

**Working** together.  
**Growing** together.

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

# Corporate Responsibility Report 2018

ENTER »

# Welcome from the Chief Executive



*Edinburgh Airport continued to grow in 2017. Passenger numbers reached a record 13.4 million, we completed the first phase of our airfield expansion and began work on a terminal expansion project to ensure our facilities are able to support future growth for those who rely on us.*

We put people at the heart of everything we do. We take pride in our employees and work to ensure that our staff, passengers, partners and people in local communities and across Scotland inform our business decisions.

Our success is largely due to the team of over 7,000 people working across the campus. We want to ensure that we continue to attract and retain the best people to work with us. Through our Training Academy, we continue to provide more opportunities for development and run a number of recognition and reward schemes for our staff. This year, 42 of our employees completed the Management and Leadership Development programmes – a credit to each of them and their teams.

But we're not growing in isolation. The airport brings benefits not just within our immediate locality, but regionally and right across Scotland. Our airport contributes almost £1 billion per year to the Scottish economy whilst supporting 23,358 jobs. We are committed to growing sustainably and ensuring that our success benefits our people, passengers and communities now and in years to come.

Our charity partnerships have delivered some great results through not only charitable giving but also volunteering opportunities. We continue to run our Community Board, which awarded over £120,000 to community and charity projects in 2017. Through our Charity of the Year initiative,

we raised £65,000 for Children 1st and we supported a number of other charities through offering bucket collection opportunities and match funding.

Our environmental performance during 2017 is detailed in this report. As you'll see, we continue to make progress and are proud to have achieved our goal of diverting 100% of our waste from landfill. We continue to make improvements with regards to our waste and noise targets and in our energy consumption per passenger.

This report covers five key areas: our business, our people, our community, our performance and our environment for the period of January to December 2017. However, our work is not done. As we continue our growth, our commitment remains the same – to place people at the heart of what we do and work towards a more sustainable future for our business, our people, our communities and our environment.

Together, we're ready to achieve even more in 2018.

Regards

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

Gordon Dewar  
Chief Executive

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# Highlights from 2017

*Helping Scotland take off*

## 13,432,485

PEOPLE TRAVELLED THROUGH  
THE AIRPORT THIS YEAR

WE'VE GROWN BY OVER

## 1 million

PASSENGERS EACH YEAR SINCE 2014

## 34

NEW ROUTES LAUNCHED

HAVING AN AIRPORT IN  
EDINBURGH CONTRIBUTES

## £955.4m

GROSS VALUE ADDED PER YEAR  
TO THE SCOTTISH ECONOMY

*Giving our employees wings*

## 83%

OF STAFF WOULD  
RECOMMEND  
EDINBURGH AIRPORT  
AS A GREAT PLACE  
TO WORK

WE SUPPORTED

## 23,358

JOBS ACROSS SCOTLAND

AWARDED

## BEST PERFORMING BUSINESS (51+ STAFF)

AT THE EDINBURGH CHAMBER  
OF COMMERCE AWARDS

## All direct employees

OF EDINBURGH AIRPORT ARE PAID THE

## National Living Wage or above

## 42

EMPLOYEES COMPLETED OUR  
MANAGEMENT AND LEADERSHIP  
DEVELOPMENT PROGRAMMES

*Getting the community on board*

## £120,000

AWARDED TO COMMUNITY AND CHARITY PROJECTS

WE RAISED

## £65,000

FOR OUR CHARITY PARTNER, CHILDREN 1ST

WE'RE THE FIRST  
AIRPORT IN SCOTLAND  
TO BE AWARDED THE  
SCOTTISH AUTISM

## AUTISM FRIENDLY AWARD

WE HAVE SAVED

## 1703.8 TONNES

OF CARBON THROUGH  
RECYCLING. THAT'S  
EQUIVALENT TO DRIVING  
FROM LONDON TO  
EDINBURGH 19,143 TIMES



# Our Business

## Economic benefits of having an airport in Edinburgh

**\*£955.4m** GVA/year to the Scottish economy

**£507m** retained within Edinburgh each year

**23,358** jobs in Scotland supported by our activity

**12,330** jobs in Edinburgh supported by our activity

*Edinburgh Airport continues to grow at a substantial rate. We've grown by over one million passengers each year since 2014 and have expanded our route network to serve more destinations with more airlines than ever before. We firmly believe this growth is good not only for our business and our people, but for the local community and Scotland's economy as a whole.*

The continued increase in passenger numbers presents us with vast opportunities, along with some challenges. The opportunity to strengthen our business and Scotland's economy is a key driver but we know that we must manage our growth effectively every step of the way.

We strive to provide excellent service 365 days a year and to deliver our range of services in a sustainable way, even during periods of significant change.

### Investing in sustainable growth

In 2012, together with our new owners Global Infrastructure Partners, we kick-started a period of growth and development for the airport. We announced an investment programme of £150 million over 5 years to ensure that the airport could continue to meet demand and grow effectively and sustainably.

This programme has seen improvements to many parts of the airport, most notably a terminal extension featuring a new security hall and upgraded retail facilities, a new arrivals hall, and an upgrade of the check-in hall.

While investment in the campus has increased our ability to better serve passengers, it also provided the opportunity to further strengthen our commitment to running a sustainable business. We actively seek to work and collaborate with organisations who share our vision and values, which include commitments to helping communities to thrive, reducing direct impact on the climate, education, workplace equality, good working conditions and sustainable economic growth.

We are committed to delivering steady and sustainable growth which can be maintained without economically, or financially, impacting others, such as local communities and future generations. This is demonstrated by our commitment to working with local businesses, communities and entrepreneurs to help minimise the impact of our operations on them.

We deliver sustainable economic growth in a number of other ways. Working with the Scottish Government and the City of Edinburgh Council, we are investing in the local economy through high value-added economic activities.



\*All figures taken from Biggar Economics Report 2016 into Economic Impact of Edinburgh Airport.

The Scottish Government and the City of Edinburgh Council have prioritised West Edinburgh as a strategically important location in planning and economic terms, regionally and nationally. Situated in West Edinburgh, we are proud to play our part in the development of this area through the creation of jobs, opportunities and infrastructure.

As well as creating jobs within our immediate locality, Edinburgh Airport also provides a number of direct air links to remote mainland and island communities in Scotland. We are helping to connect Edinburgh and central belt businesses to markets and services elsewhere in Scotland and further afield. In these ways, the airport plays a key role in helping to deliver the Scottish Government's primary objective of sustainable economic growth making an important contribution to achieving priorities identified in Scotland's Economic Strategy including investment, inclusive growth and internationalisation.



# Our People

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

Edinburgh Airport directly employs over 700 people, and works with a further 7,000 people across campus. Motivating and retaining our team is key, so we're always looking for ways to engage, reward and recognise them.

We recognise our responsibility to our staff and are committed to attracting and training the best possible workforce. We provide training and development opportunities to all employees, building a thriving workforce for our own business as well as using our industry experts to help educate younger generations to benefit Scotland's wider workforce.

We regularly consult our employees about their experiences of working for the airport. Through this employee engagement, we found that the satisfaction score for Edinburgh Airport as an organisation increased by 13% on the previous year. In 2017, 80% of employees told us they are satisfied with Edinburgh Airport as an organisation to work for.

## The wellbeing of our people

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

As part of this commitment, we endeavour to ensure our employees are prepared for the roles they undertake for the airport.

As part of our masterplan to increase capacity to 16.5 million passengers by 2021, we are working with the Keil Centre, an Edinburgh-based company of Chartered Psychologists and Registered Ergonomists, to review and assess manual handling and other ergonomics risks associated with our baggage handling system. This will help us to ensure that any new systems we introduce are designed with the safety and comfort of our people at the forefront.

**80%**  
of employees told us they are satisfied with Edinburgh Airport as an organisation to work for



# Our People case studies

## Empowering people to work

### 01

#### *Developing our Training Academy programme*

As well as recruiting the right people it is important that we invest in their training and retention. We have an in-house Training Academy, open to all airport employees, which is an accredited centre for vocational qualifications. We have focused on developing our eLearning programme covering subjects such as management, disability awareness, information security and competition law.

### 02

#### *Developing skills in leadership*

A further eight of our Executive and Senior Management team completed our Leadership Development Programme. This focused on leadership, problem solving, agile working and communication. We have also invested in our Management Development Programme for our middle management with 34 members of staff completing it during 2017.

### 03

#### *Edinburgh Airport Academy*

We have partnered with the Department for Work and Pensions to create the Edinburgh Airport Academy. This two-week job readiness training programme aims to support unemployed people back into work. Delegates are given training as well as work experience, plus a guaranteed interview with one of our retail business partners. The first trial took place in December 2017 and due to its resounding success it is now held on a monthly basis. We are looking to expand this across our business partners by involving further retailers and our ground handling agents, extending the employment opportunities available.





## 04

### *Capital City Partnership*

We are proud to be part of the Capital City Partnership which is made up of local councils, Skills Development Scotland and the Department of Work and Pensions. The group meets regularly to discuss how we can develop jobs and skills and overcome challenges for people looking to get into work.

This year we have considered barriers to employment, including public transport infrastructure and unsociable shift patterns, and how as an employer we can help mitigate the impact on our current and future employees and their families.

## 05

### *Nurturing young talent*

During 2017, we hosted 18 work experience students from across Scotland. We worked with partners across the airport including NATS, Police Scotland, airlines and Empark to ensure that the placements offered are valuable and interesting.

As well as this, we continued to work with the Saltire Foundation, hosting students from universities across Scotland in internships for 12 weeks over the summer. The students worked with teams from across the campus including Digital, Operations, Projects, Finance, Communications, Legal, Retail and Commercial.

## 06

### *Supporting the Armed Forces Covenant*

We support the Armed Forces Covenant, a promise from the nation that those who serve or have served, and their families, are treated fairly. We attend a number of veteran employability events and continue to attract a number of staff who previously worked in the armed forces.

## 07

### *Hosting engineering apprentices with Go4SET*

Our team of Engineering apprentices recently completed the Go4SET programme, a 10-week course which pairs local school groups with employers and universities to take part in a Science, Technology, Engineering and Mathematics (STEM) project. The programme gave students the chance to learn about STEM in a workplace setting and our apprentices were given the opportunity to develop their mentoring and leadership skills. We were teamed up with pupils from James Young High School and also hosted a group from Broxburn Academy at the airport.

# Our Community

*We awarded £120,000 to 62 charities and projects across Scotland through our Community Board. The Community Board meet three times per year to award funding and will consider applications based around our key criteria of sport, health and wellbeing, environment and educational initiatives, or a combination of these. We're keen to work with organisations that demonstrate opportunities for social enterprise in order to allow an organisation or charity to become self-sufficient.*



## Fundraising for charities

Our people voted for Children 1st to be our corporate charity partner, raising £65,000 through initiatives including foreign currency collections, staff raffles and team fundraising.

As well as supporting our corporate charity we allow up to three charities per month to undertake bucket collections in the terminal. We invited local children to sing carols over Christmas to raise money for their school and match funded their collections. Across two weeks in December, ten primary schools from across Edinburgh, the Lothians and Fife entertained passengers with carols and Christmas cheer.

We encourage our people to get involved in community and charity projects and offer a match funding scheme to all our staff. We celebrate the charity achievements of our people at our annual awards dinner where we recognise volunteering and fundraising projects.

We awarded  
**£13,444**  
through our match funding  
scheme to a number of  
charities and local projects

## Helping passengers with additional needs

We are the first airport in Scotland to achieve an Autism Friendly Award in recognition of the accessible and supportive environment created for passengers who have autism. The award recognises the assistance measures put in place at the airport to improve the experience for people on the autism spectrum as well as their families and carers.

The busy nature of an airport can make visiting one a challenging and disorientating experience, especially for our passengers with autism spectrum disorders. To help minimise the impact of the airport environment on some of our passengers, we have introduced a number of measures. This includes offering further training for staff to help passengers with additional needs, an Edinburgh Airport specific Social Story to help children prepare for the journey and a pre-visit to the airport to familiarise them with the sights and sounds of the airport. We also offer discreet lanyard and pin badges to identify those with hidden disabilities so staff are aware of the need for additional support and provide children's books to youngsters who have not travelled before, or who need extra help to prepare for the experience.

## Noise

We understand that noise can affect individuals in different ways. For residents who are adversely affected by noise, we want to make the complaints process as simple and transparent as possible and to let them know that we care about their views.

Residents 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.

To further our engagement with the local community, we also commissioned the production of LAeq Noise Contour Maps from the Civil Aviation Authority. This mapping allows us to determine which properties are eligible to apply to our noise insulation scheme. Further information on our insulation scheme can be found at [edinburghairport.com/community/noiseassistance](http://edinburghairport.com/community/noiseassistance)

We received over

**1,600**

noise enquiries to our noise helpline and answered

**98%**

of complaints within our five-day target

## *Case study*

### The Noise Lab

We completed the tendering process for a new Noise and Track System. Installation of the new Noise Lab system and website will be completed in mid 2018 and will allow members of the public to track the flight paths of aircraft arriving and departing Edinburgh Airport in very close to real time. They will be able to monitor flights of concern and view the level of noise at the nearest fixed noise monitoring site. We understand that noise can affect individuals in different ways. For residents who are adversely affected by noise, we want to make the complaints process as simple and transparent as possible and to let them know that we care about their views.

# Our Environment

## 2017 energy and carbon performance

We undertook a number of initiatives to reduce our energy consumption and better monitor our activities towards reducing our carbon footprint.

These included:

- installing LED lighting to all terminal common areas, car parks and roads
- installing a new energy management system to monitor the areas of high energy use and target inefficiencies
- investing in lighting control systems to ensure the most efficient use of lighting
- analysing our current Building Management System and strategy to incorporate an energy reduction strategy, CO<sup>2</sup> control of BMS demand and inverter setting reduction
- refurbishing our air handling system and switching to new energy efficient filters.

We are also investigating a number of energy initiatives for the coming years, including solar power, ground source heat pumps and wind generation on and off campus.

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We consumed  
**10,637,470**kWh  
OF **GAS**

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We consumed  
**24,362,185**kWh  
OF **ELECTRICITY**

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WE MAINTAINED  
our environmental  
MANAGEMENT  
standard  
**ISO 14001**



2017 waste performance

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

Our onsite segregation rates decreased when compared to 2016, due to a combination of factors. These include our waste yard being relocated as part of our terminal expansion project, and changes in the international market, with China becoming increasingly stringent over the quality of mixed recycling exported from the UK.

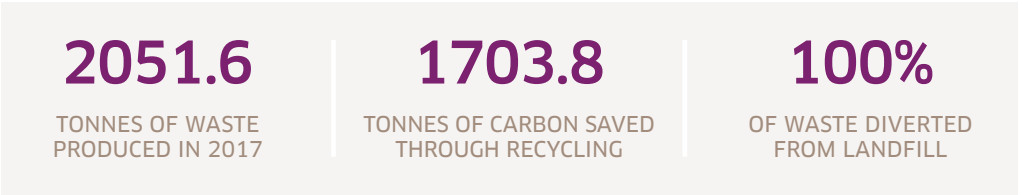


Table 1 – waste breakdown by materials

Waste stream	Weight collected (tonnes)
General waste	881.69
Mixed recycling	576.02
Food	269.28
Glass	136.13
Cardboard	165.23
Textiles	2.75
Waste Electrical and Electronic Equipment	0.75
Hazardous waste	0.75
Metal recycling	18.96
TOTAL	2051.56

Case study

Getting on board with waste management

We focused on working with our retail partners to improve recycling performance across the airport. We held six waste awareness presentations with the aim of improving segregation, and presented at three business partner meetings, which are attended by representatives from all retail outlets at the airport. The Retail team has now made waste and recycling part of the induction for new retail units. This includes a tour of the service road and a briefing on recycling. We are currently investigating the feasibility of segregating used coffee cups onsite before sending them off to a specialised recycling facility.

## Accessing the airport

We are encouraged to see an increase in the proportion of passengers arriving and departing the airport by public transport. Public transport refers to the scheduled bus and tram services that operate from directly outside the terminal building.

When charter coaches are added in, this brings total mode share to 33.4% (compared to 30.7% in 2016).

To achieve greater access to the airport by public transport, we installed real time public transport departure information screens within the terminal and improved the quality of onward travel information in International Arrivals.

## Our progress in 2017

- The Skylink 200 service began operating in April connecting the airport to North Edinburgh, and in May the 21A service reconnected the airport with West Lothian.
- Brand new environmentally-friendly buses entered service on the Airlink 100 service to the city centre, which also began accepting contactless card payments.
- Brand new, environmentally-friendly, hybrid buses entered service on the rebranded Skylink 300 service to West Edinburgh (formerly service 35).
- The AIR service to Glasgow began operating 24/7 and also began accepting contactless card payments.
- The Jet747 service to Fife increased frequency and introduced brand new environmentally-friendly buses with increased capacity.

## Laying the foundations for future improvements

Looking forward, we will award and commence a new 5-year contract to provide hackney and private hire cars from the airport, renew our Airport Surface Access Strategy and continue to improve the onward travel information provided within the terminal for arriving passengers. We expect to see a continuing increase in public transport mode share as a result of the range of enhancements introduced during 2017.



# 32.8%

OF OUR PASSENGERS USED  
**PUBLIC TRANSPORT** TO TRAVEL TO THE AIRPORT

COMPARED TO 30.2% IN 2016

## 2017 noise performance

*We are aware of our responsibility to manage noise levels generated by aircraft and work closely with local communities to ensure we minimise the impact on them. By generating a Noise Action Plan (NAP) we are able to better understand, manage and minimise aircraft related noise and work towards achieving our yearly aims and objectives.*

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

We continued to demonstrate our continued commitment to manage aircraft noise impact associated with our operations. We worked with our airline partners to operate the quietest practicable aircraft operations, balanced against NOx and CO<sub>2</sub> emissions.

We also provided a dedicated noise helpline for our community. We received over 1,600 noise enquiries and answered 98% of complaints within our five-day target.

We maintained our policy of fining aircraft that breach our noise limits. In 2017, no aircraft exceeded our noise limits, showing that our procedures are being followed and our noise limits are being adhered to.

We are always looking at innovative ways to manage aircraft noise and in 2017 we completed the tendering process for a new Noise and Track System. It will allow members of the public to track the flight paths of aircraft arriving and departing Edinburgh Airport in very close to real time.







**We completed our updated NAP 2018-2023, which is currently at consultation stage.**

## Case study






### Listening to the community through the Edinburgh Noise Advisory Board

The Noise Advisory Board is a forum set up by the airport, its neighbours and partners to ensure communities are involved, engaged and informed through open dialogue and clear data. Established in 2017, it seeks to work collaboratively to develop improvements to noise and track, keeping performance as well as setting and monitoring noise targets. This aids mutual understanding of noise issues and facilitates shared solutions. The Board is a forum to discuss proposed changes, deal with general issues such as noise complaints, and monitor performance. The group is independently chaired by Lindsay Cole, a former pilot who now lectures in aviation at Napier University.

# Our Performance

2017 target	2017 performance	Commentary
Education		
Provide work experience placements for 24 school pupils.	 Target not achieved	18 pupils completed work experience at the airport.
Engage in one educational visit per quarter in the local community.	 Target achieved	We worked with Build My Skills Scotland's programme to support school pupils into further education or employment, hosted tours with Bathgate Community Council and Young Scot and attended various Employment and Careers Fairs to promote jobs at the airport.
Communication		
Issue quarterly community newsletters to our closest neighbours.	 Target achieved	We issued quarterly newsletters to 23,000 homes and businesses close to the airport.
Involvement		
We will play our part in Edinburgh and Scotland where we can.	 Target achieved	We sponsored Scottish Swimming, Team Muirhead (Scottish Curling), Mark Beaumont, Hearts and Hibernian Football Club games as well as Edinburgh Rugby.
Charity		
Operate an independent Community Board, awarding £120,000 in funding to local projects and charity groups meeting selected criteria.	 Target achieved	We allocated £120,000 to community and charity projects.
Support a charity through our Charity of the Year partnership.	 Target achieved	We raised £65,000 for Children 1st through staff events and initiatives.



2017 target	2017 performance	Commentary
Responsibility		
<b>Noise</b> Implement actions from the five year Noise Action Plan.	 Target achieved	<i>All actions from our Noise Action Plan have been implemented and we are reviewing the plan for re-issue in 2018.</i>
<b>Waste and recycling</b> Divert 100% of waste from landfill.	 Target achieved	<i>We produced 2051.6 tonnes of waste and diverted 100% of our waste from landfill.</i>
<b>Gas</b> Consume 10,048,428kWh of gas or less.	 Target not achieved	<i>Gas consumption was 10,637,470kWh. This is above our predicted usage of 10,048,428kWh. This increase in gas consumption was primarily due to the harsh winter.</i>
<b>Electricity</b> Consume 24,295,175kWh of electricity or less.	 Target not achieved	<i>Electrical consumption was 24,362,185kWh. This is above our predicted usage of 24,295,175kWh. This increase was in part due to additional projects being carried out across campus and some delays in the implementation of the LED replacement programme.</i>
<b>Surface access</b> Achieve 35% public transport mode share by 2017.	 Target not achieved	<i>32.8% of passengers used public transport to access the airport. Although we have not achieved the ambitious target we set ourselves, it is an increase from 30.2% in 2016 and we are on track to achieve it in 2018.</i>

## Appendix 1 – Stakeholder groups

It is important for us to understand our stakeholders' expectations of us as an airport to guide our priorities for corporate responsibility. Our analysis of our stakeholders and their interests has been carried out internally; we regularly speak to our stakeholders to understand their views.

Two way communications with our local communities is important to us. We continue to publish a quarterly newsletter detailing our latest news, route announcements and environmental initiatives to 23,000 homes and businesses beneath the flight paths. We also operate a free

dedicated noise line, manage a community email address ([edicommunications@edinburghairport.com](mailto:edicommunications@edinburghairport.com)) and continue to welcome feedback via social media.

The table below details our stakeholders interests and the ways in which we communicate with them.

Stakeholders	Details	Corporate responsibility interest	Communications
Local community	Community matters to Edinburgh Airport. We've a strong commitment to the communities around our airport and aim to address issues of prime local concern.	<ul style="list-style-type: none"> <li>Noise</li> <li>Growth and future development plans</li> <li>Air quality</li> <li>Community funding</li> <li>Charity support</li> <li>Surface access</li> <li>Work experience</li> <li>Business success</li> <li>Airspace Change Programme (ACP)</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly community newsletter</li> <li>Digital communications including social media, emails and website</li> <li>Consultative Committee</li> <li>Meeting with Community Councils</li> <li>Community drop-in sessions for ACP project</li> <li>Attending Community Council meetings to discuss ACP</li> </ul>
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"> <li>Employee satisfaction</li> <li>Business success</li> <li>Growth and future development plans</li> <li>Training and development</li> <li>Health and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly newsletter</li> <li>Ecommunications including email, intranet and Yammer</li> <li>Mandatory training courses</li> <li>Healthy working lives campaigns</li> <li>Celebrating Success and iVolunteer awards</li> <li>Staff drop-in sessions for ACP project</li> </ul>
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"> <li>Employee satisfaction</li> <li>Business success</li> <li>Training and development</li> <li>Health and wellbeing</li> <li>Waste and recycling</li> <li>Growth and future development plans</li> </ul>	<ul style="list-style-type: none"> <li>Campus newsletter</li> <li>Regular account meetings</li> <li>Awareness raising events</li> <li>Celebrating Success and iVolunteer awards</li> <li>Staff drop-in sessions for ACP project</li> </ul>

Stakeholders	Details	Corporate responsibility interest	Communications
Airlines	Our strategy is to continue to develop more partnership relationships with airlines and airport customers, growing the destination and passenger base at Edinburgh Airport.	<ul style="list-style-type: none"> <li>• Climate change</li> <li>• Noise</li> <li>• Fuel consumption</li> <li>• Business success</li> <li>• Waste and recycling</li> <li>• Growth and future development plans</li> </ul>	<ul style="list-style-type: none"> <li>• Campus newsletter</li> <li>• Airport Operators Committee</li> <li>• Environmental Awareness training</li> <li>• Mandatory training courses</li> <li>• Airline briefings for ACP project</li> </ul>
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"> <li>• Employee satisfaction</li> <li>• Business success</li> <li>• Training and development</li> <li>• Health and wellbeing</li> <li>• Waste and recycling</li> </ul>	<ul style="list-style-type: none"> <li>• Retail events – used as an opportunity to communicate our strategy, plans and other relevant information between the airport and retail partners</li> <li>• Quarterly performance reviews</li> <li>• Monthly business partner drop-in, an open forum for local managers and staff working across campus</li> <li>• Weekly business partner update via email</li> </ul>
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"> <li>• Climate change</li> <li>• Waste and recycling</li> <li>• Feedback</li> <li>• Business success</li> </ul>	<ul style="list-style-type: none"> <li>• Community and environment walls in the terminal</li> <li>• Digital communications including social media, emails and website</li> </ul>

Stakeholders	Details	Corporate responsibility interest	Communications
Non-governmental organisations (NGOs)	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"> <li>• Environmental protection</li> <li>• Social and economic development</li> <li>• Climate change</li> <li>• Water quality</li> </ul>	<ul style="list-style-type: none"> <li>• Conferences</li> <li>• Face-to-face meetings</li> <li>• Annual Corporate Responsibility Report</li> </ul>
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"> <li>• Information sharing</li> <li>• Climate change</li> <li>• Shaping of future legislation</li> <li>• Minimising local environmental impacts</li> <li>• Noise</li> <li>• Airspace Change Programme</li> </ul>	<ul style="list-style-type: none"> <li>• Regular dialogue with policy makers</li> <li>• Signatory to Sustainable Aviation</li> <li>• Briefings and meetings to discuss ACP project</li> </ul>
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"> <li>• Environmental protection</li> <li>• Social and economic development</li> </ul>	<ul style="list-style-type: none"> <li>• Response to media requests</li> <li>• Proactive media releases</li> </ul>



# Appendix 2 – Corporate Social Responsibility Verification Statement



Date: 18/06/2018

## Corporate social responsibility report verification statement

Ricardo Energy & Environment has been working with Edinburgh Airport to undertake an independent verification review of its corporate social responsibility (CSR) report 2018 covering the reporting year data for 2017. This statement summarises the outcome of the review. Ricardo Energy & Environment methodology, findings and recommendations are given in the Edinburgh Airport CSR review summary, which is provided as a separate document. It should be noted that no visits were made to Edinburgh Airport premises to review on-site data and systems and that the review was conducted remotely.

### Verification period

The verification review of Edinburgh Airport's CSR report has been carried out for its 2018 CSR report and covering the reporting period 1<sup>st</sup> January 2017 to 31<sup>st</sup> December 2017.

### Level and scope of verification

Ricardo Energy & Environment's opinion has been formed on the basis of a review of the statements and numerical data quoted within the Edinburgh CSR report 2018. The review is of a limited level and only high level evidence was inspected.

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

- Executive Summary
- Highlights
- Our Business
- Our People
- Our Community
- Our Environment – Energy & Carbon
- Our Environment – Waste
- Our Environment – Surface access
- Our Environment – Noise
- Performance Summary

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

### Methodology

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

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## Ricardo Energy & Environment's opinion

Overall Ricardo Energy & Environment are happy with the data that has been received and reviewed as part of the verification exercise. The recommendations within the Edinburgh Airport CSR review summary provide suggestions which Edinburgh Airport may want to consider when completing the CSR report in future years.

## Independence and competence

Ricardo Energy & Environment is one of the world's leading energy and climate change consultancies, with over 1,000 internationally respected experts in the fields of energy, air quality, resource efficiency, transport, water, sustainability and economics. It has been involved in ground breaking technical and policy development across the environmental spectrum for the last 40 years, and continues to play a lead role as advisor to governments and major corporations.

## Validity of statement

This statement is valid for the CSR report verification review, for the periods from 1<sup>st</sup> January 2017 to 31<sup>st</sup> December 2017.

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

## Ricardo Energy & Environment

### June 2018



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