

CORPORATE RESPONSIBILITY 2019



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Edinburgh Airport Air Traffic Control Tower



HIGHLIGHTS OF 2018

These are just a few of our key highlights from 2018. Each section has its own set of highlights along with more information.

HELPING SCOTLAND TAKE OFF

- 14,310,403 people travelled through the airport this year
- We launched 23 new routes this year
- Having an airport in Edinburgh contributes over £1 billion Gross Value Added per year to the Scottish economy



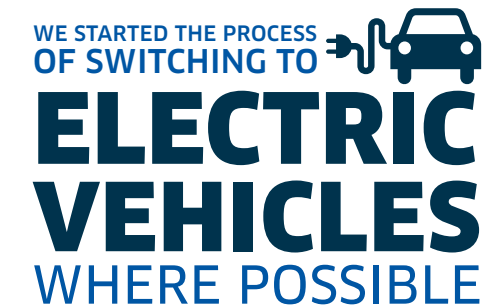
GIVING OUR EMPLOYEES WINGS

- 83% of staff would recommend Edinburgh Airport as a good organisation to work for
- We support over 29,000 jobs across Scotland
- Awarded 'Business of the Year' at the Edinburgh Chamber of Commerce Awards



GETTING THE COMMUNITY ON BOARD

- £133,000 awarded to community and charity projects
- We raised almost £100,000 for our charity partner Scotland's Charity Air Ambulance
- We introduced electric vehicles to our fleet to reduce emissions



Passengers making their way through the check-in hall



OUR BUSINESS HIGHLIGHTS



£288m
GVA ACROSS SCOTLAND



£1 BILLION
PER ANNUM CONTRIBUTION
TO THE SCOTTISH ECONOMY



15,500m²
TERMINAL EXPANSION



14.3
MILLION
PASSENGERS IN 2018



29,000
JOBS SUPPORTED
ACROSS SCOTLAND



£150m
INVESTMENT PROGRAMME

OUR BUSINESS



Terminal expansion works

Edinburgh Airport continues to grow at a substantial rate. As the number of passengers increases, taking more flights, on an expanding network of routes, we firmly believe that growth is good not only for our business and our people, but for the local community and Scotland's economy as a whole.

A 2016 independent economic impact study showed we contributed almost £1 billion per year to the Scottish economy, supporting 23,000 jobs across Scotland – that's 2,000 jobs and £90 million GVA for every million passengers. Since that study, we've added 3.2 million passengers, handling 14.3 million in 2018. That suggests we've generated an additional 6,400 jobs and another £288 million GVA across Scotland.

INVESTING IN SUSTAINABLE GROWTH

The airport has seen a significant period of growth and development over recent years and in 2017 we announced a £220 million investment plan to ensure that the airport can 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, upgraded retail facilities and a complete upgrade of the main check-in hall.

TERMINAL EXPANSION

In 2018 we saw the continued expansion of existing infrastructure. We witnessed the completion of the next round of terminal development, with the opening of our terminal expansion, a three-level 15,500m² extension to the main terminal. The extension houses the new

International Arrivals 2 hall on the ground floor, more gates with increased food and beverage options on the first floor, and a new lounge and office space on the second floor.

RUNWAY DEVELOPMENT

Further enhancements have continued across the campus with extensive investment across all of our key facilities including check-in, security, baggage, departure lounge development, immigration and creating new aircraft stand capacity. We closed the secondary 12/30 runway in March as part of long-term plans to extend the existing stands and develop the land for other uses. Since the decommissioning works began, Long Stay Express has used part of the land for parking and work began on a project increasing the number of stands to 64 at Edinburgh Airport.

AWARDS

In 2018 the airport won 'Best Performing Business' at the Edinburgh Chamber of Commerce Awards for the second year in a row, as well as winning their 'Best International Trade Business' award. We continued to demonstrate our focus on customer service by winning the 'Airport of the Year' award at both the Scottish Transport Awards and the National Transport Awards.



Royal Air Force veterans mark the closure of runway 12/30

OUR PEOPLE HIGHLIGHTS

**REGIONAL
WINNERS**

THE SCOTTISH
APPRENTICESHIP
CHALLENGE



**BRONZE
AWARD**

DEFENCE EMPLOYER
RECOGNITION SCHEME

32

EXECUTIVE, SENIOR AND MIDDLE
MANAGERS COMPLETED PROFESSIONAL
DEVELOPMENT PROGRAMMES

**CAMPAIGN
OF THE YEAR**

NATIONAL SAFETY AND
HEALTH EXCELLENCE
AWARDS



206

WORK EXPERIENCE STUDENTS
WERE HOSTED FROM ACROSS SCOTLAND



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

OUR PEOPLE

We recognise that good people are the foundation of a good business.

As a large-scale employer, we recognise our responsibility to our staff and are committed to attracting and training the best possible workforce. We are committed to providing 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 and in 2018, 83% of employees told us they would recommend Edinburgh Airport as a good organisation to work for.

THE WELLBEING OF OUR PEOPLE

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

In 2018 our Root Cause Analysis (RCA) team, led by six RCA Champions carried out 71 sessions looking at the cause of any incidents at the airport and fixed 1,150 safety shares, an initiative encouraging staff to help create a safer environment. Our Fix It Group and Safety Shares initiative was Highly Commended in the 'Campaign of the Year (Fire, Security, Health and Safety)' category at the National Safety and Health Excellence Awards in April.



Airport staff visibly on hand to help in the terminal

Airport staff helping a passenger



We held events as part of UK Safety Week across campus giving passengers, staff and business partners the unique opportunity to take part in practical and interactive demonstrations to help them understand the airside environment and the safety culture we promote.

DEVELOPING OUR TRAINING ACADEMY PROGRAMME

We continued to invest in our in-house Training Academy, which is an accredited centre for vocational qualifications. We have focused on development of our eLearning programme, covering subjects such as management, disability awareness, information security and competition law. Through our Training Academy, which is open to all airport employees, we continue to provide more opportunities for development and run a number of recognition and reward schemes for our staff.

EDINBURGH AIRPORT ACADEMY

We continued our partnership with the Department for Work and Pensions to develop the Edinburgh Airport Academy. This two-week job readiness training programme aims to support unemployed people back into work. Following the resounding success of its trial in 2017, the programme was extended in 2018, and 55 delegates were given skills training as well

as work experience, plus a guaranteed interview with one of our retail business partners.

DEVELOPING SKILLS IN LEADERSHIP

In 2018 nine of our Executive and Senior Management team completed a Leadership Development Programme, focusing on leadership, problem solving, agile working and communication, as well as putting 23 members of our middle management through our Management Development Programme.

SUPPORTING THE ARMED FORCES COVENANT

We continued our support of the Armed Forces Covenant, a promise from the nation that those who serve or have served, and their families, are treated fairly. In 2018 we achieved the Bronze Award in the Defence Employer Recognition

Scheme and we continue to attract a number of staff who previously worked in the armed forces.

DISABILITY CONFIDENT

Edinburgh Airport became 'Disability Confident Committed' in 2018. The Disability Confident scheme supports employers in making the most of the talents disabled people can bring to the organisation. The scheme helps us successfully recruit and retain disabled people and those with health conditions, allowing us to draw from the widest pool of talented people when recruiting.

OUR PEOPLE

NURTURING YOUNG TALENT

During 2018 we hosted 26 work experience students from across Scotland. We worked with partners across the airport as well as our own teams, 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 15 students in 2018 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.

Our Saltire Foundation Interns who worked across a range of airport teams



Our engineering apprentices taking part in the Scottish Apprenticeship Challenge

HOSTING ENGINEERING APPRENTICES WITH GO4SET

Our team of engineering apprentices completed the Go4SET programme, a 10-week course that 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.



SCOTTISH APPRENTICESHIP CHALLENGE

Innovative apprentices from Edinburgh Airport's engineering team were regional winners for Edinburgh in the Scottish Apprenticeship Challenge hosted by Skills Development Scotland and Developing Young Workforce. The Challenge encourages Foundation, Modern and Graduate Apprentices to deliver a project that benefits the community they work in. Our apprentices supported East Fortune Museum of Flight by creating an interactive and functional exhibit featuring a security x-ray and tray return system, which simulates the experience of passing through airport security.

Our apprentices also presented at the Scottish Apprentice Show at the Edinburgh International Conference Centre where they helped offer advice to aspiring school students. The show is a chance for people to speak to employers, training providers, colleges and universities about the apprenticeship opportunities available to them.

OUR COMMUNITY HIGHLIGHTS



£133,000
AWARDED TO
COMMUNITY AND
CHARITY PROJECTS



£20,000
AWARDED TO
**17 LOCAL
CHARITIES**
THROUGH OUR
MATCH-FUNDING SCHEME



INTRODUCED
**SPECIAL
ASSISTANCE
SERVICES**

OUR COMMUNITY

As an airport we understand the impact we may have on our local communities and work to reduce and mitigate the impact of our operations. We're committed to being a good neighbour to the communities around the airport and regularly work with local organisations and charities to help support community projects and fundraising.

Passengers form a large part of our community and we wish to make the airport as accessible and welcoming to whoever wants to travel the world. We have taken significant steps to improve the accessibility of the airport and have introduced new tools and services to ensure those who need assistance are able to travel comfortably through Edinburgh Airport.

Police Scotland meeting the public at our Pop-Up Visitor Centre



The Edinburgh Airport Charity Committee with our Charity of the Year SCAA

COMMUNITY BOARD

In 2018 we awarded £133,000 to 65 charities and projects across Scotland through our Community Board. The Community Board meets 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 or fund other improvements.

FUNDRAISING FOR CHARITIES

We chose Scotland's Charity Air Ambulance (SCAA) to be our corporate charity partner, raising almost £100,000 through initiatives including foreign currency collections, staff raffles and team fundraising.

As well as supporting our corporate charity, we allow two 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, a total of ten primary schools from across Edinburgh, the Lothians and Fife entertained passengers with carols and Christmas cheer.



MATCH FUNDING

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 recognise volunteering and fundraising projects. In 2018, we awarded almost £20,000 through our match funding scheme to 17 charities and local projects.

POP-UP VISITOR CENTRE

We welcomed over 300 visitors to our two-day Pop-Up Visitor Centre which was held at our Fire Training Centre in August. The Pop-Up Visitor Centre was set up to allow us to engage with our local communities, offering them the chance to learn about what goes on behind the scenes at an airport.

OUR COMMUNITY

HELPING PASSENGERS WITH ADDITIONAL NEEDS

In 2018 Edinburgh Airport continued to improve the services and facilities offered to those passengers who require assistance as they pass through the airport.

This was specifically highlighted through the Civil Aviation Authority's Passengers with Reduced Mobility (PRM) Survey, where we achieved a 'Very Good' rating, recognising the significant improvements made over recent years.

The busy nature of an airport can make visiting one a challenging experience, and our dedicated Special Assistance team have introduced a number of new services to make sure passengers feel at ease wherever possible.

NEATEBOX

We launched the 'Welcome' by Neatebox app, which allows people with disabilities to set up a personal profile and request assistance in advance of arriving at the airport. Upon arrival a signal is sent to the airport's Passengers with Reduced Mobility (PRM) reception to notify staff that the passenger is on their way to the airport so they can prepare for their arrival and offer a personal and respectful service.

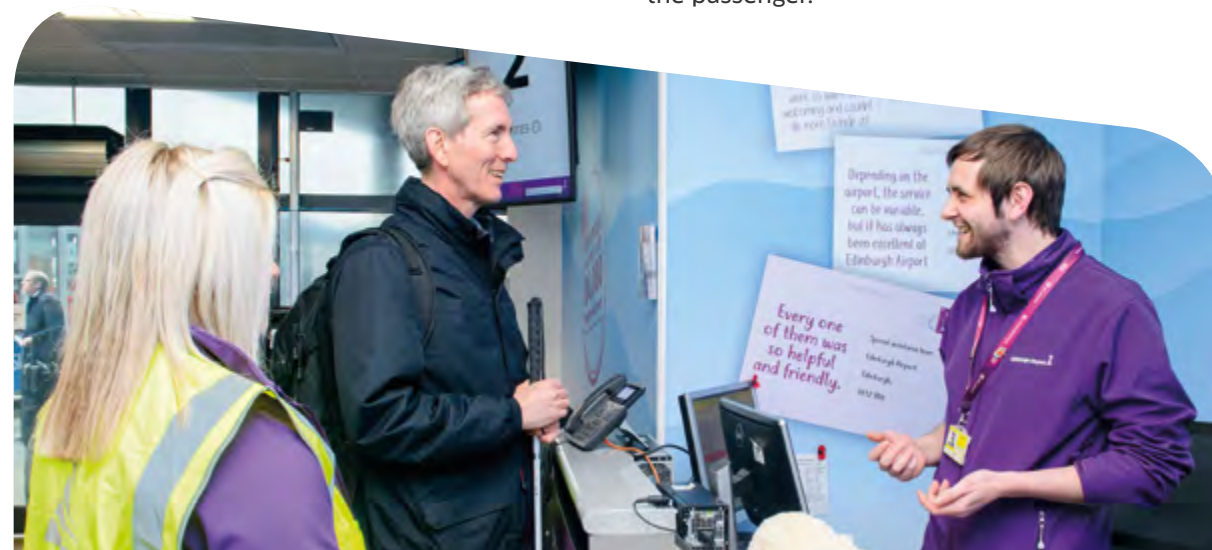
WHEELAIR AND PROMOVE

Following passenger feedback we brought in the use of WheelAIR, a specialised backrest for wheelchairs that allows long-lasting and controllable airflow, as well as enhanced back support to maximise independence and comfort. In addition, we acquired ProMove slings to move passengers with reduced mobility, transferring them from their wheelchair into an aisle chair and then into the aircraft seat, maximising comfort and minimising the risk of injury to the passenger.

Airport staff assisting passengers move around the terminal



Airport staff meeting passengers at our Special Assistance reception



SPECIAL ASSISTANCE RECEPTION

As part of the new terminal expansion we put in a dedicated airside reserved area for passengers with reduced mobility or those who require special assistance. Designed in conjunction with those who use the space, passengers are able to wait comfortably for their flight and have access to dedicated staff nearby ready to help if needed.

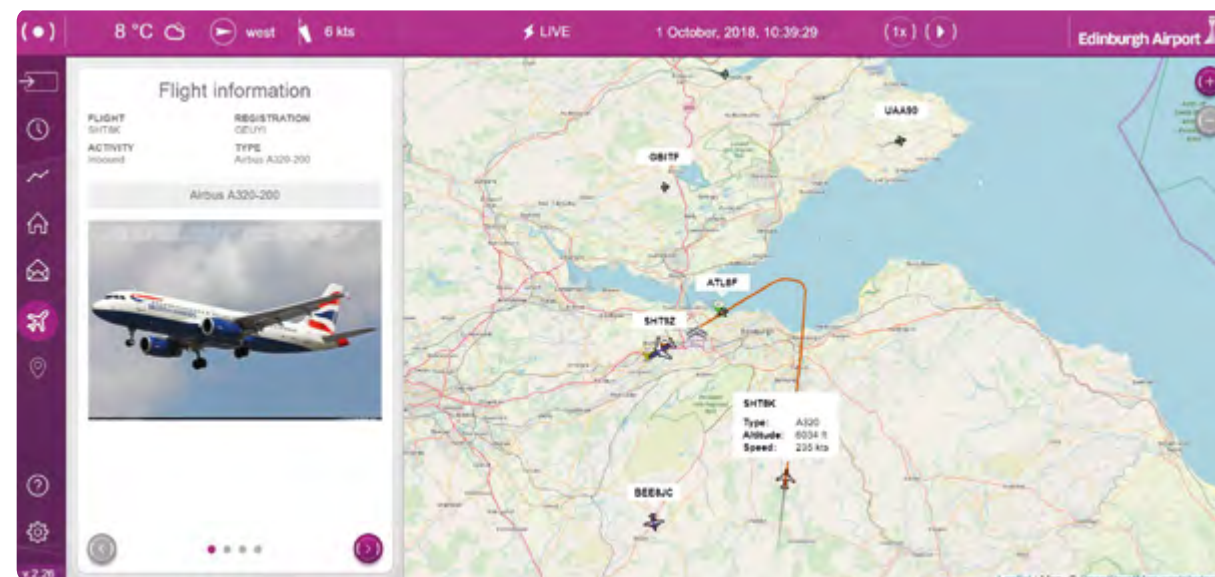
OUR COMMUNITY

NOISE

In 2018 we continued to work closely with the community on the issue of noise caused by aircraft. We understand that noise can affect individuals in different ways. For those residents who are adversely affected by noise, we want to make the process of enquiring about a particular aircraft movement as simple and transparent as possible and to let them know that we care about their views.

NOISE AND TRACK SYSTEM

In 2018 we completed the installation of a new Noise and Track System. The new system includes a publicly available Noise Lab website and a flight tracking tool. The system allows members of the public to track the flight paths of aircraft arriving and departing Edinburgh Airport as well as view the level of noise at the nearest fixed noise monitoring site. Additionally, the public are able to view noise-related information and historic data via the Noise Lab website.



Screenshot of the Noise and Track System

NOISE ENQUIRIES

A feature of our new Noise and Track System is the ability to select a specific aircraft and generate an enquiry which is sent automatically to the airport. This process has significantly streamlined the enquiry process as it allows immediate coupling with a specific aircraft. For those who wish to use or are unable to use the system, they can call our dedicated noise line on 0800 731 3397 (freephone 24/7) or email noise@edinburghairport.com. All calls are recorded, and enquiries thoroughly investigated.

During 2018, we received over 1,500 noise enquiries to our noise helpline and answered 92% of enquiries within our five-day target.

We maintained our policy of fining aircraft that breach our noise limits. In 2018, no aircraft exceeded our noise limits, showing that our procedures are being followed and our noise limits are being adhered to. In 2018 we demonstrated our commitment to manage aircraft noise impacts associated with our operations. For example, we worked with our airline partners to operate the quietest practicable aircraft operations, balanced against NOx and CO₂ emissions.

Aircraft parked at Edinburgh Airport



NOISE ACTION PLAN


In 2018, following consultation with the public and key stakeholders, we updated our Noise Action Plan (NAP) to cover 2018-2023. By generating a NAP, we are able to better understand, manage and minimise aircraft-related noise and work towards achieving our yearly aims and objectives. As part of the NAP we have developed actions to mitigate the impact of ground noise, such as noise from taxiing aircraft and engine testing, and we continue to work proactively with ANS, our air traffic provider, and our airline partners to develop and promote best practice techniques.

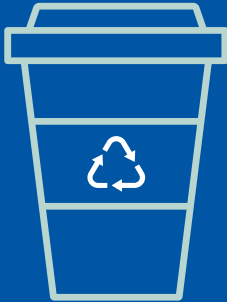
EDINBURGH AIRPORT NOISE ADVISORY BOARD

We continued to work closely with the Edinburgh Airport Noise Advisory Board, an independent forum of community representatives, meeting on a monthly basis to help ensure communities are involved, engaged and informed about noise matters through open dialogue and clear data.

OUR ENVIRONMENT HIGHLIGHTS



WE STARTED THE PROCESS OF SWITCHING TO 
ELECTRIC VEHICLES
WHERE POSSIBLE



COFFEE CUP RECYCLING
NOW THROUGHOUT THE TERMINAL AND IN STAFF AREAS

OUR ENVIRONMENT

In 2018 we undertook a number of initiatives across the airport to help us reduce our environmental impact. From cutting emissions, to recycling coffee cups, to using electric vehicles, we recognise the importance of minimising our impact and have invested in innovations and technology to help us become more sustainable.

AIR QUALITY

We are committed to understanding our impact on air quality, and we carried out a six-month Air Quality Survey in 2018 investigating air quality at 24 locations across campus. This report is carried out every three years. The study found a general trend of decreasing nitrogen dioxide (NO₂) concentrations at most sites when compared with previous studies, excluding two sites close to the multi-storey car park, home to the drop-off area and taxi rank, which showed a small increase.

One of our new electric vehicles out in the community



Launch of the new First Bus 600 connecting the airport to Livingston



The main sources of these pollutants are the combustion of fuel from motor vehicles. However, ground level concentrations can also be affected by airport activities such as aircraft movements, ground vehicles and staff and passenger surface access to and from the airport.

WHAT HAVE WE DONE TO IMPROVE AIR QUALITY IN 2018:

- **Installed Fixed Electrical Ground Power (FEGP) on a number of aircraft stands. These reduce the need for on-site diesel generators or continuous running of Aircraft Auxiliary Power Units (APUs). Going forward all new stand developments shall be considered for FEGP.**
- **Conducted a fleet review of the vehicles owned by the airport and implemented a process to introduce electric vehicles where possible. We ordered two electric vehicles, with more to be ordered as current vehicles reach their end of life.**
- **Supported the Menzies trial of a Mototok unit, an electric push-back vehicle.**
- **Continued to work with Sustainable Aviation to share best practice on air quality initiatives and improvements.**

PUBLIC TRANSPORT

Our commitment to our local and wider communities includes ensuring that surface access is considered as part of our day-to-day operations and future plans. It's important that we give our passengers and staff a range of choices to access the airport with public transport being central to this.

In 2018 we worked with our transport providers to increase the number of public transport options, including the introduction of the Lothian Skylink 400, and subsequent rerouting of the Lothian Skylink 300, to offer more choice and vital links for staff and customers, to and from the south of the city.

In addition to this, we saw new links between Edinburgh and West Lothian with the launch of the First Bus 600 offering an hourly service connecting Livingston to the airport, as well as an enhanced service from Citylink connecting the airport to Grangemouth and Stirling.

We also made Edinburgh Airport more accessible to those based in the North of England, offering them more flight choices, by working with Megabus to introduce a route direct from Newcastle serving Leeds and Sheffield. These offerings resulted in 35% of passengers using public transport to reach the airport.

OUR ENVIRONMENT

WASTE

RECYCLING

We're committed to diverting waste from landfill, improving our recycling rates and improving the quality of the materials we collect. In 2018 we diverted 100% of waste from landfill and segregated 52% of our onsite waste.

BIN MAP

We worked with our cleaning team and waste contractor to better understand the challenges we face when it comes to increasing recycling. By reviewing the location of bins and creating a 'bin map' we ensured that the bins are in pairs to increase the chances of recycling.

EDUCATION

We held sessions with our waste operatives and Biffa to provide them with a better understanding of contamination levels. This resulted in bags which were previously discarded as general waste due to contamination, now being recycled appropriately.

CIRCULAR ECONOMY

We are members of a number of circular economy groups and forums including the Scottish Infrastructure Circular Economy Forum (SICEF) and the Circular Economy Business Network, and are currently identifying materials generated by projects across the airport and building networks and partnerships with these groups to help identify opportunities to remake, reuse and recycle identified materials.

WHAT HAVE WE DONE TO IMPROVE RECYCLING IN 2018?

- Following a successful trial with Costa, we introduced coffee cup recycling in the terminal and staff areas. We worked in partnership with Costa and SWRnewstar to introduce this initiative which saw cups sent to a dedicated recycling facility which turns them into materials such as writing paper and shopping bags. Many of our coffee shops offer discounts when you bring your own travel mug.
- We continued to engage closely with our retailers, holding awareness sessions in our waste yard to promote what materials can be recycled and providing them with signage to improve recycling in their stores.
- Over the last two years we have sent over six tonnes of waste electrical and electronic equipment (WEEE) to CCL who recycle the equipment.

| Waste stream | Weight collected (tonnes) |
|---|---------------------------|
| General waste | 995.22 |
| Mixed recycling | 406.86 |
| Food | 359.04 |
| Glass | 201.96 |
| Cardboard | 111.02 |
| Textiles | 1.20 |
| Waste electrical and electronic equipment | 2.47 |
| Hazardous waste | 0.16 |
| Wood | 0.60 |
| Metal recycling | 5.35 |
| Total | 2083.88 |

That's more than the weight of 170 double decker buses



Our new coffee cup recycling bins



OUR ENVIRONMENT

WATER

Water is one of our most valuable resources. It is important that we monitor the volume of water we use as a business and protect the water courses that surround us.

We used 181,419m³ of water in 2018, including that needed for essential fire training. We monitor water consumption on a monthly basis to identify potential leaks and opportunities for water saving.

WATER AUDIT

In 2018 we conducted a water audit to identify areas of poor efficiency. The audit found that water efficiency was generally good. However, there were a few areas, mostly in older outbuildings where improvements could be made by retro-fitting water-saving solutions into taps and toilet fittings.

GOGAR BURN

The Gogar Burn flows through our airfield connecting to the River Almond which runs parallel to our runway. Each month we take a number of water samples from sites on and off the airport allowing us to monitor any impact of our operations as well as conducting visual checks of the watercourses.

WATER FOUNTAIN

Passengers can empty their water bottles before they pass through security and refill for free at the water fountain just after World Duty Free. Many of our restaurants and coffee shops also offer free drinking water.

WINTER OPERATIONS

In order to reduce the volume of de-icer applied to our runway and taxiways used in the winter season we installed GPS technology on our de-icer vehicles. This detects areas that de-icer product has been applied to and automatically prevents these areas from being over sprayed. We also purchased a recovery vehicle to collect excess de-icer from aircraft stands and are working with airports across Scotland to investigate the feasibility of a recycling facility for the collected de-icer.

Our water fountains found just after World Duty Free



ENERGY AND CARBON

We consumed 9,180,767kWh gas, compared to 10,637,470kWh in 2017 and 24,839,355kWh electricity, compared to 24,362,185kWh in 2017.

Calculating our carbon footprint allows us to understand the contributions of activities taking place at the airport and monitor changes as well as helping us to identify opportunities to reduce our carbon emissions and evaluate the success of previous implementations.

Our carbon footprint report measures our total greenhouse gas emissions and is divided into scope 1, 2 and 3 activities. Greenhouse gases

are measured in tonnes of carbon dioxide equivalent (tCO²e). Our total emissions in 2018 were 122,213 tCO²e, this represents an 18% reduction in scope 1 and scope 2 emissions compared to 2017 despite a 7% increase in passenger numbers and a 10% increase in aircraft movements.

- We completed a number of energy saving initiatives during 2018 including:
- Continuing the LED lighting rollout across the terminal, car parks and road ways.
 - Using the Energy Management System to monitor the impact of changes and to highlight areas of inefficient energy use.
 - CO² sensors were used for presence detection, allowing for reductions in energy consumption during quieter periods.

Table 1 Breakdown of carbon emissions by scope

| | Total 2018 emissions (tCO²e) | % of total emissions |
|------------------|------------------------------|----------------------|
| Scope 1 | 2,174 | 1.8% |
| Scope 2 | 996 | 0.8% |
| Scope 3 | 119,029 | 97.4% |
| Outside of scope | 14 | 0.01% |
| Total | 122,213 | 100% |

OUR PERFORMANCE

| 2018 Target | 2018 performance | Commentary |
|---|---|--|
| EDUCATION Provide work experience placements for 18 school pupils | TARGET ACHIEVED | 26 pupils completed work experience at the airport |
| COMMUNICATION Issue quarterly community newsletters to our closest neighbours | TARGET NOT ACHIEVED | This did not happen on a quarterly basis, however, work began on a new strategy to improve the quality and reach of our community newsletter. By placing copies in local community facilities, as well as using targeted online messaging, we will be able to reach much more of our community. |
| INVOLVEMENT Sponsorship: We will play our part in Edinburgh and Scotland where we can | TARGET ACHIEVED | We sponsored the Edinburgh Science Festival, the Hearts/Hibs football derbies, the Thistle Awards, the Edinburgh Festival and the Royal Edinburgh Military Tattoo |
| CHARITY Operate an independent Community Board, awarding £120,000 in funding to local projects and charity groups meeting selected criteria Support a charity through our Charity of the Year partnership | TARGET ACHIEVED | We allocated £133,000 to community and charity projects We raised almost £100,000 for Scotland's Charity Air Ambulance through staff events and initiatives |
| RESPONSIBILITY Noise Implement actions from the five year Noise Action Plan Waste and recycling Divert 100% of waste from landfill Gas Consume less than 10,637,470kWh of gas Electricity Consume less than 24,362,185kWh of electricity Surface access Achieve more than 33% public transport mode share | TARGET ACHIEVED TARGET ACHIEVED TARGET ACHIEVED TARGET NOT ACHIEVED TARGET ACHIEVED | All actions from our Noise Action Plan have been implemented and we have prepared a new Noise Action Plan We produced 2083.9 tonnes of waste and diverted 100% of our waste from landfill Gas consumption was 9,180,767kWh Electrical consumption was 24,839,355kWh, slightly above our predicted usage, this is due to a large number of projects being carried out as part of our long-term investment plans. In coming years, as we move away from fossil fuel, to electric, powered technologies, we will use more electricity, however, it will be supplied entirely from renewable energy. 35% of passengers used public transport to access the airport |

OUR 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 communication with our local communities is important to us and in 2018 we employed a dedicated Community Engagement Manager to help create direct links to the community offering more opportunities for their voice to be heard. We also operate a free dedicated noise line, manage a community email address and continue to welcome feedback via social media.

This table details our stakeholders interests and the ways in which 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 Airspace Change Programme | <ul style="list-style-type: none"> 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 Meetings with Edinburgh Airport Noise Advisory Board (EANAB) |
| 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 E-communications including email, intranet and Yammer Mandatory training courses Healthy Working Lives campaigns Celebrating Success 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. | <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 and iVolunteer awards Staff drop-in sessions for ACP project |
| 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 Airline briefings for ACP project |

OUR STAKEHOLDER GROUPS

| Stakeholders | Details | Corporate responsibility interest | Communications |
|--------------------------------|--|---|---|
| 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 |
| 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 impact • Noise • Airspace Change Programme | <ul style="list-style-type: none"> • 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. | <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 |

Verification Statement

Objectives

WSP was commissioned by Edinburgh Airport to conduct an independent verification of their 2018 Corporate Responsibility Report, which covers content and information from the 2018 reporting year.

The information and presentation of data within the CSR Report is the responsibility of Edinburgh Airport. This statement is the responsibility of WSP and represents our independent opinion. The intended users of this statement are the readers of Edinburgh Airport's 2018 CSR Report and it is intended for this statement to be read in its entirety.

Our verification team has the appropriate experience and competency to complete this verification exercise. WSP has a Quality Management System (QMS) which is certified to BS EN ISO 9001 under which all our work is managed. The WSP Verification Team is not working for Edinburgh Airport beyond what is required of this assignment.

Verification Period

The verification review of Edinburgh Airport's CSR Report has been carried out for its 2018 CSR Report which covers the reporting period 1st January 2018 to 31st December 2018.

Scope of Verification

The scope of the verification exercise covered Edinburgh Airport's CSR reporting areas which consisted of:

- Welcome from the Chief Executive
- Highlights from 2018
- Our Business
- Our People
- Our Community
- Our Environment – Air Quality
- Our Environment – Public Transport
- Our Environment – Waste
- Our Environment – Water
- Our Environment – Energy and Carbon
- Our Performance
- Our Stakeholder Groups

In each of these areas, the content (facts, figures, and statements) contained in the CSR Report was assessed for accuracy based on the evidence which was provided by Edinburgh Airport. Where more evidence was required, this was requested by WSP.

Methodology

The verification exercise was not undertaken in accordance to any particular reporting standard, rather it was conducted in line with an agreed best practice approach and methodology with Edinburgh Airport.

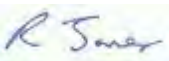
WSP undertook the verification exercise between June and August 2019 via telephone discussions and e-mail correspondence with staff responsible for management, collating and reporting Edinburgh Airport's CSR Report. Evidence provided by Edinburgh Airport was also

reviewed which was collated from a variety of sources including, for example, internal reports and statements, internal communications, public press releases, social media communications, third-party webpages, and photographs.

WSP's Opinion

WSP can confirm that the data provided by Edinburgh Airport was satisfactory and sufficiently demonstrated the accuracy and correctness of the content, including facts, figures and statements, in the 2018 CSR Report. Some recommendations were made as part of the verification process and these have been included in the separate Edinburgh Airport CSR Report Verification review to the Senior Management.

Rachel Jones



Technical Director

August 2019



