

Corporate Responsibility Report 2016

Corporate responsibility at **Edinburgh Airport**

Edinburgh Airport is Scotland's busiest airport helping over 11 million passengers on their journeys in 2015, an increase of 9.4% against our 2014 passenger numbers.

Our aim is to be the best business in Scotland not just the best airport – we are focused on contributing to the growth of Scotland and the city of Edinburgh. Our strategy is ambitious but through successful growth, creating more jobs, creating stronger business partnerships and operating responsibly within our local and wider environment we will continue to play a significant role in Scotland.

A recent economic study found that we contributed £917.6 million Gross Value Added (GVA) to the Scottish economy, of which £469.9 million was retained within the City of Edinburgh and we support almost 23,370 jobs across Scotland.¹ With projected growth figures it was reported that by 2020 the contribution that Edinburgh Airport makes to the Scottish economy could amount to between £1 billion and £1.5 billion GVA and between 26,000 and 43,000 jobs.

In 2015 our footprint increased by over 8,200m² as we continued to invest in our development, focusing on the pinch points of our passenger journey – check in, security, immigration and surface access. We also announced a number of new services for 2015 including Abu Dhabi with Etihad Airways, New York with American Airlines, Madeira with easyJet and Copenhagen with SAS. Our successful partnership with Qatar Airways saw them increase their Doha service to daily from May 2015.

Despite our growth, we must ensure that we balance social and economic benefits against sustainable operations and reducing our impact on the environment and on our community. We demonstrate this commitment by having our environmental management system externally accredited to the ISO 14001 standard.

We have revised this year's Corporate Responsibility Report to reflect on our five key areas on focus:

1. Education – we will educate our community about our business and operations and use our various industry expertise to help the younger generation.
2. Communication – we will regularly communicate with our community and stakeholders about our business and operations, and listen to the community voice.
3. Involvement – we will play our part in Edinburgh and Scotland where we can.
4. Charity – we will actively promote and support charity and community work.
5. Responsibility – we will be a responsible business and reduce our impact on the environment.

This Corporate Responsibility Report covers the period 1 January – 31 December 2015 and details the targets we set ourselves and our performance against these targets. This report has been independently verified by Bureau Veritas.

We hope that you will find this report useful. If you want to find out more about the work we're doing email us at edicommunications@edinburghairport.com

Regards



Gordon Dewar
Chief Executive

¹ BiGGAR Economic Study, 2016

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Our 2015 performance summary

2015 target	2015 performance	Commentary
Education		
Provide work experience placements for 24 school pupils	✓ Target achieved	29 pupils completed work experience at the airport
Engage in one educational visit per quarter in the local community	✓ Target achieved	We engaged closely with our closest school, Hillwood Primary School and hosted four educational group tours
Communication		
Issue quarterly community newsletters to our closest neighbours	✓ Target achieved	We issued quarterly newsletters to 23,000 homes and businesses close to the airport
Involvement		
Use sponsorship opportunities to support brands that align with Edinburgh Airport's strategy and vision	✓ Target achieved	We sponsored: RHS, Jazz & Blues Festival, Scottish Swimming, Team Muirhead, Edinburgh Local Hero Awards, The Edinburgh Mela
Ensure all operations comply with relevant regulations and policies		
Charity		
Operate an independent Community Board, awarding £120,000 in funding to local projects and charity groups meeting selected criteria	✓ Target achieved	We allocated £120,000 to community projects
Support a charity through our Charity of the Year partnership	✓ Target achieved	We raised £25,000 for Erskine through staff events and initiatives
Responsibility		
Noise Implement actions from the five year Noise Action Plan	✓ Target achieved	All actions from our Noise Action Plan have been implemented
Waste and recycling Divert 100% of waste from landfill	✓ Target achieved	We produced 1,938.31 tonnes of waste and diverted 100% of our waste from landfill
Gas 5% reduction on 2014 gas consumption despite increase in passenger numbers	✗ Target not achieved	Gas consumption was 11,145,466 kWh compared to 10,498,374 kWh in 2014
Electricity 5% reduction on 2014 electrical consumption despite increase in passenger numbers	✓ Target achieved	Electrical consumption was 22,990,989 kWh compared to 23,328,331 kWh in 2014
Water Maintain 2014 consumption levels despite increase in passenger numbers	✗ Target not achieved	During 2015 our total water consumption was 182,215m ³
Surface access Achieve 35% public transport mode share by 2017	✓ On target	31.1% of passengers used public transport to access the airport

Education

We will educate our community about our business and operations and use our various industry experts to help the younger generation.

Across the campus around 7,000 people are employed at Edinburgh Airport. As well as creating a strong workforce we are keen to share knowledge with the younger generation in order to improve skills and support with their education.

During 2015 we hosted 29 work experience students from across Scotland. Demand for placements is very high and we work closely with Gateway Scotland and our local councils to coordinate our programme. We work with partners across the airport, including NATS, Police Scotland, airlines and Empark to ensure that the placements offered are varied and where possible will try to give students experience in areas that are of key interest to them.

Following on from a successful partnership in previous years, we worked with the Saltire Foundation again and hosted 21 students from universities across Scotland in internships for 12 weeks over the summer. The students worked with teams from across the campus: HR, Digital, Aviation, Operations, Projects, Finance, Communications, Legal, Retail and Commercial.

During 2015 we trialled group tours at the airport, offering educational tours for air cadet and local business groups. These tours were tailored to meet the specific interests of the groups whether that be growth plans or airside operations and aimed to educate our community about our business and operations.

In March 2015 we worked with Queen Margaret University to develop a proposition that would give travel and tourism students at the university the opportunity to welcome passengers on arrival to the airport and to the city. Since launching the pilot program on 1 June the STARS team – who are positioned in the arrivals areas with tartan waistcoats, iPads and friendly smiles – have spoken to over 23,000 passengers doing just two five hour shifts per week. The team are approached with a range of queries, from the most popular (onward transport and wayfinding) to flight delays, missing baggage and the city itself. They have received excellent feedback from both staff and passengers.

We focused on building a partnership with our local primary school, Hillwood Primary School and are keen to replicate the successes of

this with other local schools. As part of this partnership:

- our Communications team visited the school for Book Week to discuss writing and editing magazines.
- our Financial Controller visited the school during Finance Week to discuss her role and the role of the Finance team at the airport.
- our Communications team supported the school with interviews for the pupil council.
- the fire station visited the school to discuss fire safety.
- we asked the school to name our new fire training rig which was opened by the Transport Minister and organised a trip to the fire training centre for the winner's class. The winner's name was Red Hot Ruby.



[VIEW OUR CASE STUDY](#)

Communication

We will regularly communicate with our stakeholders about our business and operations and listen to the community voice.

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.

Table 1 details our stakeholders interests and the ways in which we communicate with them.

Table 1 – Stakeholder groups and how we communicate with them

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 • Growth and future development plans • Air quality • Community funding • Charity support • Surface access • Work experience • Business success 	<ul style="list-style-type: none"> • Quarterly community newsletter • Digital communications including social media, emails and website • Consultative Committee • Meetings with Community Councils
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 • Growth and future development plans • Training and development • Health and wellbeing 	<ul style="list-style-type: none"> • Quarterly newsletter • Ecommunications including email, intranet and Yammer • Mandatory training courses • Healthy working lives campaigns • Business awards and volunteering awards

Stakeholders	Details	Corporate responsibility interest	Communications
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 • Growth and future development plans 	<ul style="list-style-type: none"> • Campus newsletter • Regular account meetings • Awareness raising events • Celebrating Success Awards
Airlines	Our strategy is to continue to develop more partnership relationships with airlines and airport customers and grow the destination and passenger 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 • Business success • Waste and recycling • Growth and future development plans 	<ul style="list-style-type: none"> • Campus newsletter • Airport Operators Committee • Environmental Awareness training • Mandatory training courses
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.	<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"> • 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.	<ul style="list-style-type: none"> • Climate change • Waste and recycling • Feedback • Business success 	<ul style="list-style-type: none"> • Community and environment walls in the terminal • Digital communications including social media, emails and website
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. • Environmental Awareness training
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

Stakeholders	Details	Corporate responsibility interest	Communications
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



Involvement

We will play our part in Edinburgh and Scotland where we can.

As an airport we work to understand the impacts we may have on our local communities and work to reduce and mitigate the impacts our operations have. 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. Our commitment to corporate responsibility allows us to build strong partnerships with our business partners and local communities. We have published 10 commitments to the local community addressing areas such as funding, communications and community protection schemes. See Appendix A: Our commitment to the community.

We also play a key role in the city with many of the Executive and Leadership team encouraged to actively participate in the city's development and promotion from involvement on Boards at VisitScotland, Marketing Edinburgh, Edinburgh Tourism Action Group and Scottish Tourism Alliance. Working closely with these groups allows us to play our part in the city and support economic growth across Scotland.

We spent £40,000 in 2015 sponsoring events including the Edinburgh Jazz and Blues Festival, The Royal Highland Show, The Edinburgh Mela and Scottish Swimming.

We also light our control tower to raise community awareness on national issues including charity and sporting events.

Airspace Change trial

Our five year plans show continued growth, especially in 2018 when the Scottish Government plans to halve Air Passenger Duty. Managing this continued growth is one of our main challenges.

Although our terminal is currently small by many airport standards, we have the land on which to grow and develop. As an airport our primary asset is our runway and a 2015 runway capacity study highlighted current unacceptable delays at peak times and runway and airspace inadequacy by 2017.

Additionally, the current airspace was designed over forty years ago and remains largely unchanged since then. As part of the UK governments Future Airspace Strategy we will be required to review the airspace around our airport².

In June 2015 we began a six month trial of a new Standard Instrument Departure (SID) route from Runway 24. The trial was overseen and approved by our regulator the Civil Aviation Authority and supported by our air traffic control provider NATS. Utilising modern technology and continuous climb departure, the aim of the trial was to test the ability of departing aircraft to fly the route using Area Navigation (RNAV1) technology whilst achieving our objectives of reducing taxi time and runway congestion, reducing fuel burn, CO₂ and NO_x emissions and increasing runway capacity and on time departure performance.

We are currently reviewing the findings of this trial and will make a decision on whether we want to make any permanent changes to this SID or our airspace. Should we go ahead we will be required to follow the CAA's CAP725 Guidance on the Application of Airspace Change Process, which includes an environmental impact assessment and full stakeholder consultation.

² Civil Aviation Authority, Future Airspace Strategy for the United Kingdom 2011 to 2030 (2011)

Charity

We will actively promote charity and community work.

In 2015 we increased our Community Board fund from £100,000 to £120,000 and awarded this money to 46 charities and projects across Scotland. The Community Board meet quarterly 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 enterprising in order to

allow an organisation or charity to become self-sufficient or fund other improvements.

We changed the way we choose our charity partnership and for the first time welcomed applications from all charities and asked our staff to vote on their preferred charity. Erskine was selected as our corporate charity partner and we raised £25,000 through various team initiatives including a Christmas raffle and foreign coin collection in the terminal. We were delighted to support Erskine's 'Make a Wish' week, where we raised money to grant wishes to veterans through promotions in terminal, on social media and via our quarterly community newsletter.

As well as supporting our corporate charity we allow two charities per month to do bucket collections in the terminal. In 2015 we hosted nine charity bucket collections. We invited local schools to sing carols

over Christmas to raise money for their school and match funded their collections. Across two weeks in December, 10 primary schools from across Edinburgh and the Lothians entertained passengers with carols and Christmas cheer, raising money for school initiatives in the process. Edinburgh Airport match funding the school efforts, donating over £2,500 to local schools.

We encourage our people to get involved in community and charity projects and offer a match fund scheme for all of our staff. We celebrate the charity achievements of our people at our annual awards dinner where we award volunteering and fundraising projects. In 2015 we awarded £16,000 through our match funding scheme to a number of charities and local projects including Scottish Burned Children's Club, Marie Curie, Foundation Scotland and the Prince and Princess of Wales Hospice.

We funded 46 charity and community projects through our Community Board in 2015:

- 4th West Lothian Scout Group
- Asylon Theatre
- Beechwood Community Football Club
- Blackhall Play group
- Bo'ness Amature Swimming Club
- British Heart Foundation
- Corstorphine Primary School – Project Play
- Craigmount High School and Caledonia Pipe Band
- Craigshill Thistle Community Sports Club
- Currie Youth Club
- Dalry Community Association
- Drylaw Rainbow Club
- Edinburgh Cyrenians
- Edinburgh Kayak Club
- Edinburgh Mela Kidzone
- Edinburgh Tool Library
- Friends of Cammo
- Friends of the River Almond Walkway
- Hutchinson Vale Community Sports Club
- Kirkliston Children's Gala
- Kirky Samba Sisters
- Leith Academy
- Livingston Community Football Club
- Medequip4kids
- Murrayfield Memorial Table Tennis Club
- Napier University Archery Club
- Preston Athletic YFC
- Queensferry Primary School
- Queensferry Tennis Club
- Ratho Childrens Gala Day
- Royal High Corstorphine Cricket Club
- Royal High School Athletic Club
- Royal Lyceum Theatre Company
- Seafeld Bowling Club
- St Mary's Parent Council
- The Castlevue Centre
- The Conservation Foundation
- The Friends of Kinneil
- The Spartans Community Football Academy
- The Yard
- Tiphereth Camphill in Edinburgh
- Tranent Colta FC
- Transgression Foundation
- Traverse Theatre
- Wallace High School
- Warm Hearts Quilting Group

Responsibility

We will be a responsible business and reduce our impact on the environment.

Delivery against our health, safety and environmental targets is monitored and managed through our Managing Responsibly System, with progress shared with our Executive team and Board. Our commitment to ensuring a sound system is demonstrated by our ISO 14001 certification. This is independently audited and verified for effectiveness by Bureau Veritas.

We employ 620 people and our business partners employ an additional 7,000 people across our campus. Our people are an important stakeholder group. Our people across campus work as one team to represent the airport and ensure our passengers receive a consistently high standard of customer service. Their health, safety and welfare are essential to the success of our business and form a core value within our corporate responsibility agenda. Our occupational health and safety management system is certified to OHSAS18001 standard and in 2014 we attained the European Aviation Safety Agency's Safety

Management System certificate. We also commissioned a stress survey of our people.

We recruited over 150 new people to join our team in 2015. We improved our induction process, how we identify and record development needs, introduced personal development plans across our entire workforce and increased our in house training available to all of our teams.

We encourage our people to be involved in the community by fundraising and volunteering and hold an annual award ceremony to recognise and reward the work that our people do. Our awards are based around our business behaviours, with additional awards for Health and Safety and the Best on Campus. Those nominated for our Celebrating Success Awards are peer nominated and we welcome nominations from across campus.

Our strategy is 'Growth by Providing Choice'. Our underlying principle is that if we can give our passengers choices at every stage of their journey, they choose how they want to travel and ultimately have a pleasant passenger experience based on their chosen journey.

We continued to enhance our operation and improve the passenger experience through:

- increasing the number of airlines that offer early bag drop, allowing passengers to drop off their bags up to four hours before departure, compared to the standard two hours. This gives passengers more time to orientate themselves in the airport, clear security, relax and enjoy the facilities.
- increasing the parameters of this area in check-in, allowing us to add fourteen more self check-in machines.
- introducing a dedicated Family Lane in Security during the school holidays, to ensure a seamless and stress-free experience for families, by giving them more time to prepare at the loading stations. Based on the success of this lane, it has now become a permanent fixture.
- opening Immigration 2 to accommodate our new airline carriers and increased passenger numbers. Doing so eased the demand for Immigration 1, and reduced congestion and waiting times.
- continuing to offer our tailored service for passengers on the autism spectrum or with complex additional needs. There was a 594% increase in demand for the service from 2014, and 100% of the service users were able to board their flight. We are currently the only airport in Scotland that offers this service.
- increasing our retail space by 45%, introducing new stores and brands as requested by passengers e.g. we now stock Bobbi Brown beauty products in our World Duty Free store and our World of Whiskies is the largest in the World Duty Free estate.



In 2015 we helped over 11.1 million passengers on their journeys through Edinburgh Airport. Our Passenger Commitments 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. Marketing Edinburgh have endorsed our Passenger Commitments for our collaborative approach to customer service and welcoming visitors to the city.

We worked with Edinburgh Zoo, the Magic School, Fringe Performers and Edinburgh Dungeon to entertain our younger passengers as they travelled through our terminal during their school holidays. A programme of entertainment was organised throughout the year, starting with Easter which brought a petting zoo, arts and crafts, and a treasure hunt to the departure lounge. During the school holidays, our family passengers enjoyed face painting, a circus workshop, circus performers, and a Magic School courtesy of the Edinburgh International Magic Festival. During the Edinburgh Festival, a host of Fringe Performers came into the airport to promote their acts, and at Halloween we worked with the Edinburgh Dungeon to organise a scare-port promotional activity.



Waste

We're committed to sustaining the amount of waste we divert from landfill, improving our recycling rates and improving the quality of the materials we collect.

During 2015 we produced 1,938.31 tonnes of waste. This was an increase of 334.68 tonnes compared to 2014, due to an increase in retailers across campus and passenger numbers. We set a target of 100% of all waste produced to be diverted from landfill by recycling, anaerobic digestion or thermal treatment. This target was achieved and resulted in a carbon saving of 2,344.19 tonnes and 1201.75 tonnes of this waste was segregated on site. Table 2 shows the breakdown of waste by materials segregated on site:

Table 2 – Breakdown of waste by materials segregated on site.

Material	Volume segregated in 2014 (tonnes)	Volume segregated in 2015 (tonnes)
Mixed recycling	564.77	658.29
Food	250.57	294.80
Cardboard/paper	127.28	121.11
Glass	70.45	95.22
Metal	5.32	8.14
WEEE	2.15	11.05
Textiles	1.50	1.99
Confiscated items	1.10	1.60

We achieved our waste target through:

- continuing to provide an onsite recycling officer responsible for managing the centralised waste area and increasing the coverage from eight to ten hours per day.
- continuing to recycle cardboard, paper, textile, mixed metal and mixed plastic materials on site.
- working actively with our tenants, explaining our policies and recycling facilities to reduce the amount of general and hazardous waste contaminating our recycling facilities.
- we were the first business in the UK to install DropPit smoking bins from the Netherlands. They were positioned to encourage smokers to stay within the designated smoking areas, and to subsequently reduce cigarette litter.

Water

During 2015 our total water consumption was 182,215m³ including 4,829m³ used for essential fire training purposes and excluding exceptional consumption caused by a burst. We consumed 8.6% more water than 2014 which was driven by a 9.4% increase in passenger numbers.

Overall consumption per passenger fell slightly from 15.6 litres per passenger to 15.5 litres.

To help us and our tenants manage water consumption better we worked with our partner Veolia to deliver a number of water saving initiatives including:

- installing new metering across the airport to ensure we can accurately capture and monitor consumption
- installing automatic meter reading (AMR) technology on over 100 water meters to allow us to continuously monitor consumption. This technology also provides us with automatic alarm triggers to warn us of high consumption
- providing all tenants with monthly consumption data to allow them to manage their own consumption
- preparing a monthly water balance to allow us to see the difference between water supplied to us by Scottish Water and measured consumption on the airport. We use this to help identify leakage and unmeasured consumption
- creating an asset management plan for future investment in the water network to ensure the water infrastructure is maintained and continues to support the successful operation of the airport.

During 2015 our investment in water saving technology allowed us to identify two significant underground water leaks which could not be seen from the surface and we were able to quickly undertake repairs preventing further loss of water.

We plan to continue with our water monitoring regime during 2016 to deliver further water efficiencies and help tenants manage their consumption.



Energy

Despite a 8,200m² increase in the footprint of the terminal in 2015, due to the EAST expansion, new immigration hall and early bag store, we reduced our electrical consumption by 1.5% when compared to 2014. Our electrical consumption was 22,990,989 kWh, compared to 23,328,331 kWh in 2014.

Energy initiatives that contributed to this reduction included:

- a review of our Building Management System (BMS)
- a lighting review which resulted in switching off redundant lighting and plant equipment
- installing energy saving filters across the campus
- LED installations across the campus.

When compared to 2014 we saw a 6% increase in gas consumption (from 10,498,374 kWh in 2014 to 11,145,466 kWh in 2015). This was largely attributable to a number of terminal expansion projects in the late half of 2014 and early 2015.

Carbon Reduction Commitment (CRC)

The CRC is a mandatory carbon emissions reporting and pricing scheme covering all organisations using more than 6,000MWh per year of electricity. The CRC aims to reduce carbon emissions and supports the UK Governments long term carbon reduction commitments.

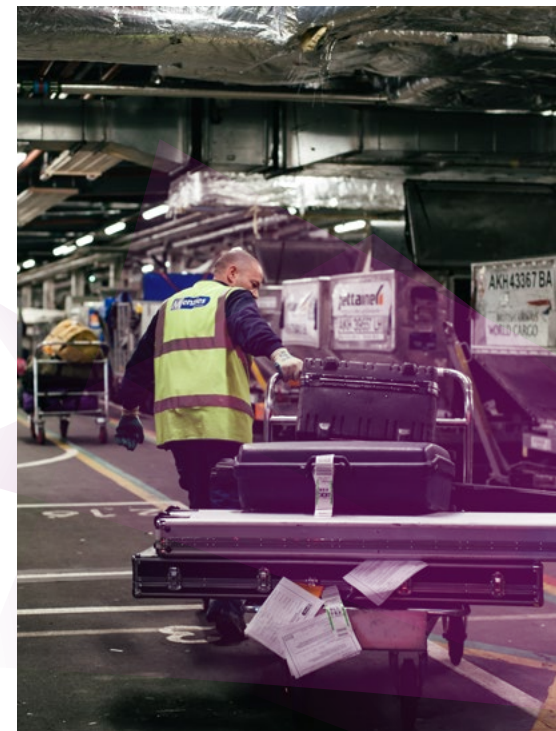
We again reported reduced carbon emissions through our electricity and gas consumption. In real terms we switched off the equivalent of 180 average sized houses which would have taken approximately eight acres of forestry one year to remove the CO₂ from the atmosphere.

Energy Saving Opportunity Scheme (ESOS)

The Energy Saving Opportunity Scheme was established by the Scottish Government to implement Article 8 (4 to 6) of the EU Energy Efficiency Directive (2012/27/EU).

ESOS is a mandatory energy assessment scheme for organisations in the UK and Edinburgh Airport meets the qualifying criteria. The assessment requires us to measure total energy consumptions, conduct energy audits and report compliance. This ensures that we have accounted for our total energy usage and have a solid strategy in place to reduce our consumption.

The airport started working towards notification of compliance in October 2014 with the compliance deadline set for 5 December 2015. Of the 10,000 UK businesses that qualify for ESOS only 40% successfully notified the Environmental Agency of compliance by the deadline. Demonstrating our commitment to reducing energy consumption we submitted notification of the Energy Saving Opportunity Scheme (ESOS) compliance before the Environmental Agency deadline.



Noise

Whilst we can't eliminate aircraft noise completely, we are working to minimise it. We are also committed to explaining what you're hearing and why.

What causes noise?

Noise is caused by air going over the aircraft's fuselage (body) and wings – known as airframe – and its engines. When air passes over the aircraft's airframe, it causes friction and turbulence, which results in noise. The level of noise generated varies according to aircraft size and type, and can differ even for identical aircraft. Engine noise is created by the sound of the engine's moving parts and by the sound of air being expelled at high speed. You can read more about aircraft noise in the noise lab at edinburghairport.com/noise

Our Noise Action Plan (NAP) allows us to understand, manage and minimise aircraft related noise and sets our yearly aims and objectives.

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

In 2015 we continued to:

- demonstrate our continued commitment to manage aircraft noise impacts associated with our operations by:
 - » working with our airline partners to operate the quietest fleet practicable.
 - » working with our airline partners to operate the quietest practicable aircraft operations, balanced against NO_x and CO₂ emissions.
 - » operating effective and credible noise mitigation schemes.
- provide a dedicated noise help line for our community, we received over 10,000 noise enquiries during 2015.
- fine aircraft that breach our noise limits, no aircraft breached our noise limits and were fined in 2015.

We understand that residents may wish to complain about noise and we want to make this process as simple and transparent as possible. Residents can call our dedicated noise line on 0800 731 3397 (freephone 24/7) or email edcommunications@edinburghairport.com

All callers will be asked to leave their name and contact information, along with details of the date and time of any disturbance. All calls are recorded and complaints investigated. We aim to respond to all complainants within five working days.

In 2015 we implemented a new noise complaints procedure, see Appendix A: Noise Complaints Policy.

Surface access

Over 11 million people travelled through Edinburgh Airport in 2015 and with ambitious growth targets, we have committed to working with our campus and city partners to achieve a 35% public transport mode share target by 2017.

During 2015 31.1% of our passengers used public transport to travel to the airport, compared to 29.6% in 2014.

Our five year Airport Surface Access Strategy, published in 2012, sets out our surface access aims and objectives over a five year period during which we will work with operators, local authorities and statutory bodies to influence passenger mode choices. It allows us to understand passenger and team travel requirements and to provide a choice of modes and a reasonable range of destinations.

We have committed to:

- working with our campus and city partners to achieve a 35% public transport mode share target
- working with transport providers and city partners to deliver enhanced external road infrastructure and future transport interventions
- enhancing and adding to the bus network to and from the airport to Edinburgh and across Scotland
- assisting in promoting the tram to our passengers and people
- supporting and promoting cycling as an option for accessing the airport
- continuing to review our parking strategy to reflect changing trends and passenger profiles
- continuing to offer coach parking and overflow facilities.

In 2015 we:

- continued to support Edinburgh Trams, the growth in tram passengers has contributed greatly to the overall increase in mode share.
- welcomed a new fleet of Airlink buses. These buses offer luxury leather seating, wifi, table areas, plenty of luggage space and CCTV as well as plug sockets, USB points and the latest environmentally friendly Euro VI engines.

Our commitments to the local 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 23,000 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 within 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

Education

We will educate our community about our business and operations and use our various industry experts to help the younger generation.

Following on from a successful partnership in previous years, we worked with the Saltire Foundation again and hosted 21 students from universities across Scotland in internships for 12 weeks over the summer. The students worked with teams from across the campus: HR, Digital, Aviation, Operations, Projects, Finance, Communications, Legal, Retail and Commercial.

During 2015 we trialled group tours at the airport, offering educational tours for air cadet and local business groups. These tours were tailored to meet the specific interests of the groups whether that be growth plans or airside operations and aimed to educate our community about our business and operations.

with other local schools. As part of this partnership:

- our Communications team visited the school for Book Week to discuss writing and editing magazines.
- our Financial Controller visited the school during Finance Week to discuss her role and the role of the Finance team at the airport.
- our Communications team supported the school with interviews for the pupil council.
- the fire station visited the school to discuss fire safety.
- we asked the school to name our new fire training rig which was opened by the Transport Minister and organised a trip to the fire training centre for the winner's

CASE STUDY

CLOSE 

Saltire Foundation

The Saltire Foundation are looking for the next generation of business leaders so securing a placement is a challenging process: a lengthy application, high-pressure speed interviews, rounds of individual company applications and further interviews ensure that the right, and the best, interns are placed with the companies available.

In 2015 we hosted the largest number of interns we have ever had at the airport. Our legal intern Sarah studied Law at the University of Glasgow and had amassed a wealth of experience in the legal world through previous internships and jobs. Sarah applied for an Edinburgh Airport internship because of the dynamic workplace and the opportunity to work so closely with our Legal Director, Stephen Swan, therefore gaining an invaluable insight in the function of the Executive team. It has provided her with the chance to consolidate her knowledge from university and develop commercial awareness. With future plans to go into private practice and then work in-house in a commercial setting, this internship has allowed Sarah gain experience of working in a corporate environment.

Stephen was delighted with his first experience of hosting an intern and is already keen to take on another student.

Noise

Whilst we can't eliminate aircraft noise completely, we are working to minimise it. We are also committed to explaining what you're hearing and why.

What causes noise?

Noise is caused by air going over the aircraft's fuselage (body) and wings – known as airframe – and its engines. When air passes over the aircraft's airframe, it causes friction and turbulence, which results in noise. The level of noise generated varies according to aircraft size and type, and can differ even for identical aircraft. Engine noise is created by the sound of the engine's moving parts and by the sound of air being expelled at high speed.

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

In 2015 we continued to:

- demonstrate our continued commitment to manage aircraft noise impacts associated with our operations by:
 - » working with our airline partners to operate the quietest fleet practicable.
 - » working with our airline partners to operate the quietest practicable aircraft operations, balanced against NO_x and CO₂ emissions.
 - » operating effective and credible noise mitigation schemes.
- provide a dedicated noise help line for our community, we received over 10,000 noise enquiries during 2015.
- fine aircraft that breach our noise limits, no aircraft breached our noise limits and were fined in 2015.

We understand that residents may wish to complain about noise and we want to make this process as simple and transparent as possible. Residents can call our dedicated noise line on 0800 731 3397 (freephone 24/7) or email edcommunications@edinburghairport.com

All callers will be asked to leave their name and contact information, along with details of the date and time of any disturbance. All calls are recorded and complaints investigated. We aim to respond to all complainants within five working days.

In 2015 we implemented a new noise complaints procedure, see Appendix A: Noise Complaints Policy.

HOW WE MEASURE NOISE

CLOSE 

Measuring noise

There are two primary methods used to measure aircraft noise.

The summer day LAeq 16 hour measures the average noise experienced between 07:00-23:00. The UK Government advises that communities are significantly affected by aircraft noise above 57dB LAeq and so this is used as the starting point in our airport and aircraft noise policies. Using these calculations we commission the Civil Aviation Authority to produce noise contours for us every five years, see Appendix X: 2011 Noise Contours. These noise contours will be reviewed and updated in 2016.