



---

# CORPORATE RESPONSIBILITY 2019

---

**Edinburgh Airport**   
*Where Scotland meets the world*



## WELCOME FROM THE CHIEF EXECUTIVE



**This is our Corporate Social Responsibility Report for 2019 covering our environmental and corporate results and highlighting our achievements across many areas at Edinburgh Airport.**

We're committed to being a responsible airport and neighbour in our communities. We have seen positive results in all areas across our report including a reduction in carbon emissions, increase in onsite recycling, increase in passengers accessing the airport using public transport, our initiatives with young people and raising a record amount for our corporate charity partner. We've also diverted 100% of waste from landfill for the third year running.

We write this report in 2020 as we are understanding the coronavirus and the impact on our airport, the tourism industry and the UK economy. The health and safety of our passengers and our teams is always our priority, and this year even more so, as we adjust to new ways of living and working with COVID19.

While 2020 has been a challenge, we are a great airport and we will recover. This report showcases our work from 2019, however, we will continue to be a responsible airport and play our part in the global recovery as we return to being a successful and busy airport.

A handwritten signature in black ink, appearing to read 'Gordon Dewar', followed by a horizontal line.

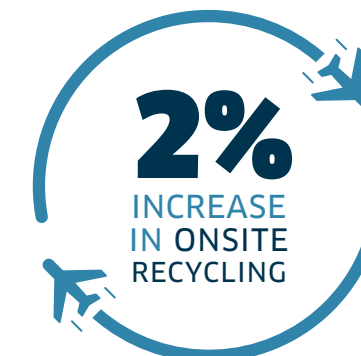
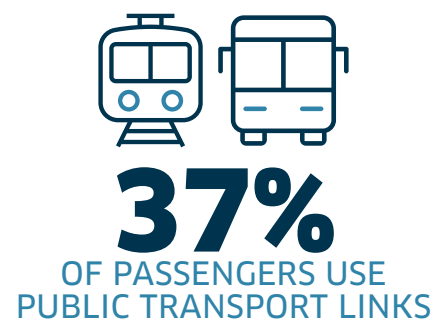
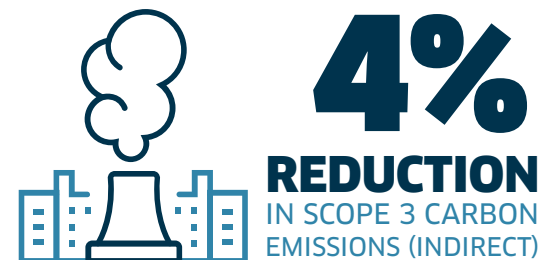
**Gordon Dewar**  
Chief Executive

# CONTENTS

|    |                                      |
|----|--------------------------------------|
| 04 | <b>Highlights of 2019</b>            |
| 06 | <b>Running a responsible airport</b> |
| 12 | <b>Our economic impact</b>           |
| 15 | <b>Our environment</b>               |
|    | Waste and recycling                  |
|    | Energy and carbon                    |
|    | Water                                |
|    | Air quality                          |
| 19 | <b>Our community</b>                 |
| 21 | <b>Assurance statement</b>           |



# HIGHLIGHTS OF 2019







---

As an airport we recognise that our activities and those of our third-party operators can have a negative impact on the environment.

We recognise that our responsibility goes far beyond the airport perimeter fence. Successful airports are essential for economic growth through increased business, new jobs, trade links and tourism. Where we do not directly control our impacts e.g. emissions from aircraft in flight, we will work in partnership with stakeholders to improve performance, and we will work to influence the development of appropriate government policies where we are able to do so. We will ensure that our business strategies integrate the environmental issues that are material to our business and we will deliver these through action plans and performance targets embedded within key functions within our business.

---



# RUNNING A RESPONSIBLE AIRPORT



As part of our commitment to Corporate Responsibility, we work hard to be a good corporate citizen. Though our aspirations are global, our roots are very much in the communities in Edinburgh, the Lothians, Fife and Falkirk. We strive to grow our business, whilst minimising social and environmental impacts of our activities, to create a sustainable future for our local community, our city and Scotland.

## OUR COMMITMENTS

- Ensuring compliance with all applicable legal requirements and with other relevant requirements.
- Preventing and reducing pollution, emissions and waste to minimise the effects on the environment.
- Strive to be the best neighbour we can be by seeking to prevent, reduce or offset Edinburgh Airport's effects on the local communities.
- Provide good conditions of employment, respect diversity and equal opportunity for all staff.

In order to meet these commitments locally, Edinburgh Airport sets and reviews corporate responsibility and environmental targets and objectives which are reported on internally and externally annually through our corporate responsibility report.

## OUR ARRANGEMENTS TO DELIVER OUR COMMITMENTS

We recognise that our responsibility goes far beyond the airport perimeter fence. Successful airports are essential for economic growth through increased business, new jobs, trade links and tourism. Where we do not directly control Edinburgh Airport's impacts, we will work in partnership with stakeholders Edinburgh to improve performance, and we will work to influence the development of appropriate government policies where we are able to do so.

We will ensure that our business strategies integrate the sustainability issues that are material to our business and delivered through our Managing Responsibly System. We will define objectives and goals in consultation with our stakeholders. We will deliver these through action plans and performance targets embedded within key functions within our business. We will measure and review progress against these targets and report performance through transparent communications.

# RUNNING A RESPONSIBLE AIRPORT

## OUR RESPONSIBILITIES

Our Managing Responsibly Group is responsible for ensuring that our Corporate Responsibility and Environment Policy remains up to date through its effective governance. Heads of Departments are responsible for ensuring that plans are in place in their functions to deliver this policy and the 'Responsibly' strategic objectives.

*We strive to grow our business, whilst minimising social and environmental impacts of our activities, to create a sustainable future for our local community, our city and Scotland.*

## OUR PEOPLE

In 2019, Edinburgh Airport directly employed 750 people working with over 67 companies on and off campus with a further 5,750 employees to deliver services to passengers.

### Training and development

Each of our people has a performance development plan each year. At the beginning of the year, this sets their objectives for the year and allows a discussion on any development or training requirements for the year ahead. At the end of the year, this provides the basis of performance reviews and bonus discussions.



We invest in the development of our employees and offer a wide range of training courses through our inhouse Training Academy from job specific training such as first aid (253 people have completed this programme), security officer training, driver and airside training to professional courses such as Microsoft programmes, public speaking skills and first steps into management, including Insights. Each employee has access to a digital Training Academy which provides essential training and optional further development courses.

We value knowing our people and helping them be the best version of themselves. To help people understand their own way of working and how they see situations and working relationships, we use the Insights programme which is a personal profile – to date, 311 employees have received a personal Insights profile and attended a debrief session to better understand the report.

We also have a Talent Academy for officer development (89 people have completed the programme), management development programme (to date 79 managers have completed the programme), and continuous improvement programme with our executives. We also design and deliver commercial training programmes. We pride ourselves in a partnership approach, and we listen to our clients throughout so that what we deliver is relevant to both the delegates on the training events, and to their business. We are currently in partnership with the Department for Work and Pensions, and the Scottish Parliament, delivering various personal development programmes such

*We invest in the development of our employees and offer a wide range of training courses through our inhouse Training Academy.*

as First Aid, Fire Awareness Training, Customer Care, CV and Interview Techniques, and X-Ray training programmes. We hold a Leadership Conference each year to discuss our strategy and targets for the year with senior managers.

The CAA have a new quality assurance framework. The Training Academy was audited in March, and we received an outstanding award for the quality and governance of the training team's standards and procedures.



# RUNNING A RESPONSIBLE AIRPORT

### Wellbeing

The health, safety and wellbeing of our people is very important to us. We have an inhouse Occupational Health team and a Health, Safety and Environment team. Our Occupational Health team is supported by a number of specialists including a physiotherapist, podiatrist, masseuse and psychologist. We also offer a confidential Employee Assistance Programme (EAP) for all of our employees.

In 2019, we held 454 occupational health support meetings with members of our teams through self and manager referrals. We also held pop-up MOT clinics around the different buildings across campus providing support and advice about making lifestyle changes, healthy choices and weight management and exercise with 107 appointments attended. We provided 614 physiotherapy appointments providing support for various injuries; 254 podiatry appointments for support with long-term health conditions and to encourage good foot health for employees on their feet for full shifts. We offered 411 massage therapy sessions including pop-up massage clinics around the campus to relax our people and to help raise awareness around holding tension and stress. We provided 24 referrals to a company psychologist for specific support, and expect (as the EAP is confidential) that on average 6% of our staff used the EAP through self-referral.



In addition to our services, we have also supported staff with investigations and consultant appointments when they have been waiting a significant time for NHS support, especially if the illness has been having a significant impact on health and wellbeing.

We continue to review and provide the information and support we offer our staff and are looking to introduce a specific mental health wellbeing strategy working with our 2020 and 2021 Corporate Charity Partner, SAMH.

### Pay and benefits

As well as supporting mental and physical wellbeing, we also offer fair working practices. All of Edinburgh Airport's direct employees earn the living wage or more, and we encourage our partners to also adopt this commitment to their staff. We meet the UK Government's Delivering for Scotland requirement to publish gender pay gap information, and publish our Gender Pay Gap Report on our website each year, you can find the 2019 Gender Pay Gap Report at [bit.ly/2UK2UvP](https://bit.ly/2UK2UvP)

### Recognising achievements

As well as our Performance Review Programme, which includes 6- and 12-month reviews, we look to celebrate our people's efforts and commitment all year round.

We held our largest Celebrating Success Awards Dinner recognising achievements from across our business and campus partners. With over 250 people attending our Awards Dinner held in the Sheraton Edinburgh, we recognised business achievements, long service, volunteering and community work as well as charity fundraising and supporting our corporate charity of the year – The Yard.



Kathleen Honeyman, Gold Award Winner 2019; Gordon Dewar, Chief Executive; Derek Russell, Charity Champion of the Year 2019



# RUNNING A RESPONSIBLE AIRPORT

We run a monthly peer-award scheme called Shining Stars. In 2019, we awarded 602 Shining Stars across campus with winners receiving a personal note from our Chief Executive and £25 worth of vouchers to spend in the airport. We also selected a 'Star of the Month' who received a letter from our Chief Executive, £50 worth of vouchers and an invitation to our annual Celebrating Success Awards Dinner.



Shining Star, Susan McGregor

### Communication

Communication is key to employee engagement. We have a number of channels for communicating with and listening to our employees.

We run an annual People Survey that includes satisfaction questions around their role, team, division and airport; we also include wellbeing and diversity questions to ensure we know what is important to our people. The People Survey is open to all employees. It is anonymous with results reported on directly to the Executive. In 2019, we had a response rate of 61% which is similar to the 2018 response rate of 62%, and an improvement on previous years (2017 - 55% and 2016 - 52%). The heads of each area are responsible for presenting the results to their team, and with working with them to identify actions to address issues raised by the survey.

We deliver news through our emailed weekly Team Brief which is from Executive or

*We look to celebrate our people's efforts and commitment all year round*

Leadership team members, and we have a quarterly magazine for everyone on our campus, called Edition.

We held a number of operational Town Hall events within the airport where our people could attend and hear an update on the latest issues and innovations in airport operations.

We use apps to keep our teams updated on a number of issues - we use the Community App for real-time operational information, Everbridge for issues management and Yammer for team engagement and fun!

### Health and safety culture

The health, safety and wellbeing of our staff is a core value in all that we do. We monitor the delivery against our health and safety targets and manage these through our Managing Responsibly System, with all progress and results shared with our Executive team and Board.

Our commitment to ensuring a sound management system is demonstrated by our OHSAS18001 certification, which is independently audited and verified for effectiveness.

In addition, we have made significant investment to ensure that we not only comply with, but often exceed, health and safety regulation.

In 2019 our Executive team spearheaded a cultural safety programme to initiate a step change in our approach to safety. This involved director-led workshops reaching out to all areas



People Surveys were available in paper versions for our front line teams

of the business, to understand how change could be driven from the front line. Action plans were then created to implement the employees' recommendations. At the same time our award-winning Root Cause Analysis programme for incident investigation was reviewed by a frontline team. As a direct result, a role for a full-time RCA facilitator was created to ensure that the root cause of incidents continued to be identified in accordance with the principles of a just culture. A complementary team, undertaking behavioural impact assessments was also established.

### Working with us

We are a responsible business and encourage our business partners to match our standards. When we carry out a tender process to appoint a new

business partner, we ask for evidence of policies and procedures around health, safety and compliance; anti-slavery and human trafficking as part of our Invitation to Tender. The supplier will submit their policies and these will be evaluated as part of the tender process. Suppliers can and will be disqualified if their policies are not sufficient. Particular attention will be given to suppliers providing people when providing the services, such as cleaners or PRM services. We are members of the Slave Free Alliance and as part of the membership we were to take part in a gap analysis of 2019. The Legal, HR, Assurance and Procurement teams were due to participate. We had completed the analysis with a date in the diary for May 2020. Due to COVID this has had to be postponed until 2021, for a date as yet to be confirmed.



# RUNNING A RESPONSIBLE AIRPORT

Changing Places facility

## OUR PASSENGERS

The passenger experience is at the core of everything we do. We have a dedicated Passenger Experience team who work with teams across the business to review and improve our offerings. Our Passenger Experience team manages our feedback system, and actions changes if necessary, to improve the issue in real time. They also report monthly to the entire business to ensure our people understand what is important to our passengers and what we are doing about it.

We recognise that each of our passengers is different and may have different needs – we know it's a big day for anyone travelling through our airport no matter their reason or destination.

### Edinburgh Airport Accessibility Forum (EAFF)

The EAFF advises on our approach to passengers with reduced mobility and additional needs. It brings together a number of representatives from various groups to inform us on our procedures and operations, and to provide feedback on things the airport has in place or is proposing to introduce. The group's valuable insight is important in helping the airport tailor what we offer, and the constructive feedback allows changes and improvements to be made where possible.

### Family friendly

We looked to enhance the experience for our family travellers. We created a leaflet to help explain frequently asked questions from our family travellers with tips and tricks on travelling with children. We know that security can be a stressful time for a family, so we reviewed our family security lane and reduced the number of people who can use the space at each time allowing increased space for each family group. We implemented a 'kids cabinet' in security

which is stocked with activities and stickers that allows our security teams to positively interact with families during their security experience. We enhanced our toilet provision to better cater for families, including more baby change areas and introducing a breastfeeding and family bathroom on campus. We also introduced a mascot called Edi who is on hand during school holidays and peak times to help entertain families if there is a queue.



### Passengers with reduced mobility

We offer a Special Assistance Programme which helps our passengers through our airport; we also provide reserved seating and mobility assistance for those who require it. The service that we provided to passengers with reduced mobility and disabilities was rated Very Good for the second year in a row by the Civil Aviation Authority. We were awarded the highest possible rating as more than 95,000 passengers requested assistance last year.

We opened a Changing Places facility for passengers with additional needs. The spacious room includes an electronic hoist, an adjustable sink, an adjustable bed and a toilet, as well as a non-slip floor and privacy screens. Located in departures in the terminal expansion, the Changing Places facility will benefit passengers who have physical disabilities and require additional assistance when using toilet facilities.

Edi helping with our work experience programme



# RUNNING A RESPONSIBLE AIRPORT

To help our passengers with reduced mobility with a seamless journey through our airport, we also provide the WelcoMe by Neatebox (an app that offers smart solutions based on the challenges disabled people face every day neatebox.com); SignLive (a real-time provider of online video interpreting services signlive.co.uk); WheelAIR wheelchairs (helping to avoid symptoms of overheating and sweating, allowing the user to stay comfortable and in control wheelair.co.uk) and the FetchyFox app (a food and drink mobile ordering service that delivers within the airport fetchyfox.com).

## Travelling with hidden disabilities

We are constantly working to improve the airport experience for our vulnerable passengers who may not want to share details of their hidden disabilities. We offer a special lanyard or pin to wear on your journey through our airport which identifies the wearer to staff as someone who may need additional support or understanding whilst travelling through our airport. Our staff have been specially trained to recognise the lanyards and act accordingly.

*“We are really pleased that the long-awaited Changing Places toilet has opened on the departure side of Edinburgh Airport. For many years families have told us that the lack of a Changing Place toilet at airports has meant that travelling as a family to holiday destinations was impossible. This new facility will open up many more opportunities and is paving the way for more ambitious proposals such as the Transport Scotland Accessible Travel policy ambition to have Changing Places toilets on aeroplanes.”*

Jenny Miller, CEO of Scottish charity Promoting A More Inclusive Society (PAMIS)

Members of our team can attend training to help passengers who may need extra assistance. If they have attended this training, they wear a sunflower lanyard to identify themselves to passengers who may need this assistance.



## Increasing communication with international passengers

As Scotland's busiest airport, with users from around the world, we ensure that our international travellers have an easy journey through our airport. We launched a number of initiatives this year to help create a seamless journey for those who may not speak English as a first language.

We introduced Pocket Talk, an app that translates 74 different languages, for our customer service teams helping improve conversations and engagement with our passengers.

We conduct satisfaction surveys in person around the airport, and to increase participation and the mix of passengers we speak to for feedback, we translated these surveys into multiple languages.

We introduced a bi-lingal language pin for our people to wear on their lanyard. By showing the country flags, passengers can immediately see who speaks their language.

*Passengers wearing a sunflower lanyard are recognised as those that might need additional help through our airport process.*



## OUR ECONOMIC IMPACT



Edinburgh Airport is Scotland's busiest airport and the sixth-largest in the UK. In 2019, we helped 14,747,830 passengers through our airport compared to 14,310,403 passengers in 2018 (increase by 3.1%).

This was a record year for Edinburgh Airport largely due to an increase in international travel. We introduced 21 new routes in 2019 - 18 international and 3 domestic routes (see Table 1: New routes in 2019).

In 2019, Edinburgh Airport generated £1.4 billion Gross Value Added (GVA) and 28,000 jobs in the Scottish economy.

This includes:

- direct Edinburgh Airport employment of 750 jobs and an associated £172 million GVA
- direct impact associated with on-site operators (including airlines, retail and food services), of £356 million GVA and 5,100 jobs
- direct impact associated with off-site operators in the vicinity of the airport (such as nearby hotels, trams and car parking) of £27 million GVA and 650 jobs<sup>1</sup>.

This gives a total combined direct impact in, and around, Edinburgh Airport of £556 million GVA and 6,500 jobs<sup>1</sup>.

*14,747,830 passengers  
in 2019, increase by  
3.1% on 2018*

The wider economic multiplier effects include:

- spending on supplies of goods and services, generating £121 million GVA and 3,100 jobs
- impacts from staff spending in the Scottish economy, generating £144 million GVA and 1,750 jobs<sup>1</sup>.

The passengers using Edinburgh Airport generate significant impacts for the tourism sector, estimated at £576 million GVA and 16,700 jobs in Scotland<sup>1</sup>.

<sup>1</sup> Edinburgh Airport: Economic and wellbeing impact report, Biggar Economics, March 2020.



*£556 million GVA  
and 6,500 jobs, total  
combined direct  
impact in, and around,  
Edinburgh Airport*

**WIDER WELLBEING IMPACT**

Whilst the quantitative economic impact of Edinburgh Airport is significant, the wider impact is far greater.

Edinburgh Airport also generates a raft of impacts that contribute to the wellbeing of its staff, the businesses that supply the airport, those that depend on tourism and trade, its domestic passengers and millions of visitors to Scotland. A thriving airport is an important part of any society, enabling people to live a better quality of life overall through:

- allowing freedom of movement
- bringing opportunities for people to live more meaningfully, and experience other cultures
- promoting Scotland's culture and heritage
- enabling people to remain in contact with friends and family
- enhancing Scotland's accessibility for visitors.

Edinburgh Airport is undoubtedly a valuable economic and social asset to Scotland, and overall it offers a positive contribution to national wellbeing. Aligning its contribution with Scotland's National Performance Framework<sup>2</sup> enables Edinburgh Airport to remain in step with national and international discussions and policy around the contribution to economic wellbeing. In this respect, Edinburgh Airport makes a strong

and valuable contribution to economic and social wellbeing for:

- **the national economy:** by supporting economic growth and the functioning of businesses, of government and of tourism, which are all vitally important to Scotland;
- **the international community:** it provides an essential link with the wider world: as the first and last physical contact with Scotland it adds to the country's reputation with the wider international community;
- **the cultural economy:** by enabling people to come to Scotland from all over the world it helps to increase international footfall at cultural and sporting events and conferences, broadening and enhancing Scotland's reputation in these areas;
- **the local community:** as well as engaging with the local community regularly on operational matters, the airport has established the Edinburgh Airport Community Fund which awards grants each year to local initiatives that support health, wellbeing, the environment and education;
- **education and skills:** the airport requires people with a broad range of skills and brings an opportunity to work in a dynamic environment;
- **staff:** as an employer, the airport offers its employees a range of support services and benefits for staff to enhance the quality of their working lives<sup>1</sup>.

<sup>2</sup> The National Performance Framework consists of 11 key outcomes that revolve around a core purpose "to focus on creating a more successful country with opportunities for all of Scotland to flourish through increased wellbeing, and sustainable and inclusive economic growth" <https://nationalperformance.gov.scot/>





Table 1: New routes in 2019

| When          | Airline                         | Destination   |
|---------------|---------------------------------|---|
| March 2019    | Loganair                        | Islay   |
| April 2019    | American Airlines<br>Ryanair    | Philadelphia<br>Billund and Luxembourg                                |
| May 2019      | Delta<br>Jet2.com<br>Loganair   | Boston<br>Bodrum, Bourgas and Corfu<br>Bergen, Stavanger and Guernsey |
| June 2019     | Alitalia<br>Great Dane Airlines | Milan (both Linate and Malpensa)<br>Aalborg                           |
| October 2019  | Lauda<br>Loganair               | Vienna<br>East Midlands   |
| December 2019 | easyJet<br>Wizz Air             | Verona<br>Bucharest, Budapest, Warsaw Chopin and<br>Gdansk            |





# OUR ENVIRONMENT



Our coffee cup recycling bins

As an airport we know that our operations can have a negative impact on the environment; noise can cause disturbance in local communities, our direct and indirect operations emit carbon and we generate significant volumes of waste. We are committed to reducing our negative impacts and maximising positive opportunities through the maintenance of our Environmental Management System, which is accredited to ISO 14001.

### WASTE AND RECYCLING

In 2019, 100% of waste was diverted from landfill with 56% segregated on-site, this represents a 4% increase in recycling compared to 2018. This is equivalent to 0.15kg of waste per passenger (see Table 2: Waste streams in tonnes).

- 2019 initiatives:**
- We ran 17 engagement sessions with staff focusing on reducing waste, increasing segregation, sharing best practice and providing resources and materials to our retailers to support their recycling efforts.
  - We replaced the bins in the departure lounge; allowing for increased segregation and with clearer signage to help our passengers to recycle.
  - We ran a behavioural incident analysis session with Hudson Bar and Grill with the aim of reducing contaminated waste.

Table 2: Waste streams in tonnes

| Waste stream       | Weight collected (tonnes) |
|--------------------|---------------------------|
| General waste      | 1,008                     |
| Mixed recycling    | 470                       |
| Food               | 363                       |
| Glass              | 214                       |
| Cardboard          | 148                       |
| Recovered glycol   | 52                        |
| Confidential waste | 7                         |
| Oil                | 4                         |
| Coffee cups        | 3.3                       |
| Wood               | 3.2                       |
| Hazardous waste    | 3.15                      |
| Metal              | 2.8                       |
| Textiles           | 2                         |
| WEEE               | 0.6                       |



ENERGY AND CARBON

We consumed 12,426,651.50kWh gas, compared to 9,180,767kWh in 2018, and 27,271,790.50kWh electricity compared to 24,839,355kWh in 2018.

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

*We are members of a number of circular economy groups and forums including the Scottish Infrastructure Circular Economy Forum (SICEF) and Circular Edinburgh and continue to engage and develop partnerships to help to identify opportunities to remake, reuse and recycle materials generated across the airport.*

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 (See Table 3: All scopes summary comparison).

In 2019 our total emissions were 117,074 tCO<sub>2</sub>e this is a 4% reduction compared to 2018 despite a 3% increase in passenger numbers and a 1% increase in aircraft movements. This is equivalent to 8kg CO<sub>2</sub>e per passenger. Scope 1 emissions increased by 27% which was largely due to weather conditions and bringing our car parking contract in-house, meaning their vehicle emissions moved from being recorded in scope 3 to scope 1.

**Scope 1:** Direct on-site emissions from the combustion of fossil fuels, e.g. natural gas, oil, LPG and company-owned vehicles.

**Scope 2:** Direct emissions associated with the use of electricity imported from the grid or from a third-party supplier of energy in the form of heat or electricity.

**Scope 3:** Indirect emissions arising as a direct consequence of the use of goods or services provided by the company e.g. aircraft movements, passenger and staff travel to the airport, airside activities, waste disposal, water and business travel.

Table 3: All scopes summary comparison

| Emissions by scope | 2015 emissions (tCO <sub>2</sub> e) | 2016 emissions (tCO <sub>2</sub> e) | 2017 emissions (tCO <sub>2</sub> e) | 2018 emissions (tCO <sub>2</sub> e) | 2019 emissions (tCO <sub>2</sub> e) |
|--------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Scope 1            | 2,741                               | 2,508                               | 2,448                               | 2,246                               | 2,869                               |
| Scope 2            | 10,626                              | 10,003                              | 8,552                               | 7,031                               | 6,971                               |
| Scopes 1 and 2     | 13,367                              | 12,511                              | 11,000                              | 9,277                               | 9,839                               |
| Scope 3            | 121,668                             | 122,850                             | 118,439                             | 118,512                             | 114,184                             |
| Outside of scopes  | 3                                   | 3                                   | 3                                   | 14                                  | 21                                  |
| Total emissions    | 135,038                             | 135,364                             | 129,442                             | 127,803                             | 124,045                             |

Electricity emissions reported using location based emissions factors and tenant energy not moved to Scope 3

Over 90% of our carbon footprint is made up of indirect activities; aircraft movements and staff and passenger travel to the airport (See Table 4: Carbon emissions by source and activity on page 17).



Table 4: Carbon emissions by source and activity

| Emissions source         | Scope 1 (tCO <sub>2</sub> e) | Scope 2 (tCO <sub>2</sub> e)* | Scope 3 (tCO <sub>2</sub> e) | Outside of scope (tCO <sub>2</sub> e) | Total (tCO <sub>2</sub> e) | % of total emissions |
|--------------------------|------------------------------|-------------------------------|------------------------------|---------------------------------------|----------------------------|----------------------|
| Aircraft movements**     | 0                            | 0                             | 89,034                       | 0                                     | 89,034                     | 76.0%                |
| Passenger surface access | 0                            | 0                             | 12,297                       | 0                                     | 12,297                     | 10.50%               |
| Utilities                | 2,146                        | 0                             | 2,061                        | 0                                     | 4,207                      | 3.59%                |
| Waste                    | 0                            | 0                             | 3,328                        | 0                                     | 3,328                      | 2.84%                |
| Operational vehicles     | 534                          | 0                             | 755                          | 21                                    | 1,310                      | 1.12%                |
| Staff commute            | 0                            | 0                             | 6,679                        | 0                                     | 6,679                      | 5.70%                |
| Aircraft engine tests    | 0                            | 0                             | 83                           | 0                                     | 83                         | 0.07%                |
| Business travel          | 0                            | 0                             | 129                          | 0                                     | 129                        | 0.11%                |
| Fire training            | 8                            | 0                             | 0                            | 0                                     | 8                          | 0.01%                |
| Total                    | 2,688                        | 0                             | 114,365                      | 0                                     | 117,074                    | 100.00%              |

Electricity emissions reported using market based emissions factors and tenant energy included in Scope 3  
\* There are no scope 2 emissions as we have switched to 100% renewable electricity  
\*\* Aircraft arrivals from 1,000ft to landing and moving to stand and departures from moving off stand to 1,000ft

- 2019 initiatives:
- Replacing end-of-life operational vehicles with hybrid or electric vehicles.
  - Purchasing 100% renewable electricity.

WATER

We consumed 225,757m³ of water in 2019, this is equivalent to 15l per passenger, and a 22% increase compared to 2018. This increase is linked to new retailers opening and an increase in our passenger numbers.

We work with Veolia to monitor our water consumption, detect leaks and reduce unaccounted for water consumption.

We continue to monitor the impact of our winter operations on our local watercourses by; maintaining continuous water quality monitoring at upstream and downstream locations, conducting monthly water quality sampling, fortnightly bacterial growth surveys and quarterly macroinvertebrate surveys.

- We continue to work to reduce our impact through:
- replacing surface de-icer Konsin with ECO2, which has less of an environmental impact
  - using GPS technology on our de-icer vehicles to reduce overspray
  - using a specialist recovery vehicle to collect excess aircraft de-icer left on stand
  - improving our weather monitoring and decision-making data and procedures.

CASE STUDY: Water

Following an increase in blockages due to fats and oils entering the drainage system, our Retail and Engineering teams worked together to solve the problem. All drainage networks were inspected and cleared of any build-up and a programme of preventative maintenance inspections was developed.

The Retail team worked with Scottish Water to develop a mandatory FOG (fats, oils and grease) workshop for all food and beverage partners. This was followed by a requirement for retailers to develop a FOG and food waste management plan which was then used in audits and inspections, and an infringement scheme was developed for any non-compliance.

Since this programme was developed and introduced there have been no drainage blockages or business disruption.





# OUR ENVIRONMENT

## AIR QUALITY

Every three years we conduct a six-month nitrogen dioxide (NO<sub>2</sub>) air quality study. This was last conducted in 2018 where we found a general trend of decreasing nitrogen dioxide (NO<sub>2</sub>) 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.

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

## NOISE

In 2019 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 and for those 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.

Visit the Edinburgh Airport noise lab at:  
<https://noiselab.casper.aero/edi>

## Noise and Track System

In 2018 we completed the installation of a new Noise and Track System (NTS). In 2019 we continued to improve and upgrade this system moving from Flash-based websites to HTML5. We added new pages, increasing and improving the public's access to documents and noise studies on the Noise Lab website.

## Noise enquiries

A feature of our NTS 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 don't 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](mailto:noise@edinburghairport.com). All calls are recorded, and complaints thoroughly investigated.

During 2019, we received over 2,030 noise enquiries from 219 individuals, with one individual responsible for 38% of the annual total, and 3 individuals responsible for over 65% of all enquiries. The number of individuals making enquiries reduced by 27% in comparison with 2018, demonstrating that our current noise policies are successful in both engaging with and educating our communities on noise.

We received and answered 93% of enquiries within our five-working-day target.

## 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.

## Environmental noise charges

Edinburgh Airport is aware that as we grow community concerns and awareness of noise has increased, in particular night time noise. As part of our strategy to manage and mitigate noise, in January 2019 we introduced an environmental noise charge.

Environmental charging is designed to change behaviour, by encouraging operators to make decisions based on noise considerations. Environmental noise charging will provide a fund for noise-related action in the community and the funding of noise-related activities including EANAB meetings, and the commissioning of independent noise analysis.

We maintained our policy of fining aircraft that breach our noise limits. In 2019, no aircraft exceeded our noise limits, showing that our procedures are being followed and our noise limits are being adhered to.

## 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.

In April 2019 we received confirmation that our NAP 2018-2023 was adopted by the European Commission. Both our full and summary NAP documents were then uploaded to our Noise Lab and the Scottish Government Noise Mapping website.

A document detailing the consultation response and the actions added to the NAP 2018-2023 is now also available on our Noise Lab website.

## SURFACE ACCESS

When we talk about surface access, we mean the way that our passengers, staff and visitors travel to and from the airport. We are committed to understanding staff and passenger travel requirements, providing a safe and sustainable choice of modes and destinations, building our public transport mode share and ensuring that surface access is considered both in terms of the day-to-day operation and our future growth plans.

Aircraft parked at Edinburgh Airport



During 2019 we saw public transport mode share increase from 35% in 2018 to 37%.

We worked with public transport providers to increase the options available in 2019:

- The X90 launched in June providing a direct route to and from Dundee city centre.
- The First Bus 600 extended its route further into West Lothian.
- The Stagecoach JET 747 increased its frequency to every 15 minutes.

We are a Cycle Friendly Employer and promote active travel to staff and visitors, with bike shelters available opposite International Arrivals 1 and cycle maps and routes available on our website.



# OUR COMMUNITY



We operate an international airport, 12 miles from Edinburgh's city centre. We are committed to being a responsible neighbour to those families, homes and businesses surrounding our airport, and to our local communities.

We want to understand what is important to our community and also help our community understand what the airport does, how and why we do it. We also prioritise helping future generations and giving back to our local community.

## UNDERSTANDING WHAT IS IMPORTANT TO OUR COMMUNITY

We are always keen to understand what people living and working in our community want to hear more about in relation to the airport. For the first time, in 2019, we ran a Community Survey to better understand what topics are of interest to the community and help us provide relevant information in the most effective ways.

We received 1,212 responses to our survey with the highest sample received from Edinburgh West, Edinburgh East and West Lothian. The survey asked respondents about how they used the airport, levels of interest in the airport and about methods of communication.

The survey helped us understand our community audience better and tailor our information to them.

Our communities wanted to know more about our operations and destinations; and to hear from us more often.

Kirkliston Heritage Group



## CREATING UNDERSTANDING AND ENGAGEMENT WITH OUR AIRPORT

We believe in helping people understand our operations and host a number of visits and events at the airport to increase awareness and knowledge. Our teams around the airport volunteered to host these sessions.

We took the Kirkliston Heritage Group to the Cat Stane on our runway. The Cat Stane, or Catstane, is an inscribed standing stone within the perimeter of Edinburgh Airport. It bears a fragmentary inscription dating to the fifth or sixth centuries and was part of a funerary complex consisting of the stone itself, a cairn and a series of cist burials.

We helped the Leven Scout Group to achieve their Aviation Badge



We held a Christmas event for our local plane spotters



### WORK EXPERIENCE

We run a highly sought-after work experience programme giving our visiting students a great insight into life working at an airport. We work with local councils to select our students from around Edinburgh and the Lothians. Our programme ensures we host students who want a career in aviation – we ask students to apply for the space on the programme by explaining why we should choose them. The five-day programme is then split into morning and afternoon shifts, and sees the students work in 10 different areas around the airport from marketing and finance, to ground crew, airside operations and engineering. As an operating airport, our students get to see first hand how a plane is turned around for the next journey, how our firefighters prepare for the next call and what the runway looks like from the top of the tower.

In 2019, we hosted 25 students from 22 different high schools. This is the same number of students we hosted in 2018 from 16 schools. We widened our catchment area for work experience to ensure we offer the work experience placements to as many students as possible.

We also launched our Additional Support Needs Work Experience Programme and hosted 7 pupils from Pinewood School. Our Additional Needs and Engagement teams helped the teams and representatives visit check in, Security, Airside and back through Baggage Reclaim. Whilst airside they went on a coach to view the airside operations, Cargo, as well as the Fire Station.



*In October, we hosted Alexander from Edinburgh. In Alexander's application, he wrote: "For most of my life I have been fascinated by aircraft and airports. Edinburgh is my local airport, so I am there almost every other week to plane spot various aircraft." After Alexander's weeks with us, he said: "Thanks to everyone who was involved and helped me with one of the most amazing weeks of my life."*

We are pleased to be working with the Developing Young Workforce (DYW), as part of our commitment to Reducing the Disability Gap. We attended the first open-door event at Pilrig Park School, where there was an opportunity to meet with young people, and hear more about what they'd like from a work experience placement.

### CHARITY OF THE YEAR PARTNERSHIPS

Each year Edinburgh Airport supports a new charity partner. In 2019, we had 120 applications to be the Charity of the Year. This was 36% more than the applications received in 2018. The applications are shortlisted to a group of 10 by the staff charity committee and finally decided by a staff blind vote, and in 2019, The Yard were successful. The Yard is an adventure playground for disabled children and young adults.

In the initial partnership meeting, the objective of the charity's application was discussed. The Yard confirmed that along with much-needed fundraising, The Yard was looking to increase brand awareness through brand association with Edinburgh Airport, and this was achieved through donated advertising space on campus and increased social media activity throughout the partnership.

Staff across the airport campus took part in a range of activities to raise funds for The Yard, a charity which works with children and young people with additional support needs. Activities included a skydive, an airport fun run, a charity quiz night, abseiling from the Forth Bridge,

Our teams supporting fundraising for The Yard



Christmas raffle and volunteering at The Yard. Advertising space was donated free of charge; sealed, untampered liquids confiscated from the security hall were donated to be used as raffle prizes; while on-site bucket and foreign coin collections also contributed to the total.

A total of £146,263 of support has been donated - a record amount for one of Edinburgh Airport's corporate charities, an increase from £100,000 in 2018 for Scotland's Charity Air Ambulance.



**EDINBURGH AIRPORT COMMUNITY FUND**

The Community Fund was established to ensure local communities benefit from Edinburgh Airport activities. It provides financial support to community groups and charities that are committed to improving the opportunities, facilities and services available to local people.

The Edinburgh Airport Community Fund will consider applications from Edinburgh, the Lothians and south Fife that support local sport, health and wellbeing, community, educational and environment initiatives, or a combination of these. Priority will be given to proposals benefitting those living within the communities closest to the airport or those most affected by aircraft noise.

In 2019, the Edinburgh Airport Community Fund donated £142,992.98 to local initiatives by 74 charity and community groups, this compares to £127,090 donated in 2018.

**EDINBURGH AIRPORT CONSULTATIVE COMMITTEE (EACC)**

The EACC is established by Edinburgh Airport in terms of section 35 of the Civil Aviation Act 1982 to provide for users of the airport, for any local authority in whose area the airport is situated or whose area is in the neighbourhood of the airport and for any other organisation representing the interests of persons concerned with the locality in which the aerodrome is situated, facilities for consultation with respect to any matter concerning the management or administration of the airport which affects their interests.

The EACC has 25 members who represent a wide range of interests from local authorities, community councils, the police, civil aviation bodies, the travel industry, passenger groups, consumers, businesses, community groups, PRM service users and the Edinburgh Airport Noise Advisory Board.

The EACC receives information from the airport through its Chief Executive and provides the airport with information and comment from the communities and enterprises represented on the EACC.

The group is of huge value to the airport, providing fundamental advice and suggestions which help shape the business decisions which define our airport. In 2019, the group meet four times on 11 February, 13 May, 19 August and 11 November – minutes of these meetings can be found [here](#).

**Committee members**  
The EACC is Chaired by Robert Carr. The Chair and the Committee would like to thank Tom Wright, EACC Secretary, who retired in 2019 after many years of providing a faithful and diligent secretariat service. Janice Hogarth was appointed Secretary, replacing Tom, in 2019. For past and present members of the Committee, see the meeting minutes listed [here](#).

**EDINBURGH AIRPORT NOISE ADVISORY BOARD (EANAB)**

Edinburgh Airport created the EANAB as a community engagement initiative in September 2017. The main purpose of EANAB is to represent the concerns of local communities who are affected by aircraft noise associated with operations around Edinburgh Airport (EAL).

**Committee members**  
EANAB has representation from the following Community Councils (CC) and Associations:

- Cramond and Barnton CC
- Blackness Area CC
- Charlestown, Limekilns and Pattiesmuir CC
- Cramond Association
- Dalgety Bay and Hillend CC
- Dalkeith and District CC
- East Calder CC
- Joint Forum of Community Councils in West Lothian
- Kinghorn CC
- Kirknewton CC
- Midlothian Federation of Community Councils
- North Queensferry CC
- Pumpherston CC

- Ratho and District CC
- Uphall CC

The Board is Chaired by Lindsay Cole.

In 2019, EANAB met 12 times on 6 February, 6 March, 3 April, 1 May, 5 June, 3 July, 7 August, 21 August, 4 September, 2 October, 6 November and 3 December – the minutes of these meetings can be found [here](#).



# VERIFICATION STATEMENT

## Objectives

WSP was commissioned by Edinburgh Airport to conduct an independent verification of their 2019 Corporate Responsibility Report, which covers content and information from the 2019 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 2019 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 2019 CSR Report which covers the reporting period 1st January 2019 to 31st December 2019.

## 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 2019
- Running a Responsible Airport
- Our Economic Impact
- Our Environment – Waste and recycling
- Our Environment – Energy and carbon
- Our Environment – Water
- Our Environment – Air quality
- Our Community

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 with 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 in November and December 2020 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 2019 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



December 2020



