

Corporate Responsibility Report 2017

Corporate responsibility at **Edinburgh Airport**

Edinburgh Airport have invested in new projects covering terminal expansion, airfield expansion and continual improvements to our current facilities.

Edinburgh Airport is one of the fastest growing airports in the UK. In 2016 we broke an annual record for passengers at any Scottish airport with confirmation of 12,366,498 people flying through the airport, an increase of over 11% compared to 2015.

We've invested in new projects covering terminal expansion, airfield expansion and continual improvements to our current facilities.

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. We are proud of this growth, however we remain committed to being a responsible business that balances our growth and economic benefits with managing and reducing our impact on the environment and local community, and improving our sustainability performance. We demonstrate this commitment by having our environmental management system externally accredited to the ISO 14001 standard.

Our Corporate Responsibility report reflects our five key areas of focus:

1. Education – we will educate our community about our business and operations and use our varied industry

expertise to help the younger generation. We hosted 21 work experience placements and engaged with our local community through educational airport tours and by attending employment and careers fairs.

2. Communication – we will regularly communicate with our community and stakeholders about our business and operations, and listen to the community voice. We issued quarterly newsletters to 23,000 homes and businesses around the airport.
3. Involvement – we will play our part in Edinburgh and Scotland where we can. We sponsored Scottish Swimming, Scottish Curling and the Homeless World Cup.
4. Charity – we will actively promote and support charity and community work. Our 2016 corporate charity was Guide Dogs Scotland. As well as raising £25,000 through staff initiatives, we hosted awareness days and helped to raise brand awareness through joint initiatives and by supporting their campaigns.
5. Responsibility – we will be a responsible business and reduce our impact on the environment. During 2016 we focused on noise, recruiting a full time Noise Advisor and working to improve how we

communicate noise issues to our local communities. We produced 1,834.30 tonnes of waste and diverted 96% of this from landfill. We also saw a slight increase in the number of passengers using public transport to access the airport, moving towards our target of 35% public transport mode share by 2017. We met our target to reduce gas consumption compared to 2015 usage, but did see an increase in electricity and water usage.

This Corporate Responsibility Report covers the period 1 January – 31 December 2016 and details the targets we set ourselves and our performance against these targets. This report has been independently verified by Ricardo AEA.

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 edcommunications@edinburghairport.com







Regards









Gordon Dewar
Chief Executive

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Our 2016 performance summary

2016 target	2016 performance	Commentary
Education		
Provide work experience placements for 24 school pupils.	 Target not achieved	<i>21 pupils completed work experience at the airport.</i>
Engage in one educational visit per quarter in the local community.	 Target achieved	<i>We attended the Blackhall Probus Club meeting to talk about airport developments, hosted a visit from a local Air Cadet Club, and attended various Employment and Careers Fairs to promote jobs at the airport.</i>
Communication		
Issue quarterly community newsletters to our closest neighbours.	 Target achieved	<i>We issued quarterly newsletters to 23,000 homes and businesses close to the airport.</i>
Involvement		
Sponsorship		
We will play our part in Edinburgh and Scotland where we can.	 Target achieved	<i>We sponsored Scottish Curling, Scottish Swimming and the Homeless World Cup.</i>
Charity		
Operate an independent Community Board, awarding £120,000 in funding to local projects and charity groups meeting selected criteria.	 Target achieved	<i>We allocated £120,000 to community projects.</i>
Support a charity through our Charity of the Year partnership.	 Target achieved	<i>We raised £25,000 for Guide Dogs Scotland through staff events and initiatives.</i>

Our 2016 performance summary

2016 target	2016 performance	Commentary
Responsibility		
Noise Implement actions from the five year Noise Action Plan	 Target achieved	<i>All actions from our Noise Action Plan have been implemented and we are reviewing the noise action plan for re issue in 2018.</i>
Waste and recycling Divert 80% of waste from landfill	 Target achieved	<i>We produced 1,834.30 tonnes of waste and diverted 96% of our waste from landfill.</i>
Gas 5% reduction on 2015 gas consumption	 Target achieved	<i>Gas consumption was 10,048,428 kWh.</i>
Electricity 5% reduction on 2015 electrical consumption	 Target not achieved	<i>Electrical consumption was 24,275,195 kWh.</i>
Water Maintain 2014 consumption levels	 Target not achieved	<i>During 2016 our total water consumption was 189,339m³.</i>
Surface access Achieve 35% public transport mode share by 2017	 On target	<i>30.2% of passengers used public transport to access the airport.</i>

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 2016 we hosted 21 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 12 students from universities across Scotland in internships for 12 weeks over the summer. The students worked with teams from across the campus: Digital, Operations, Projects, Finance, Communications, Legal, Retail and Commercial.

We have worked with our Security Compliance team to introduce a policy whereby we could allow educational airport tours. This was trialled in 2016 and we are looking to roll this out wider during 2017.

Teams across the campus take part in various educational visits and career and employability fairs throughout the year to promote the airport as an employer and the variety of jobs that are available. Our Engineering Apprentices hosted a stand for an event organised by Forth Valley College where they were asked to provide young students an insight into the world of airport engineering. Feedback from participants and the college was very positive and has helped to build a strong and sustainable bond between the apprenticeship team.

WE HOSTED
21 WORK
experience
PUPILS 

CASE STUDY

Recruitment Day – February 2016

The airport has grown dramatically over the past few years. Increased routes and destinations have led to more passengers, and in turn we have aimed to continually improve on our services to provide our passengers with the best airport experience possible.

In February 2016 we held our first Recruitment Day, in which we worked with businesses across the airport to help recruit positions across all levels. Over 200 new jobs were created in the first few months of 2016 and by hosting a Recruitment Day potential employees were able to come along and learn more about the variety of positions on offer.

As well as airport representatives, we were joined by airlines, retailers, car rental centre and a number of support organisations across the campus.

The day was very successful, with an overwhelming number of people attending, and a similar event was organised for our retail partners in 2017.

Communication

We will regularly communicate with our community 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 communication 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• Airspace Change Programme	<ul style="list-style-type: none">• 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



Stakeholders	Details	Corporate responsibility interest	Communications
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 • 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.	<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
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

Stakeholders	Details	Corporate responsibility interest	Communications
Passengers	We aim to delight our passengers with the goods and services on offer at the airport and our customer service operations.	<ul style="list-style-type: none"> • Climate change • Waste and recycling • Feedback • 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 impacts • 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

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 2016 sponsoring events including Scottish Swimming, Scottish Curling and the Homeless World Cup.

We also light our control tower to community awareness on national issues including charity and sporting events such as Guide Dogs Scotland National Awareness Week and Scottish Rugby.

Airspace Change Programme

In 2016 we launched our Airspace Change Programme. Airlines and airports require the support of efficient airspace, the invisible infrastructure in the skies above us. Today's airspace structure was established over 40 years ago when there were fewer aircraft in the skies and they used basic navigation technology. We need to enable growth and we must update the technology we use to navigate.

Between June and September we ran an initial consultation where we presented design envelopes and

asked local communities to tell us 'What local factors

should be taken into account when determining the position of the routes within the design envelope given the potential impacts, and why?' We received 5,880 responses to this consultation; 89 from organisations and elected officials and 5,791 from individuals, which we used to help inform our decision making process.

In January 2017 we then launched our second consultation, where we have presented our decision making matrix, the potential route options that we have investigated and our preferred route options. We will use feedback from the second consultation to finalise our route options before we submit our Airspace Change Proposal to the CAA. Should our flight path options be approved by the CAA, the new routes would not be introduced until Spring 2018 at the earliest. You can read more about our Airspace Change Programme on our website **letsstofurther.com**

Charity

In 2016 we awarded £120,000 to 65 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 enterprising in order to allow an organisation or charity to become self-sufficient or fund other improvements.

We again welcomed applications from all charities to become our corporate charity partner and asked our staff to vote on their preferred charity. Guide Dogs Scotland 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 also held a 'Lunch and Learn' session for staff where we brought in puppies, dog walkers, dog trainers and fundraisers to talk to our team about the charity and the work that they do.

As well as supporting our corporate charity we allow two charities per month to do bucket collections in the terminal. 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 2016, primary schools from across Edinburgh and the Lothians and one pipe band entertained passengers with carols and Christmas cheer.

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 2016 we awarded £17,152 through our match funding scheme to a number of charities and local projects including; FACE Cancer Fund Lothian Health Foundation, Children 1st, Marie Curie and local sports clubs.

We funded 65 charity and community projects through our Community Board in 2016:

- 3rd Bo'ness Scout Group
- Arniston Rangers Youth Football Club
- Blackburn United Girls
- BLES Training
- Bonnyrigg and Lasswade
- Cancer Research Gala
- Caring in Craigmillar
- Circle
- City of Edinburgh Council Queensferry Early Years & Hillwood Early Years Hub
- CLEAR Buckhaven
- Community One Stop Shop
- Cornerstone
- Craigshill Thistle Community Sports Club
- Cramond and Barnton Community Council
- Cramond Association
- Dance Baseline
- Eastern Amateur Coastal Rowing Club (EACRC)
- Edinburgh and Lothians Greenspace
- Edinburgh City Youth Football Club
- Edinburgh Headway Group
- Edinburgh Leisure
- Edinburgh Society of Model Engineers
- Edinburgh Young Carers Project
- Eliburn FC
- Fife Federation of Tenants & Residents Association
- Fisherrow Yacht Club
- Friends of Almondell Country Park
- Friends of Craig Park
- Greensferry Trust
- Harmony Education Trust
- Hearts and Minds
- Hutchinson Vale FC
- Impact Arts
- Invisible (Edinburgh)
- Kirkcaldy Street Pastors
- Kirkliston Nursery School
- Leith Festival
- Linlithgow Rugby Football Club
- Livingston Cricket Club
- Music in Hospitals Scotland
- Newton Park Association
- Niddry Castle Golf Club
- Nordoff Robbins Music Therapy
- Pilmeny Development Project
- Pilton Equalities Project
- Pumpherston Community Council
- Riverside Primary School
- Salvesen 2003's
- South Queensferry and Roseburry Hall
- St Andrews Clermiston Church of Scotland
- St Andrews RC Primary School
- Stenhouse Nursery Class
- Steps to Inclusion
- Swim West Lothian
- Take a Pride in Carnock & Gowkhall
- The Broomhouse Centre
- The Conservation Volunteers Scotland
- The PBC Foundation
- Tom Thumb Nursery and Playgroup
- Trussell Trust South Queensferry Foodbank
- Urquhart & Berrylaw Tenants and Residents Association
- Venture Trust
- West Lothian Artistic Gymnastics Club
- West Lothian Drug and Alcohol Service Ltd
- Whitburn Junior Football Club

WE AWARDED
£120,000
to
65
CHARITIES and
PROJECTS

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 environmental ISO 14001 certification. This is independently audited and verified for effectiveness.

In 2016 we commissioned an independent environmental audit by Ramboll Environ UK Limited to conduct a high level environmental review of our operations. The objective of the review was to understand the approach to environmental management, identify potential gaps in compliance with applicable environmental legislation, and identify areas of risk with respect to environmental compliance or pollution, as well as areas for future improvement.

We employ 659 people, recruiting 151 in 2016 and our business partners employ an additional 6,500 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. Our people are a vital asset and their wellbeing is important to us. Each year we run a staff satisfaction survey, called People Survey, and in 2016 we had a 52% response rate. These survey responses are an important part of our people strategy, with the feedback being used as the foundation for a number of people initiatives throughout the year.

In 2016 we launched a new recruitment portal to streamline the application process for candidates and hiring managers. Our people's growth and development is important to us and we have focused on developing and improving our in house Training Academy

and online training service. Following on from the success of our Leadership Development Programme we launched a Management Development Programme and Talent Academy to allow our colleagues to develop and continue their careers at the airport.

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 enhancing our customer service offering and infrastructure, including:

- Creating a new Jet2 check-in area, which features 15 remote desks to support the airline's continued growth at Edinburgh Airport
- Supporting British Airways in their implementation of a remote check-in approach, including six new remote check-in desks and two bag drop points
- Relocating the landside PRM reception area and subsequently improving its facilities
- Investing in new PRM service equipment, including Ambulifts, Aviramp Lite units, and minibuses
- Introducing a process whereby passengers travelling with hidden disabilities can be more readily identified by members of the airport community through the use of pin badges and lanyards
- Continuing to meet the increasing demand for the



Additional Needs service tailored to passengers on the autism spectrum or with complex additional needs. In 2016 we assisted over 200 families

- Providing a welcome and information service for arriving passengers, delivered by our STARS

(Student Tourism Ambassador Role Scotland) from Queen Margaret University. They interacted with over 124,000 passengers in 2016

- Entertaining our passengers with a variety of exciting events throughout year. The programme last year saw:
 - » an Easter egg hunt and Easter bunny
 - » Minnie Mouse character surprising passengers at the gate before their flight to Orlando

- » live traditional music
- » Christmas Fairies campaign, where passengers were nominated by their loved ones to receive a surprise wish on their journey. The activity was filmed and reached an audience of over 300,000 on Facebook
- » Santa and his reindeer

In 2016 we helped over 12 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.



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 2016 we produced 1,834.30 tonnes of waste. This was a decrease of 104.01 tonnes compared to 2015. We set a target of 80% of all waste produced to be diverted from landfill by recycling, anaerobic digestion or thermal treatment. This target was achieved as we diverted 96% from landfill resulting in a carbon saving of 1,776.71 tonnes.

1160.84 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 2015 (tonnes)	Volume segregated in 2016 (tonnes)
Mixed recycling	658.29	587.22
Food	294.80	278.19
Cardboard/paper	121.11	161.23
Glass	95.22	98.67
Metal	8.14	27.28
Plastic	N/A	0.94
WEEE	11.05	1.80
Textiles	1.99	4.30
Confiscated items	1.60	0.37

We achieved our waste target through:

- continuing to provide an onsite recycling officer responsible for managing the centralised waste area
- continuing to recycle cardboard, paper, textile, mixed metal and mixed plastic materials onsite
- working actively with our tenants, explaining our policies and recycling facilities to reduce the amount of general and hazardous waste contaminating our recycling facilities
- arranging for our waste contractor SWR to meet with teams across the airport to remind them of the recycling facilities available and encourage recycling
- 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 2016 our total water consumption was 189,339m³ including 5,240m³ used for essential fire training purposes and excluding exceptional consumption caused by bursts. We consumed about 6.7% more water than 2015, which was driven by an 11.1% increase in passenger numbers.

Overall we were able to reduce consumption per passenger from 15.5 litres in 2015 to 14.9 litres per passenger in 2016.

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

- installing a dedicated water fill point for airport contractors to use to allow consumption to be managed and reduce the risk of unauthorised usage
- undertaking regular leakage sweeps to proactively minimise losses in our water network by identifying leaks and undertaking repairs
- 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.

During 2016 our investment in airport-wide automatic meter reading technology has continued to allow us to respond rapidly to unexpected usage and allowed us to identify two significant underground water leaks which we were able to quickly locate and undertake repairs preventing further loss of water.

We plan to continue with the above monitoring regime during 2017 to deliver further water efficiencies and help tenants manage their consumption. We will also benchmark our usage with other airports to help us target best performance in our industry.

WE CONSUMED
189,339 m³
OF WATER

Energy

In 2016 our electricity consumption was 24,275,195 kWh against a target of 24,042,270 kWh. This represents a 5% increase compared to 2015 usage.

Our electrical consumption increased compared to 2015. This is largely due to the addition of a number of retail units in the departure lounge and a number of operational changes. We are currently working on a number of ongoing development projects – balancing the lines within the Baggage Hall is one example of this.

Our gas consumption was 10,048,428 kWh against a target of 11,916,079 kWh. This represents an 11% reduction compared to 2015 usage.

This reduction in consumption was largely due to reducing the base temperature of our terminal building by one degree between May and October. This meant that our boiler plant came on when the outside temperature reached 11 degrees rather than 12 degrees. We also benefitted from milder temperatures during the winter months.

We made a number of energy improvements in 2016, including:

- installation of additional energy saving filters in HVAC units
- LED upgrades to toilets
- removing redundant airfield circuits
- LED upgrades to passenger crossings
- HVAC runtimes adjusted
- LED upgrade in our food village
- LED upgrade commenced late 2016 on the multi storey car park.

Moving into 2017 we are looking at LED options across the campus, benchmarking against other airports and progressing with an energy management system.

We consumed
10,048,428 kWh
OF **GAS** – an **11%** reduction
COMPARED TO 2015 USAGE.



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 on our website 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. 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 2016 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 NOx and CO2 emissions
- operated effective and credible noise mitigation schemes
- provided a dedicated noise helpline for our community – we received over 1,600 noise enquiries during 2016 and 93% of complaints were answered within our five day target
- fined aircraft that breach our noise limits – one aircraft breached our noise limited and was fined in November 2016
- began the process of tendering for a new Noise and Track System. This system will allow the members of the public to track the flight paths of flights arriving and departing Edinburgh Airport in very close to real time (a slight delay is built in to the system for security reasons) the public will be able to monitor flights of concern and view the level of noise at the nearest fixed noise monitoring site.
- commissioned a noise monitoring survey of the Cramond area, the results of which concluded that it would be appropriate to install a second noise monitor in the Cramond area to supply data on noise levels. However, the present monitor must remain in place to conform to guidelines for noise fining of aircraft

who exceed the present noise limits for day and night

- decreased the dB level at which insulation grants may be granted to residents around Edinburgh Airport to include the 63dB Contour. Further information can be found at edinburghairport.com/community/noiseassistance
- employed a noise expert to the dedicated role of Environmental Noise Advisor for Edinburgh Airport
- began the process of setting up a Community Noise Action Board by Consulting with local community groups. The board will be community led and will focus on liaising with Edinburgh Airport on all community noise issues associated with the airport.

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 noise@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.

Surface access

During 2016, 30.2% of our passengers used public transport to travel to the airport, compared to 31.1% in 2015.

There has been a slight increase in the public transport mode share year on year. This will, in small part, be a result of the Forth Road Bridge closure in December 2015, which increased public transport usage during that period. However with total airport passengers growing significantly, that still represents an additional 280,000 people using public transport.

In 2016 we:

- welcomed the popular 747 bus service to Fife being extended to operate 24/7
- welcomed the introduction of brand new high-specification coaches on the Glasgow express coach service with the latest environmentally friendly EURO VI engines
- became a destination on the National Rail Network following the opening of Edinburgh Gateway rail station and the introduction of integrated train/tram ticketing
- introduced three brand new buses onto our Long Stay Car Park shuttle service which have the latest environmentally friendly EURO VI engines.



In 2017 we hope to see an increase in public transport mode share following the opening of the Edinburgh Gateway railway station and the introduction of integrated ticketing between tram and train with connections also available from Edinburgh Park. We also plan to renew our Airport Surface Access Strategy during 2017 as we continue to work with operators, local authorities and statutory bodies to influence passenger mode choices.

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 roads 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.

Appendix



Date: 24/05/2017

Corporate social responsibility report verification statement

Ricardo Energy & Environment has been working with Edinburgh Airport to undertake an independent verification review of its corporate social responsibility (CSR) report for the reporting year 2016. This statement summarises the outcome of the review. Ricardo Energy & Environment methodology, findings and recommendations are given in the Edinburgh Airport CSR review summary, which is provided as a separate document. It should be noted that no visits were made to Edinburgh Airport premises to review on-site data and systems and that the review was conducted remotely.

Verification period

The verification review of Edinburgh Airport's CSR report has been carried out for its 2016 CSR report and covering the reporting period 1st January 2016 to 31st December 2016.

Level and scope of verification

Ricardo Energy & Environment's opinion has been formed on the basis of a review of the statements and numerical data quoted within the Edinburgh CSR report 2016. The review is of a limited level and only high level evidence was inspected.

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

- Executive Summary
- Performance Summary
- Education
- Communication
- Involvement
- Charity
- Responsibility
- Waste
- Water
- Energy
- Noise
- Surface Access

In each of these areas all numerical data or statements was assessed for correctness based on the evidence provided.

Methodology

For the most the review was in line with the requirements of ISO14064:3 although certain elements of the method varied. The approach and sampling methodology was agreed with Edinburgh Airport followed by a data collection process and review of evidence presented. All data statements within the report were checked for their validity against high level evidence that was presented by the Edinburgh Airport.

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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 2016 to 31st December 2016.

Ricardo Energy & Environment accepts no liability whatsoever to any third party for any loss or damage arising from any interpretation or reliance upon this assessment.

Ricardo Energy & Environment

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