



Corporate **Responsibility** Report 2015

MAY 2015

Corporate responsibility at **Edinburgh Airport**

As Scotland's busiest airport, Edinburgh Airport provides domestic and international air traffic services for the people of Scotland. In 2014 we helped over 10 million passengers on their journeys, becoming the first Scottish airport to reach this key milestone.

Edinburgh Airport has contributed over £260 million to the Scottish economy over the past 10 years and is forecast to contribute over £240 million over the next 10 years. Over 7,500 people work across our campus, 500 are directly employed by Edinburgh Airport Limited with an additional 7,000 being employed by our campus partners; retailers, airlines and suppliers. We have recently announced a £125 million five-year investment plan to improve our facilities.

Despite our growth, we remain serious about reducing our impact on the environment and on our community and demonstrate this commitment by having our environmental management system externally accredited to ISO 14001 standard. Our commitment to corporate responsibility allows us to build strong partnerships with our business partners and local communities, engage our people and actively contribute to charities and community groups across Edinburgh and Scotland.

We understand that noise from aircraft and our ground operations is one of the key concerns for our local community. We continue to work to reduce the impact of ground noise and work proactively with National Air Traffic Service (NATS) and our airline partners to develop and promote best practice techniques.

We're committed to increasing the amount of waste we divert from landfill, improving our recycling rates and improving the quality of the materials we collect. In 2014, we exceeded our waste target by diverting 100% of waste from landfill and achieved a carbon saving of 1,955.67 tonnes. We are committed to reducing the total volume of waste we produce.

In 2014 we revised our energy and carbon strategy. We've reduced our gas consumption by 12% and our electricity consumption by 3% against our 2013 baseline. We've also created an energy working group to discuss, review and implement energy saving procedures and are looking at ways of improving energy communication to our people across the campus.

We supported the launch of Edinburgh Trams which formally began operating in 2014, and have seen a 1% increase to 29.6% on the number of passengers using public transport to access the airport. We will continue to work with public transport providers across the coming year to improve our public transport modal share and work towards our long term target of 35% by 2017.

We know one of the keys to a successful business is a committed workforce and we work hard to engage our people through communication and recognition initiatives. We are dedicated to increasing communication and have seen a growth in Yammer, our internal social media channel.

Building and maintaining relationships with partners around the city and Scotland is important to us. We awarded over £100,000 to 44 local community groups and charities; sponsored key Edinburgh events such as the Royal Highland Show, The Edinburgh Jazz and Blues Festival and the Pride of Edinburgh Awards; as well as funding a number of city initiatives through our partnerships with Edinburgh Chamber of Commerce, Marketing Edinburgh and VisitScotland.

This Corporate Responsibility Report covers the period 1 January - 31 December 2014 and details the targets we set ourselves and our performance against these targets.

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

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Our 2014 performance summary

2014 target	2014 performance	Commentary
Noise Implement actions from the five year Noise Action Plan	✓ Target achieved	All actions from the Noise Action Plan were completed.
Waste and recycling Divert 80% of waste from landfill	✓ 20% better than target	We produced 1,603.63 tonnes of waste and diverted 100% of our waste from landfill.
Segregate 65% of waste on site	✗ 1% below target	We achieved 64% on site segregation, however have seen a 15% increase in total waste across the campus due to an increase in retailers and passengers.

Energy and carbon

Gas Do not exceed our 2013 baseline of 11,923,111 kWh	✓ 12% reduction on 2013 baseline	Our gas consumption was 10,498,374 kWh.
Electricity Do not exceed our 2013 baseline of 24,035,818 kWh	✓ 3% reduction on 2013 baseline	Our electricity consumption was 23,328,331 kWh.
Water Do not exceed our 2013 baseline of 151,348m ³	✗ Target not achieved	We consumed 164,957m ³ of water during 2014, an increase of 9% from 2013. This was due to an increase in passenger numbers and a significant construction programme on-going to expand airport facilities.
Surface access Achieve 35% public transport mode share by 2017	✓ On target	29.6% of our passengers used public transport (bus or tram) to travel to the airport, this is a 1% increase on 2013 (28.1%) and reflects the addition of the tram as a travel option.
Our community Operate a Community Board, awarding £100,000 in funding to local projects and charity groups meeting selected criteria	✓ Target achieved	We allocated £100,000 to the local community.
Provide work experience placements for 20 school pupils	✓ Target achieved	23 pupils completed work experience at the airport.

Noise

We're aware that aircraft noise is a key concern for our local communities. In 2013 we updated and published our five year Noise Action Plan (NAP), which will help us to further develop our relationship with nearby communities and other key stakeholders.

Our NAP allows us to understand, manage and minimise aircraft related noise and sets our yearly aims and objectives. See *Appendix A: Noise Action Plan*.

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 National Air Traffic Service (NATS) and our airline partners to develop and promote best practice techniques.

In 2014 we:

- demonstrated 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.
- worked with our local authority to influence local planning policy and minimise the number of noise sensitive properties developed around the airport.
- provided a dedicated noise help line for our community, we received 76 noise enquiries during 2014 compared to 96 enquiries in 2013.
- promoted continuous descent arrivals and continuous climb departures to create a greater distance between the aircraft and local communities and therefore reduce the noise impact.
- continued to issue fines to any aircraft in breach of our noise limits, no aircraft breached our noise threshold and were fined in 2014.
- continued to work with Sustainable Aviation and local stakeholders to understand and address aircraft operation management and noise.

If you have any concerns regarding aircraft noise, a noise complaint can be made by calling our dedicated noise helpline on **0800 731 3397**. We ask you to leave your name and contact information, along with details of the date and time of the disturbance you are calling about. We investigate all noise complaints and aim to respond to callers within two working days.



Waste and recycling

During 2014 we produced 1,603.63 tonnes of waste, 1,027.59 tonnes of which was segregated on site. The following table shows the breakdown of waste by material segregated on site:

Material	Volume (tonnes)
Mixed recycling	564.77
Food	250.57
Cardboard/Paper	127.28
Glass	70.45
Metal	5.32
Waste electrical and electronic equipment (WEEE)	2.15
Textiles	1.50
Confiscated items	1.10

We're committed to increasing the amount of waste we divert from landfill, improving our recycling rates and improving the quality of the materials we collect. In 2014, we set a target of 80% of all waste produced to be diverted from landfill by recycling, anaerobic digestion or thermal treatment. We exceeded our target by diverting 100% of waste from landfill and achieved a carbon saving of 1,955.67 tonnes.

We achieved this through:

- continuing to provide an onsite recycling officer responsible for managing the centralised waste area for eight hours a day, seven days a week
- 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
- providing an additional facility at our Car Rental Centre for disposal of one use car booster sets.

Case study

Food waste collections

In 2014 the Scottish Government introduced the Zero Waste (Scotland) Regulations banning all food waste from landfill. We piloted a dedicated food waste collection with food retailers in 2011, collecting approximately 50 tonnes of food waste to send to anaerobic digestion. Since 2011 we have worked with our campus partners to raise awareness and improve our food waste recycling facilities and performance. We now collect an average of 20.88 tonnes of food waste per month, compared with 14.7 tonnes per month in 2013.



Energy and carbon

Our gas and electricity consumption is monitored by over 650 sub meters across the airport. These sub meters give us a clear understanding of our energy use across the campus.

We have delivered a 12% reduction in gas and 3% reduction in electricity against our 2013 baseline target. In 2014 our gas consumption was 10,498,374 kWh, 12% below our 2013 baseline consumption of 11,035,848 kWh. Our electricity consumption was 23,328,331 kWh, 3% below our 2013 baseline consumption of 24,035,818 kWh.

In 2014 we revised our energy and carbon strategy to continue the trend of decreasing our energy consumption and to ensure we continue to meet all necessary compliance guidelines. We have developed our strategy to further focus on:

- training and culture – we're looking at ways to improve the mandatory environmental training, which includes energy targets and reduction measures, given to all employees working on campus. We've also created energy champions from teams across the airport who will meet regularly to discuss campus wide initiatives to reduce energy consumption. We have created an energy page for our people on our intranet. This allows us to keep our people from all levels of the business up to date with current projects and to give them an opportunity to get involved.
- benchmarking – we regularly benchmark our energy performance against comparable businesses and organisations to monitor best practise and help identify future opportunities.

Phase 1 (covering 2010-2014) of the Carbon Reduction Commitment (CRC) was completed in March 2014. 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 completed an internal audit covering phase 1 of the CRC and are pleased to report a positive trend declining year on year.

We also reviewed the way in which we record and store CRC information, ensuring that our records would withstand external audit.

Work also began last year to ensure compliance with the future Energy Savings Opportunity Scheme (ESOS). ESOS is an energy assessment scheme which is mandatory for large organisations in the UK. 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 compliance deadline for ESOS is December 2015, we must submit 12 months of data which must include December 2014. Representative energy inspections have been completed and we will continue to collate the required information ensuring our compliance.

Water

*During 2014
our total water
consumption
was 164,957m³
including 6,126m³
which was used
for essential fire
training purposes.*

We consumed approximately 9% more water than 2013. This was largely due to an increase in passenger numbers and our on-going construction programme to expand airport facilities.

We're committed to reducing our water consumption going forward by implementing water saving schemes and adopting best practice to minimise our effect on the environment.

In 2014 we:

- appointed a specialist to manage our water network and help drive down wastage going forward
- introduced a programme of regular meter reading for tenants to help monitor and manage their usage.

With the construction of our terminal and security expansion project now complete, we aim to reduce water consumption in 2015 through these initiatives:

- We're investing in new metering across the airport and increasing the number of meters installed so we can better monitor consumption.
- We're fitting Automatic Meter Reading (AMR) technology to our water meters so that consumption can be monitored on an hourly basis and automatic warnings of high usage generated.
- We'll give tenants more frequent updates on consumption to help them manage their own usage.
- We're creating a long term asset management plan for our water infrastructure to ensure that our pipes are kept in good condition and repaired or replaced before bursts or large leaks develop.

Surface access

During 2014 29.6% of our passengers used public transport to travel to the airport, compared to 28.1% in 2013.

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
- using money from car parking to fund public transport improvements, including promoting bus routes and improving bike facilities
- promoting the car share scheme to all airport employees.

In 2014, we:

- reviewed bus charging and bus stance allocations and continued to promote staff travel by bus
- remodelled our drop-off zone to improve flows and create additional capacity
- worked with our city partners to prepare for the commencement of the Edinburgh Tram.

Edinburgh Tram

In May 2014 the new Edinburgh Tram service to the city centre was launched. With journey times of around 35 minutes and stops at current and future rail interchanges, it is becoming a key part of transport links to the airport from across Scotland. It also adds to the airport's resilience during times of traffic congestion.



Our community

In 2014 we allocated over £100,000 to 44 charities and projects through our Community Board.

As an airport we understand the impacts we may have on our local communities and work to reduce 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 B: Our commitment to the local community*.

In 2014 we allocated over £100,000 to 44 charities and projects through our Community Board. The board meet three times a 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.

In 2014, we supported two corporate charities: Scottish Autism and Unicef and raised over £15,000 through various team initiatives including a Christmas raffle and foreign coin collection in the terminal. We also allow two charities per month to do

bucket collections in the terminal and continued to invite local schools to sing carols over Christmas.

During 2014 we hosted 23 work experience pupils from across Scotland. We improved our work experience application process and worked with Gateway Scotland and local councils to coordinate our placements. We work with various teams across the airport as well as our campus partners to offer a varied and interesting programme to students. We also worked with the Saltire Foundation again to host two student internships for 12 weeks over the summer.

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 and increased the distribution to 23,000 homes and businesses. We also operate a free dedicated noise line on 0800 731 3397, manage a community email address (**edicommunications@edinburghairport.com**) and continue to welcome feedback via social media on **@EDI_Airport** (Twitter) and **edinburghairport** (Facebook).

Our passengers

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.

We continued to grow and develop our Passenger Commitments through 2014; we included onward travel companies allowing us to cover the passenger's end to end journey and increased communication and engagement with current members. We now have 79 campus partners signed up to our Passenger Commitments, all agreeing to deliver the same high standard of customer service.

We make continual improvements in order to improve the airport experience for our passengers. During 2014 we:

- grew and developed our Welcome team who meet and greet passengers in immigration, check in and security to help make the airport journey more seamless
- introduced new technology in check in, the phase 5 bag drop and check in zone B
- continued to survey passengers, increasing the number of ad hoc surveys to gain feedback on the new products being trialled at check in
- improved our feedback system to improve the accuracy of categorising feedback and responding to complaints
- reviewed and updated the content of our website to provide passengers with more accurate easily accessible information. This included a complete overhaul of the special assistance pages as per new legislation, which now guides passengers with reduced mobility through the process, including how to request assistance, the maximum walking distances in and around the airport, and what to expect in Security
- organised entertainment to celebrate major events in Scotland during the summer, including Fringe acts during the Edinburgh Festival and an African Percussion group during the Commonwealth Games. We focused on fun, interactive entertainment such as the Busking Bikes from the International Science Festival and Ayrshire Reindeer with Santa at Christmas time.

In 2014 we helped over 10.2 million passengers on their journeys through Edinburgh Airport.

Domestic Arrivals

17:35	East Midlands	BE266
17:45	Bristol	EZY427
17:50	Cardiff	BE584
17:55	Heathrow	BA1452
17:55	Heathrow	VS3009
18:00	Birmingham	BE851
18:05	Manchester	BE295
18:10	Gatwick	BA2944
18:15	Belfast City	BE689
18:15	Southampton	BE769
18:20	Belfast Intl	EZY487
18:25	London City	AF5165

16:20

Our people

We employ 550 people and our business partners employ another 7,000 across our campus. 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 recruited 145 new people to join our team in 2014, more than double the number we recruited in 2013. We improved our induction process, how we identify and record development needs, rolled our personal development plans across our entire workforce and increased our in house training available to all of our teams.

We ran our annual People Survey and all but three questions improved in scores, the three scores that didn't improve dropped by a maximum of 4%.

Going forward and based on the feedback from our People Survey we have developed an internal communications plan to change our culture, we want our people to come to work and live our brand, to 'Be a Part of It'.

We continually look for ways to improve the ways we communicate with teams across campus. These include regular emails, printed newsletters and meetings. In 2014 we launched Yammer, an internal social media site. Yammer proved to be a popular channel with our people, with 424 people now signed up.

We encourage our people to be involved in the community by fundraising and volunteering and we match fund the fundraising they do. We also 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 people across campus work as one team to represent the airport and ensure our passengers receive a consistently high standard of customer service.

Celebrating Success

Mark Stevenson, Gold iVolunteer Award winner at our 2014 Celebrating Success Awards Dinner

Mark Stevenson, Airport Duty Manager, has been involved in the Scottish Burned Children's Club since its launch in 2001. The organisation provides support to burn survivor children and their families. As well as providing support to families and helping with rehabilitation process the organisation raises awareness and promotes safe practise.

Our stakeholders

It is important for us to understand our stakeholders' expectations of us. This helps us 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.

This table details our stakeholders' interests and the ways in which we communicate with them.

Table 1 – Our Stakeholders

Stakeholders	Details	Corporate responsibility interest	Communications
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 	<ul style="list-style-type: none"> • Campus newsletter • Airport Operators Committee • Environmental awareness training
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 	<ul style="list-style-type: none"> • Campus newsletter • Regular account meetings • Awareness raising events • Celebrating Success and iVolunteer awards
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 • Training and development • Health and wellbeing 	<ul style="list-style-type: none"> • Quarterly newsletter • Ecommunications including email, intranet and Yammer • Environmental awareness training • Healthy working lives campaigns • Celebrating Success and iVolunteer awards
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

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 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
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
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
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 	<ul style="list-style-type: none"> Community and environment walls in the terminal Digital communications including social media, emails and website Environmental awareness training
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 Quarterly performance reviews Monthly business partner drop in, an open forum for local managers and staff Weekly business partner update via email Environmental awareness training
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

Appendix A

Noise Action Plan

Noise actions for 2013-18

Action	Impact	Timescale	Performance indicator	Approx. estimate of people affected
1. Demonstrate we are doing all that is reasonably practicable to minimise noise impacts				
1a. Quietest fleet practicable				
We will continue to work with airlines to promote the most efficient aircraft when introducing new business to Edinburgh.	Arrivals (A) Departures (D) Ground noise (GN)	On-going	Track the annual percentage of Chapter 4 operations. Contours changes	16,850
We will continue to review the landing fee differential at least every year.	A, D, GN	2014-18	Conditions of use document changes in charging. Change to contours. Track percentage within different charging categories	N/A
1b. Quietest practicable aircraft operations, balanced against NO_x and CO₂ emissions				
We will continue to promote a best practice guide for departures to airlines operating at Edinburgh Airport.	D	On-going	Contour changes.	16,850
We will continue to promote Continuous Descent Arrivals (CDA) and Continuous Climb Departures (CCD) to airlines operating at Edinburgh Airport.	A	On-going	Percentage of CDAs achieved. Contour changes	16,850
We will continue to fine aircraft in breach of noise limits and increase the fine level if appropriate.	D	Review in 2014 and 2017	Number of infringements	16,850
We will continue to work with our partners in Sustainable Aviation to develop and promote low noise flight procedures through evaluation of future operational methods and implementation of best practice.	A, D, GN	Annual	Website. Annual CR Report	16,850
We will continue to engage with our aviation partners to seek to improve adherence to the standard airport procedures.	A, D	On-going	Update the Airport Consultative Committee	N/A
We will control ground running of aircraft engines. To ensure that the environmental impact of aircraft engine running on the local community is kept to a minimum, aircraft operators with maintenance commitments at the airport are expected to plan their schedule to avoid the need for ground running of engines at night from between 2300-0600 during weekdays and 2300-0900 at the weekend. Only during exceptional circumstances will engine running be allowed between these times.	GN	On-going	Number, location and duration	100

Action	Impact	Timescale	Performance indicator	Approx. estimate of people affected
We will continue to prioritise stand allocation so as to minimise ground noise impacts.	GN	On-going	Number of aircraft on ground noise sensitive stands during noise sensitive periods	100
In conjunction with our partners in Sustainable Aviation we will continue to lobby for and seek to support continual improvements in technology and operations towards the ACARE goal of 65% reduction in perceived external noise by flying aircraft by 2050 relative to equivalent new aircraft in 2000.	A, D, GN	On-going	N/A	
1c. Effective and credible noise mitigation schemes				
We will continue to offer a relocation assistance scheme for those households within the airports 69db Leq noise contour, in line with Government policy.	A, D	On-going	Number of requests made	0
We will continue to benchmark our noise mitigation and compensation measures with other comparable airports.	Perceived impacts	2015	Publish a table	N/A
We propose to compare noise contours and the number of people exposed with other airports to understand if other noise mitigation schemes have been more successful. We will then seek to understand if this can be applied to Edinburgh Airport.	A, D, GN	2015	Publish a table, Take reasonable action	16,850
We will continue to honour the Edinburgh Airport vortex scheme.	Perceived impacts	On-going	Number of properties subjected to vortex damage	N/A
2. Engage with communities affected by noise impacts to better understand their concerns and priorities, reflecting them as far as possible in airport noise strategies and communication plans				
We will continue to offer a free phone number for complaints and enquires regarding aircraft noise. Complaint data will be published in our CRR.	Community trust and awareness	On-going	Number of contacts and method of contact	16,850
We will annually review our communication material to ensure relevance and ease of understanding.	Community trust and awareness	Annually		N/A
We will continue to log all complaints relating to aircraft operations and publish the statistics quarterly.	Community trust and awareness	Quarterly	Number of callers, events, month and area	N/A

Action	Impact	Timescale	Performance indicator	Approx. estimate of people affected
We will seek to acknowledge 100% of all complaints and enquiries within 2 working days and respond within 5 working days. Performance against this will be published at the Airport Consultative Committee.	Community trust and awareness	On-going	Response rate tracker	N/A
We will publish a summary of consultation responses within 6 months of the close of this consultation.	Community trust and awareness	2014	Publication of feedback report	N/A
We will publish our progress against the Action Plan on an annual basis.	Community trust and awareness	Annually	CRR and % of actions complete	N/A
We will continue to direct all money raised by noise infringements to the Edinburgh Airport Community Board.	Community trust and awareness	On-going	Number of infringements and fines raised published in the CRR	N/A
In our newsletter to the local community we will report on engine running frequency and times.	Community trust and awareness	On-going	Number of engine ground runs	N/A
3. Influence planning policy to minimise the number of noise sensitive properties around our airport				
We will continue to engage with the local planning authority to ensure awareness of aircraft operations is considered in the development of sensitive land use.	Land use planning, community trust and awareness	On-going	Number of interactions with the local planning authority	N/A
We will continue to commission and publish forecast Leq contours for aircraft noise in future masterplans.	Land use planning, community trust and awareness		Publication of forecast contours	
4. Manage noise efficiently and effectively				
We will continue to operate and enhance our noise management systems by various means such as holding quarterly management system reviews, analysing noise data periodically and reviewing noise complaint trends.	Consistent and effective management	On-going	N/A	
5. Achieve a full understanding of aircraft noise to inform our priorities, strategies and targets				
We will continue to work with Sustainable Aviation and local stakeholders to understand and address the interdependencies of aircraft operations management and noise.	A, D, GN	On-going	Group participation, research funding and trial participation	N/A

Appendix B

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 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

