in Scotland and further afield. In these ways, the airport plays a key role in helping to deliver the Scottish Government’s primary objective of sustainable economic growth making an important contribution to achieving priorities identified in Scotland’s Economic Strategy including investment, inclusive growth and internationalisation.
We recognise that good people are the foundation of a good business.

Edinburgh Airport directly employs over 700 people, and works with a further 7,000 people across campus. Motivating and retaining our team is key, so we’re always looking for ways to engage, reward and recognise them.

We recognise our responsibility to our staff and are committed to attracting and training the best possible workforce. We provide training and development opportunities to all employees, building a thriving workforce for our own business as well as using our industry experts to help educate younger generations to benefit Scotland’s wider workforce.

We regularly consult our employees about their experiences of working for the airport. Through this employee engagement, we found that the satisfaction score for Edinburgh Airport as an organisation increased by 13% on the previous year. In 2017, 80% of employees told us they are satisfied with Edinburgh Airport as an organisation to work for.

The wellbeing of our people

The wellbeing of our people is paramount in all that we do. We have made significant investment to ensure we comply and often exceed health and safety regulation requirements.

As part of this commitment, we endeavour to ensure our employees are prepared for the roles they undertake for the airport.

As part of our masterplan to increase capacity to 16.5 million passengers by 2021, we are working with the Keil Centre, an Edinburgh-based company of Chartered Psychologists and Registered Ergonomists, to review and assess manual handling and other ergonomics risks associated with our baggage handling system. This will help us to ensure that any new systems we introduce are designed with the safety and comfort of our people at the forefront.
Empowering people to work

Our People case studies

01. Developing our Training Academy programme
As well as recruiting the right people it is important that we invest in their training and retention. We have an in-house Training Academy, open to all airport employees, which is an accredited centre for vocational qualifications. We have focused on developing our eLearning programme covering subjects such as management, disability awareness, information security and competition law.

02. Developing skills in leadership
A further eight of our Executive and Senior Management team completed our Leadership Development Programme. This focused on leadership, problem solving, agile working and communication. We have also invested in our Management Development Programme for our middle management with 34 members of staff completing it during 2017.

03. Edinburgh Airport Academy
We have partnered with the Department for Work and Pensions to create the Edinburgh Airport Academy. This two-week job readiness training programme aims to support unemployed people back into work. Delegates are given training as well as work experience, plus a guaranteed interview with one of our retail business partners. The first trial took place in December 2017 and due to its resounding success it is now held on a monthly basis. We are looking to expand this across our business partners by involving further retailers and our ground handling agents, extending the employment opportunities available.
Hosting engineering apprentices with Go4SET

Our team of Engineering apprentices recently completed the Go4SET programme, a 10-week course which pairs local school groups with employers and universities to take part in a Science, Technology, Engineering and Mathematics (STEM) project. The programme gave students the chance to learn about STEM in a workplace setting and our apprentices were given the opportunity to develop their mentoring and leadership skills. We were teamed up with pupils from James Young High School and also hosted a group from Broxburn Academy at the airport.

Supporting the Armed Forces Covenant

We support the Armed Forces Covenant, a promise from the nation that those who serve or have served, and their families, are treated fairly. We attend a number of veteran employability events and continue to attract a number of staff who previously worked in the armed forces.

Nurturing young talent

During 2017, we hosted 18 work experience students from across Scotland. We worked with partners across the airport including NATS, Police Scotland, airlines and Empark to ensure that the placements offered are valuable and interesting.

As well as this, we continued to work with the Saltire Foundation, hosting students from universities across Scotland in internships for 12 weeks over the summer. The students worked with teams from across the campus including Digital, Operations, Projects, Finance, Communications, Legal, Retail and Commercial.

Capital City Partnership

We are proud to be part of the Capital City Partnership which is made up of local councils, Skills Development Scotland and the Department of Work and Pensions. The group meets regularly to discuss how we can develop jobs and skills and overcome challenges for people looking to get into work.

This year we have considered barriers to employment, including public transport infrastructure and unsociable shift patterns, and how as an employer we can help mitigate the impact on our current and future employees and their families.
We awarded £120,000 to 62 charities and projects across Scotland through our Community Board. The Community Board meet three times per year to award funding and will consider applications based around our key criteria of sport, health and wellbeing, environment and educational initiatives, or a combination of these. We’re keen to work with organisations that demonstrate opportunities for social enterprise in order to allow an organisation or charity to become self-sufficient.

Our Community

**Fundraising for charities**

Our people voted for Children 1st to be our corporate charity partner, raising £65,000 through initiatives including foreign currency collections, staff raffles and team fundraising.

As well as supporting our corporate charity we allow up to three charities per month to undertake bucket collections in the terminal. We invited local children to sing carols over Christmas to raise money for their school and match funded their collections. Across two weeks in December, ten primary schools from across Edinburgh, the Lothians and Fife entertained passengers with carols and Christmas cheer.

We encourage our people to get involved in community and charity projects and offer a match funding scheme to all our staff. We celebrate the charity achievements of our people at our annual awards dinner where we recognise volunteering and fundraising projects.

We awarded £13,444 through our match funding scheme to a number of charities and local projects.
Helping passengers with additional needs

We are the first airport in Scotland to achieve an Autism Friendly Award in recognition of the accessible and supportive environment created for passengers who have autism. The award recognises the assistance measures put in place at the airport to improve the experience for people on the autism spectrum as well as their families and carers.

The busy nature of an airport can make visiting one a challenging and disorientating experience, especially for our passengers with autism spectrum disorders. To help minimise the impact of the airport environment on some of our passengers, we have introduced a number of measures. This includes offering further training for staff to help passengers with additional needs, an Edinburgh Airport specific Social Story to help children prepare for the journey and a pre-visit to the airport to familiarise them with the sights and sounds of the airport. We also offer discreet lanyard and pin badges to identify those with hidden disabilities so staff are aware of the need for additional support and provide children’s books to youngsters who have not travelled before, or who need extra help to prepare for the experience.

Noise

We understand that noise can affect individuals in different ways. For residents who are adversely affected by noise, we want to make the complaints process as simple and transparent as possible and to let them know that we care about their views.

Residents can call our dedicated noise line on 0800 731 3397 (freephone 24/7) or email noise@edinburghairport.com. All calls are recorded, and complaints thoroughly investigated.

To further our engagement with the local community, we also commissioned the production of LAeq Noise Contour Maps from the Civil Aviation Authority. This mapping allows us to determine which properties are eligible to apply to our noise insulation scheme. Further information on our insulation scheme can be found at edinburgairport.com/community/noiseassistance.

We received over 1,600 noise enquiries to our noise helpline and answered 98% of complaints within our five-day target.

Case study

The Noise Lab

We completed the tendering process for a new Noise and Track System. Installation of the new Noise Lab system and website will be completed in mid 2018 and will allow members of the public to track the flight paths of aircraft arriving and departing Edinburgh Airport in very close to real time. They will be able to monitor flights of concern and view the level of noise at the nearest fixed noise monitoring site. We understand that noise can affect individuals in different ways. For residents who are adversely affected by noise, we want to make the complaints process as simple and transparent as possible and to let them know that we care about their views.
Our Environment

2017 energy and carbon performance

We undertook a number of initiatives to reduce our energy consumption and better monitor our activities towards reducing our carbon footprint. These included:

- installing LED lighting to all terminal common areas, car parks and roads
- installing a new energy management system to monitor the areas of high energy use and target inefficiencies
- investing in lighting control systems to ensure the most efficient use of lighting
- analysing our current Building Management System and strategy to incorporate an energy reduction strategy, CO² control of BMS demand and inverter setting reduction
- refurbishing our air handling system and switching to new energy efficient filters.

We are also investigating a number of energy initiatives for the coming years, including solar power, ground source heat pumps and wind generation on and off campus.

We consumed 10,637,470 kWh of GAS

We consumed 24,362,185 kWh of ELECTRICITY
2017 waste performance

We’re committed to sustaining the proportion of waste diverted from landfill, improving our recycling rates and improving the quality of the materials we collect.

Our onsite segregation rates decreased when compared to 2016, due to a combination of factors. These include our waste yard being relocated as part of our terminal expansion project, and changes in the international market, with China becoming increasingly stringent over the quality of mixed recycling exported from the UK.

<table>
<thead>
<tr>
<th>Waste stream</th>
<th>Weight collected (tonnes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General waste</td>
<td>881.69</td>
</tr>
<tr>
<td>Mixed recycling</td>
<td>576.02</td>
</tr>
<tr>
<td>Food</td>
<td>269.28</td>
</tr>
<tr>
<td>Glass</td>
<td>136.13</td>
</tr>
<tr>
<td>Cardboard</td>
<td>165.23</td>
</tr>
<tr>
<td>Textiles</td>
<td>2.75</td>
</tr>
<tr>
<td>Waste Electrical and Electronic Equipment</td>
<td>0.75</td>
</tr>
<tr>
<td>Hazardous waste</td>
<td>0.75</td>
</tr>
<tr>
<td>Metal recycling</td>
<td>18.96</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2051.56</strong></td>
</tr>
</tbody>
</table>

Table 1 - waste breakdown by materials

Case study

Getting on board with waste management

We focused on working with our retail partners to improve recycling performance across the airport. We held six waste awareness presentations with the aim of improving segregation, and presented at three business partner meetings, which are attended by representatives from all retail outlets at the airport. The Retail team has now made waste and recycling part of the induction for new retail units. This includes a tour of the service road and a briefing on recycling. We are currently investigating the feasibility of segregating used coffee cups onsite before sending them off to a specialised recycling facility.
Accessing the airport

We are encouraged to see an increase in the proportion of passengers arriving and departing the airport by public transport. Public transport refers to the scheduled bus and tram services that operate from directly outside the terminal building.

When charter coaches are added in, this brings total mode share to 33.4% (compared to 30.7% in 2016).

To achieve greater access to the airport by public transport, we installed real time public transport departure information screens within the terminal and improved the quality of onward travel information in International Arrivals.

Our progress in 2017

- The Skylink 200 service began operating in April connecting the airport to North Edinburgh, and in May the 21A service reconnected the airport with West Lothian.
- Brand new environmentally-friendly buses entered service on the Airlink 100 service to the city centre, which also began accepting contactless card payments.
- Brand new, environmentally-friendly, hybrid buses entered service on the rebranded Skylink 300 service to West Edinburgh (formerly service 35).
- The AIR service to Glasgow began operating 24/7 and also began accepting contactless card payments.
- The Jet747 service to Fife increased frequency and introduced brand new environmentally-friendly buses with increased capacity.

Laying the foundations for future improvements

Looking forward, we will award and commence a new 5-year contract to provide hackney and private hire cars from the airport, renew our Airport Surface Access Strategy and continue to improve the onward travel information provided within the terminal for arriving passengers. We expect to see a continuing increase in public transport mode share as a result of the range of enhancements introduced during 2017.

32.8% OF OUR PASSENGERS USED PUBLIC TRANSPORT TO TRAVEL TO THE AIRPORT COMPARED TO 30.2% IN 2016
2017 noise performance

We are aware of our responsibility to manage noise levels generated by aircraft and work closely with local communities to ensure we minimise the impact on them. By generating a Noise Action Plan (NAP) we are able to better understand, manage and minimise aircraft related noise and work towards achieving our yearly aims and objectives.

We have developed actions to mitigate the impact of ground noise, such as noise from taxiing aircraft and engine testing. We continue to work proactively with NATS, our air traffic provider, and our airline partners to develop and promote best practice techniques.

We continued to demonstrate our continued commitment to manage aircraft noise impact associated with our operations. We worked with our airline partners to operate the quietest practicable aircraft operations, balanced against NOx and CO² emissions.

We also provided a dedicated noise helpline for our community. We received over 1,600 noise enquiries and answered 98% of complaints within our five-day target.

We maintained our policy of fining aircraft that breach our noise limits. In 2017, no aircraft exceeded our noise limits, showing that our procedures are being followed and our noise limits are being adhered to.

We are always looking at innovative ways to manage aircraft noise and in 2017 we completed the tendering process for a new Noise and Track System. It will allow members of the public to track the flight paths of aircraft arriving and departing Edinburgh Airport in very close to real time.

We completed our updated NAP 2018-2023, which is currently at consultation stage.

Case study

Listening to the community through the Edinburgh Noise Advisory Board

The Noise Advisory Board is a forum set up by the airport, its neighbours and partners to ensure communities are involved, engaged and informed through open dialogue and clear data. Established in 2017, it seeks to work collaboratively to develop improvements to noise and track, keeping performance as well as setting and monitoring noise targets. This aids mutual understanding of noise issues and facilitates shared solutions. The Board is a forum to discuss proposed changes, deal with general issues such as noise complaints, and monitor performance. The group is independently chaired by Lindsay Cole, a former pilot who now lectures in aviation at Napier University.
Our Performance

### Education

<table>
<thead>
<tr>
<th>2017 target</th>
<th>2017 performance</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide work experience placements for 24 school pupils.</td>
<td>✗ Target not achieved</td>
<td>18 pupils completed work experience at the airport.</td>
</tr>
<tr>
<td>Engage in one educational visit per quarter in the local community.</td>
<td>✓ Target achieved</td>
<td>We worked with Build My Skills Scotland's programme to support school pupils into further education or employment, hosted tours with Bathgate Community Council and Young Scot and attended various Employment and Careers Fairs to promote jobs at the airport.</td>
</tr>
</tbody>
</table>

### Communication

<table>
<thead>
<tr>
<th>2017 target</th>
<th>2017 performance</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue quarterly community newsletters to our closest neighbours.</td>
<td>✓ Target achieved</td>
<td>We issued quarterly newsletters to 23,000 homes and businesses close to the airport.</td>
</tr>
</tbody>
</table>

### Involvement

<table>
<thead>
<tr>
<th>2017 target</th>
<th>2017 performance</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will play our part in Edinburgh and Scotland where we can.</td>
<td>✓ Target achieved</td>
<td>We sponsored Scottish Swimming, Team Muirhead (Scottish Curling), Mark Beaumont, Hearts and Hibernian Football Club games as well as Edinburgh Rugby.</td>
</tr>
</tbody>
</table>

### Charity

<table>
<thead>
<tr>
<th>2017 target</th>
<th>2017 performance</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operate an independent Community Board, awarding £120,000 in funding to local projects and charity groups meeting selected criteria.</td>
<td>✓ Target achieved</td>
<td>We allocated £120,000 to community and charity projects.</td>
</tr>
<tr>
<td>Support a charity through our Charity of the Year partnership.</td>
<td>✓ Target achieved</td>
<td>We raised £65,000 for Children 1st through staff events and initiatives.</td>
</tr>
<tr>
<td>2017 target</td>
<td>2017 performance</td>
<td>Commentary</td>
</tr>
<tr>
<td>-------------</td>
<td>------------------</td>
<td>------------</td>
</tr>
<tr>
<td><strong>Noise</strong></td>
<td></td>
<td>![Target achieved] All actions from our Noise Action Plan have been implemented and we are reviewing the plan for re-issue in 2018.</td>
</tr>
<tr>
<td>Implement actions from the five year Noise Action Plan.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Waste and recycling</strong></td>
<td>![Target achieved]</td>
<td>We produced 2051.6 tonnes of waste and diverted 100% of our waste from landfill.</td>
</tr>
<tr>
<td>Divert 100% of waste from landfill.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gas</strong></td>
<td>![Target not achieved]</td>
<td>Gas consumption was 10,637,470kWh. This is above our predicted usage of 10,048,428kWh. This increase in gas consumption was primarily due to the harsh winter.</td>
</tr>
<tr>
<td>Consume 10,048,428kWh of gas or less.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Electricity</strong></td>
<td>![Target not achieved]</td>
<td>Electrical consumption was 24,362,185kWh. This is above our predicted usage of 24,295,175kWh. This increase was in part due to additional projects being carried out across campus and some delays in the implementation of the LED replacement programme.</td>
</tr>
<tr>
<td>Consume 24,295,175kWh of electricity or less.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Surface access</strong></td>
<td>![Target not achieved]</td>
<td>32.8% of passengers used public transport to access the airport. Although we have not achieved the ambitious target we set ourselves, it is an increase from 30.2% in 2016 and we are on track to achieve it in 2018.</td>
</tr>
<tr>
<td>Achieve 35% public transport mode share by 2017.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Appendix 1 – Stakeholder groups

It is important for us to understand our stakeholders’ expectations of us as an airport to guide our priorities for corporate responsibility. Our analysis of our stakeholders and their interests has been carried out internally; we regularly speak to our stakeholders to understand their views.

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 to 23,000 homes and businesses beneath the flight paths. We also operate a free dedicated noise line, manage a community email address (edicommunications@edinburghairport.com) and continue to welcome feedback via social media.

The table below details our stakeholders interests and the ways in which we communicate with them.

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Details</th>
<th>Corporate responsibility interest</th>
<th>Communications</th>
</tr>
</thead>
</table>
| **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. | • Noise  
• Growth and future development plans  
• Air quality  
• Community funding  
• Charity support  
• Surface access  
• Work experience  
• Business success  
• Airspace Change Programme (ACP) | • Quarterly community newsletter  
• Digital communications including social media, emails and website  
• Consultative Committee  
• Meeting with Community Councils  
• Community drop-in sessions for ACP project  
• Attending Community Council meetings to discuss ACP |
| **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. | • Employee satisfaction  
• Business success  
• Growth and future development plans  
• Training and development  
• Health and wellbeing | • Quarterly newsletter  
• Ecommunications including email, intranet and Yammer  
• Mandatory training courses  
• Healthy working lives campaigns  
• Celebrating Success and iVolunteer awards  
• Staff drop-in sessions for ACP project |
| **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. | • Employee satisfaction  
• Business success  
• Training and development  
• Health and wellbeing  
• Waste and recycling  
• Growth and future development plans | • Campus newsletter  
• Regular account meetings  
• Awareness raising events  
• Celebrating Success and iVolunteer awards  
• Staff drop-in sessions for ACP project |
<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Details</th>
<th>Corporate responsibility interest</th>
<th>Communications</th>
</tr>
</thead>
</table>
| Airlines     | Our strategy is to continue to develop more partnership relationships with airlines and airport customers, growing the destination and passenger base at Edinburgh Airport. | • Climate change  
• Noise  
• Fuel consumption  
• Business success  
• Waste and recycling  
• Growth and future development plans | • Campus newsletter  
• Airport Operators Committee  
• Environmental Awareness training  
• Mandatory training courses  
• Airline briefings for ACP project |
| Retailers    | Our retail strategy is growth through choice. We want to give our passengers choice across their journey and provide retail options to suit their needs. | • Employee satisfaction  
• Business success  
• Training and development  
• Health and wellbeing  
• Waste and recycling | • Retail events – used as an opportunity to communicate our strategy, plans and other relevant information between the airport and retail partners  
• Quarterly performance reviews  
• Monthly business partner drop-in, an open forum for local managers and staff working across campus  
• Weekly business partner update via email |
| Passengers   | We aim to delight our passengers with the goods and services on offer at the airport and our customer service operations. | • Climate change  
• Waste and recycling  
• Feedback  
• Business success | • Community and environment walls in the terminal  
• Digital communications including social media, emails and website |
<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Details</th>
<th>Corporate responsibility interest</th>
<th>Communications</th>
</tr>
</thead>
</table>
| Non-governmental organisations (NGOs) | 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. | • Environmental protection  
• Social and economic development  
• Climate change  
• Water quality                                                                 | • 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. | • Information sharing  
• Climate change  
• Shaping of future legislation  
• Minimising local environmental impacts  
• Noise  
• Airspace Change Programme                                                                 | • Regular dialogue with policy makers  
• Signatory to Sustainable Aviation  
• Briefings and meetings to discuss ACP project                                                                 |
| 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. | • Environmental protection  
• Social and economic development                                                                 | • Response to media requests  
• Proactive media releases                                                                 |
Appendix 2 – Corporate Social Responsibility Verification Statement

Ricardo Energy & Environment’s opinion
Overall Ricardo Energy & Environment are happy with the data that has been received and reviewed as part of the verification exercise. The recommendations within the Edinburgh Airport CSR review summary provide suggestions which Edinburgh Airport may want to consider when completing the CSR report in future years.

Independence and competence
Ricardo Energy & Environment is one of the world’s leading energy and climate change consultancies, with over 1,000 internationally respected experts in the fields of energy, air quality, resource efficiency, transport, water, sustainability and economics. It has been involved in ground breaking technical and policy development across the environmental spectrum for the last 40 years, and continues to play a lead role as advisor to governments and major corporations.

Validity of statement
This statement is valid for the CSR report verification review, for the periods from 1st January 2017 to 31st December 2017.

Ricardo Energy & Environment
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