



Corporate Social Responsibility Report

→ Our 2010 performance

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Over £100,000 allocated to local community projects that met our education, environment and sport criteria

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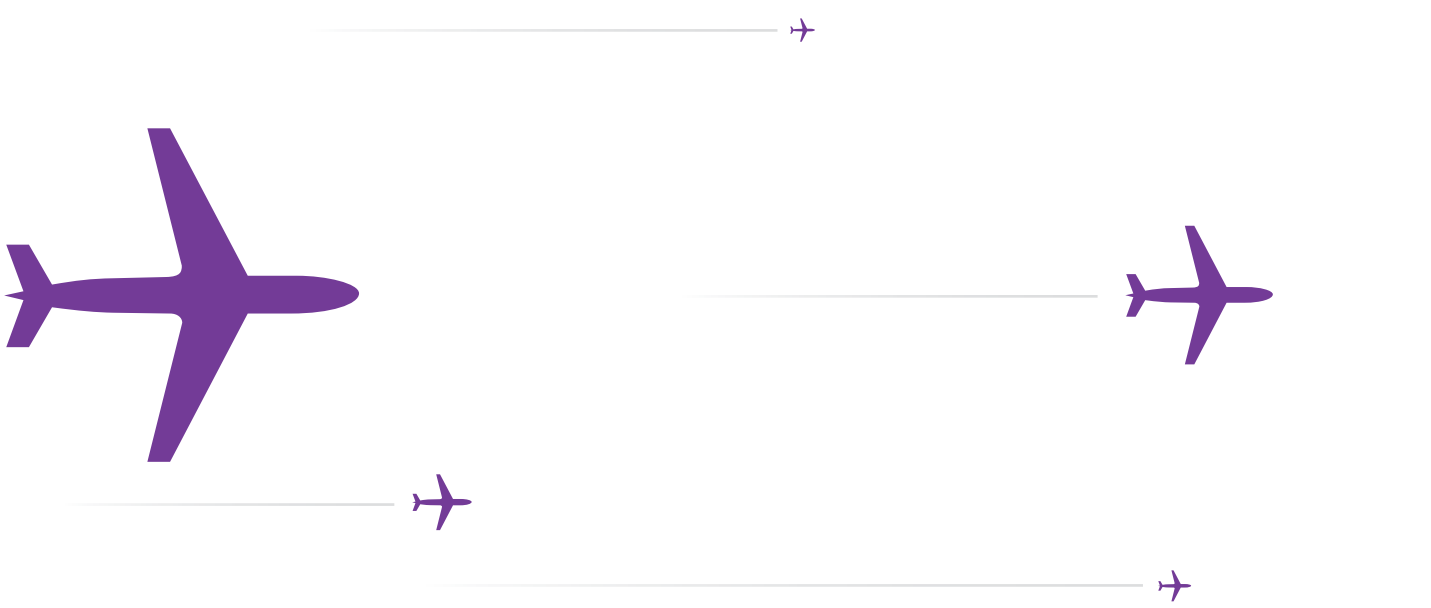
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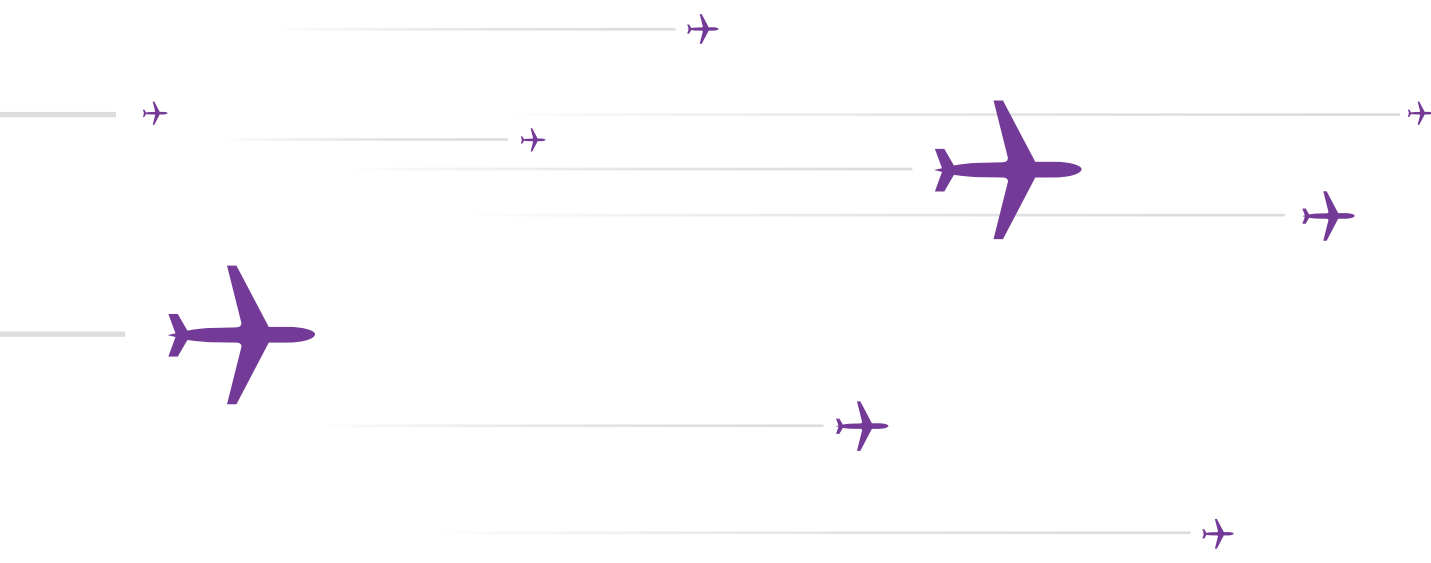
Our five-year aspiration is to become a leading European airport ✈

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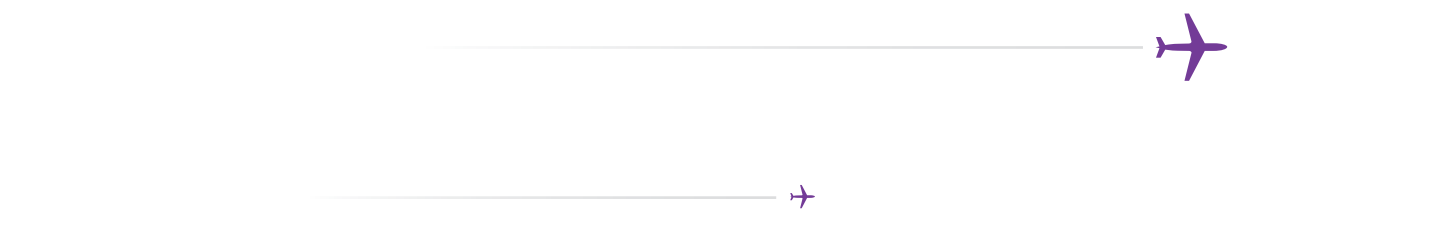
28.9% of our passengers use public transport to get to and from the airport ✈



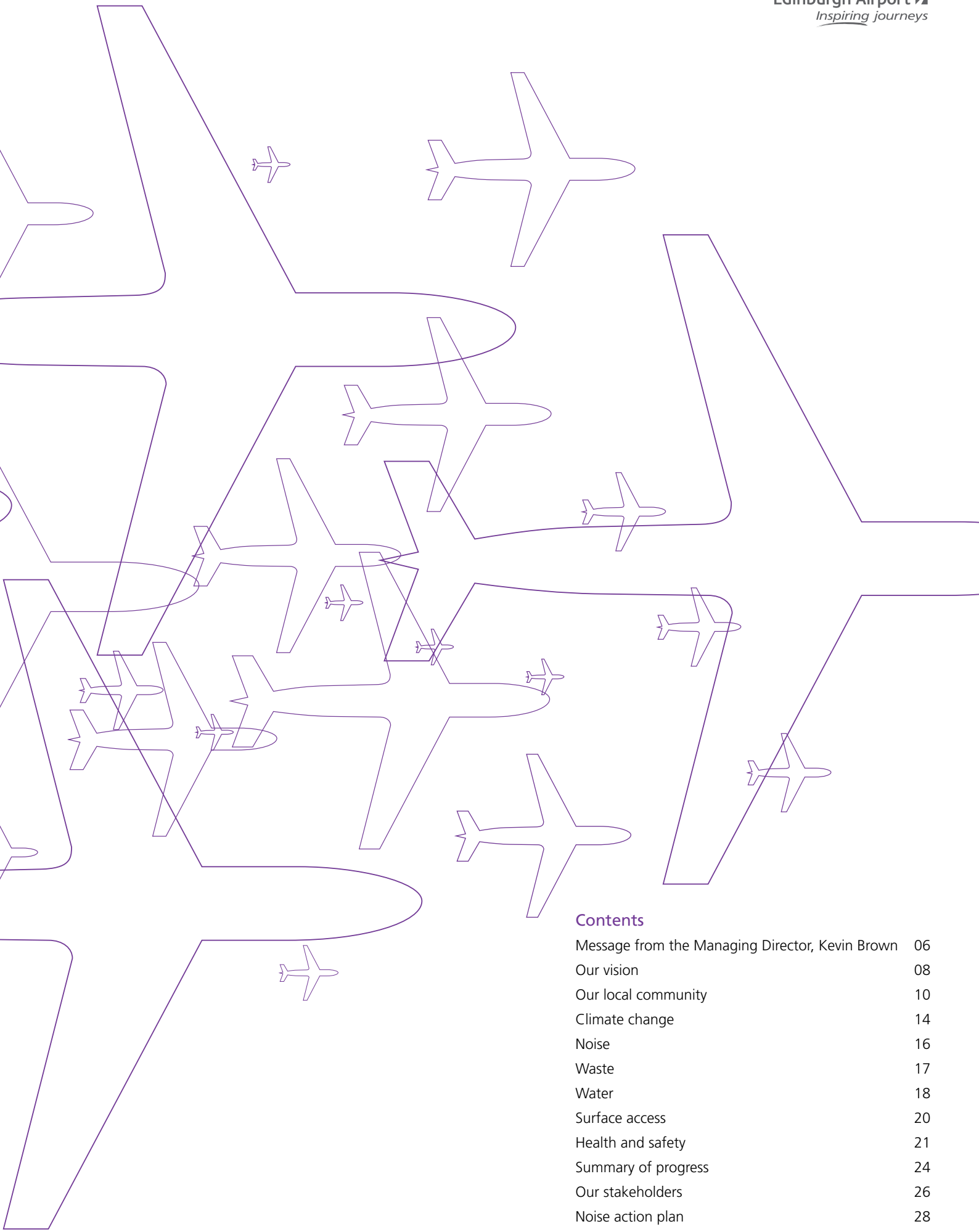
In 2010, we used less water than we used in 2009



We've introduced food waste composting around the campus, including with our retailers







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A message from Kevin Brown

Welcome to Edinburgh Airport's Corporate Social Responsibility Report. It details the work we did in 2010 to reduce our impact on our environment and to strengthen our links with the local communities around the airport.

This year sees us produce our Masterplan, the document which forecasts how the airport will grow and develop for the next 30 years. We've consulted across Scotland on our forecasts and we've been pleased that many share our views that Edinburgh Airport will grow. Importantly, they also support that growth and understand the benefits that a thriving airport will bring to the capital, its surrounding areas and Scotland as a whole. However, they want us to ensure that our forecasted growth is carried out responsibly. They tell us that we will only be allowed to grow Edinburgh Airport if we do so responsibly, achieving the support of the many people who have a stake in our airport's future.



It is this sense of responsibility and an understanding of our role in Scotland that drives this report.

Edinburgh Airport is aiming to be a leading European airport for environmental performance both in areas we are directly responsible for, such as our own facilities, and working with our airline partners to reduce their CO₂ emissions. We also aim to be a leading local organisation in corporate responsibility. We'll be transparent with how we're performing. We've dedicated space within the terminal to report our corporate social responsibility performance, at Gates 3 and 12.

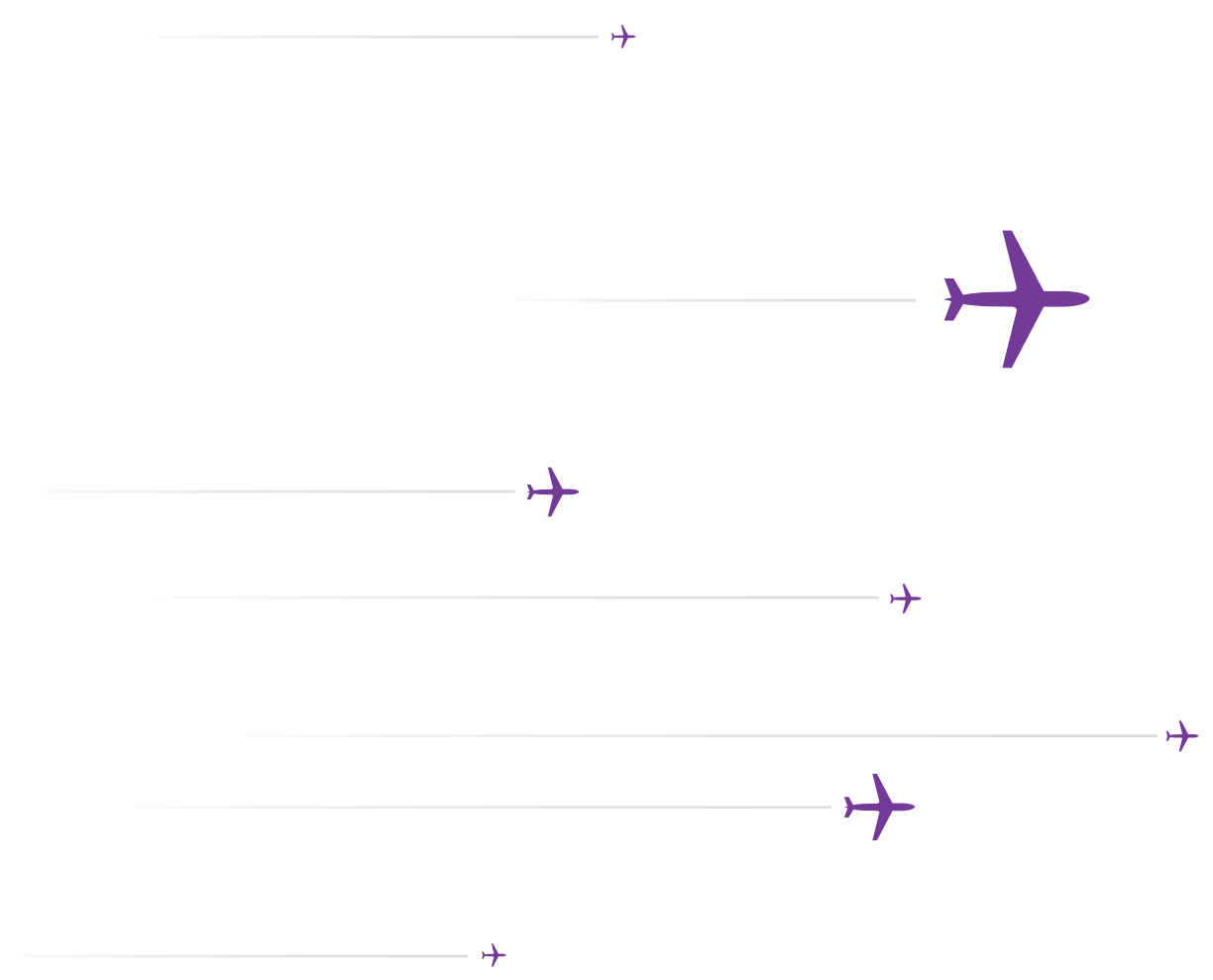
We want to be an airport with excellent safety performance where every member of the team demonstrates personal responsibility for the safety of themselves, passengers and other employees through their actions every day.

It's not easy, but we're committed to it. This report shows you how we're doing and how far we have to go. I hope you find it useful.

With best wishes

A handwritten signature in black ink, appearing to be 'Kevin Brown', written in a cursive style.

Kevin Brown
Managing Director
Edinburgh Airport



Our vision

Our goal in 2010 was to become Scotland's airport of choice. As the country's largest and only growing airport we can say that we're well on the way to achieving that goal.

As we enter a new decade we need to look beyond our borders in order to take Edinburgh Airport to the next level.

Our competition isn't restricted to Scotland. All UK airports now compete on a European and global level. Our main competitors are other European capital city and business centres.

For us to continue Edinburgh Airport's growth and keep delivering the people of Edinburgh and Scotland their airport of choice, we must look to our European rivals when setting our standards and goals.

Our five year aspiration is to become a leading European airport.

What does that mean? What does a leading European airport look and feel like?

Well, that is for us to decide. Over the next few years we'll be measuring ourselves against those airports across Europe that we believe are similar to Edinburgh, such as Copenhagen, Hamburg, Nice and Barcelona. We'll be talking to our passengers and our airline customers about what it is that makes Edinburgh their airport of choice.

We'll also be looking at how other airports conduct their business and benchmarking our processes, services and equipment against them. We'll work hard to make sure we're at the forefront of best practice in Europe.

Edinburgh will be a leading airport across a range of indicators and perhaps may even lead our rivals in some specific areas.

Trying to achieve a change of this kind is not easy, but it is a challenge that we embrace and meet head on.

Our strategy, based on great people, great service and great operations is based on seven strategic objectives. It provides us with the first steps towards competing with Europe's best.

It is a journey that we are ready for and that everyone in the airport is committed to.

We can link Scotland to destinations across Europe and the world, allowing Scottish businesses to trade in other countries and bring further economic benefits to our country. We can also continue to bring passengers to Edinburgh, boosting our reputation across the globe.

This is our inspiring journey and we hope you will support us in it.





Our five-year aspiration is to become
a leading European airport



Our local community

Edinburgh Airport works hard to be a good corporate citizen. Though our aspirations are global, our roots are very much in communities in Edinburgh and the Lothians.

This manifests itself in staff volunteering, the funding of projects and the offering of airport facilities and expertise.

We offer a range of funding and sponsorship programmes and in 2010 we distributed £100,000 to projects in and around Edinburgh.

We support projects that meet our criteria of education, the environment and sport. Importantly, this also offers members of our team the opportunities for professional and personal development.

Our 10 commitments to the local community

- 1 We'll invest in good causes and local projects covering education, the environment and sport.
- 2 We'll be open and proactive in communicating with local residents, through our community newsletter.
- 3 We'll fund improved glazing solutions for local residents.
- 4 We'll measure the aircraft noise and will fine those that breach the UK Government standard noise levels.
- 5 We'll provide a dedicated freephone number (0880 731 3397) for noise complaints and will respond to each caller within two working days.
- 6 We'll ensure aircraft routes follow noise preferred routes around the airport.
- 7 We'll monitor air quality levels around the airport and ensure our impact is kept to a minimum.
- 8 We'll minimise pollution and congestion on local roads by promoting public transport to and from the airport.
- 9 We'll fund the necessary repairs to nearby properties that are affected by vortex damage from aircraft.
- 10 We'll protect those affected by the airport's future growth through our Home Owner Support Scheme and Property Market Support Scheme.

1, 3, 9 and 10 must meet certain criteria. Details are available at edinburghairport.com/community



1	2	3
4	5	6
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1. Supporting Autism Initiatives Scotland 2. Marie Curie's Soul Night fundraising 3. Edinburgh and Lothians Greenspace Trust 4. Our quarterly Community News newsletter 5. Crammond Nursery's willow garden 6. Cyrenians community farm 7. Mirkleston Primary visit to the Airport Fire Station 8. Our kids activity pack 9. Our people participating in Red Nose Day.

Inspiring our people: Cheryl Logan



We encourage our people to be involved in the community by fundraising and volunteering wherever they can. We hold an annual awards ceremonies where these people can be shortlisted for awards and prizes for their charity. At our awards ceremony this year, Cheryl Logan, Retail Account Manager, was awarded the Outstanding Contribution to the Community award for her work during 2010. Cheryl also won a cheque for £2,500 for the charity she set up, Parents Together West Lothian.

Cheryl has worked hard to overcome some of the difficulties she has faced as a parent of a disabled child. She identified a need in her local community that wasn't being fulfilled by any existing support networks so decided to set up her own.

Parents Together West Lothian is a support group for families with children living with autism. The group is very informal, and is a great opportunity to get together over a coffee and share experiences and knowledge of all aspects of caring for children with disabilities. It's also a good way to meet other parents and develop a social circle and hopefully some good friendships. Outings for the children and adults are also arranged.

We were so impressed with Cheryl's proactive attitude in setting up the support network that she was awarded the Outstanding Contribution to the Community award at our 2010 iVolunteer Award ceremony. This is a special award only given to those who can demonstrate a broad contribution to their communities, recognising individuals who have significantly enhanced the lives of others through their efforts.

Fundraising and volunteering for charities, is a cornerstone to our Corporate Social Responsibility strategy at Edinburgh Airport. We encourage our staff to volunteer by allocating six days special leave a year to partake in volunteering. We celebrate our people's volunteering successes at the annual Celebrating Success Awards Dinner.

At our staff awards night, Cheryl won the award for Outstanding Contribution to the Community, and a cheque for £2,500 for her charity, Parents Together West Lothian

Climate change

We believe that our industry's contribution to climate change should be addressed and as an airport, we are best placed to help airport users reduce their impact. In order for us to reduce our contribution to climate change, we first need to measure our impact. We first measured our carbon footprint in 2009 using 2008 data. We have since re-calculated the footprint for 2009 and again in 2010. Details of the 2010 footprint are shown in the diagram opposite.

Carbon footprint

Our carbon footprint has been developed to be comprehensive, holistic and consistent with best practice. We therefore calculate not only emissions we directly control but also airport related emissions in the direct control of our stakeholders and which we seek to guide and influence. Each time we recalculate the carbon footprint we update the methodology to improve the calculations and accuracy of the footprint. In 2010, we focused on improving the calculations for CO₂ associated with our waste production and also the emissions associated with aircraft on the landing and take-off cycle.

Emissions from flight journeys at altitude are not explicitly calculated in our airport's footprint, since these emissions are ultimately managed through national and international policy. Nonetheless we fully acknowledge that they are both significant and that we have a responsibility alongside the wider aviation industry to ensure that these emissions are managed and consistent with the objective of avoiding dangerous climate change. We therefore fully support aviation's inclusion in the European Union Emission Trading Scheme from 2012 and the longer term objective of including aviation in a global sectorial scheme.

Carbon emissions plan

Now we have calculated our carbon footprint we have developed a plan to reduce it. The plan looks at every element of our footprint and details what we can do to try and save emissions in that area. For example we have introduced eco-driving techniques into our driver training in order to encourage drivers to reduce emissions by employing certain driving techniques.

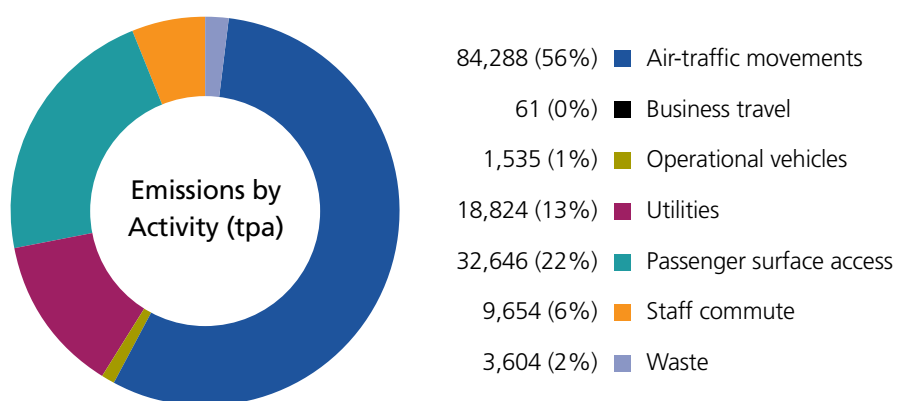
We also work hard to reduce our energy consumption in our buildings. Every year we set ourselves a target to reduce energy consumption based on what we forecast it to be, once we've added in any expansion plans we have. By setting a target, staff and management are clear on what is realistic to aim for. The target is then translated into realistic targets for each department. Therefore departments such as the fire station and engineering become responsible for their own energy consumption and come up with ideas to reduce it.

In 2010, we consumed 25.64 GWh of electricity against our target of 25.59 GWh. We therefore consider this target met. The projects initiated to meet this target include:

- reduced all transformer voltages down to meet european directive on voltage supply
- LED lights installed in engineering office
- dropping the heating temperature in the terminal
- installing LED lights in new drop off area
- LED lighting installed in check in area
- hot water temperature reduced
- reduced energy on baggage belt systems.



Edinburgh Airport carbon emissions



For gas, we didn't meet our target of 11.00 GWh as we consumed 13.00 GWh. The main reason for this was that during April the works in our new departure lounge required a large section of the terminal building wall to be removed, allowing the outside air temperature to penetrate the lounge area, requiring extra heating. December was also very cold, requiring more heating and therefore more gas usage.

Utility	2009	2010 target	2010 actual	Progress	Explanation
Gas	11.00 GWh	11.00 GWh	13.00 GWh	18% worse than target	Gas was used to provide extra heating during the construction of the departure lounge extension, prior to external walls being erected
Electric	24.57 GWh	25.59 GWh	25.64 GWh	On target	Various initiatives were implemented including reducing the transformer voltage and installing LED lights





Noise

Noise action plan action updates

In 2008 we published our Noise Action Plan, a requirement under the Environmental Noise (Scotland) Regulations 2006, which seeks to manage and, where possible, minimise aircraft-related noise at Edinburgh Airport.

We are aware that aircraft noise remains a real concern for our local communities, particularly in view of the airport's plans to expand in the coming years.

We hope the Noise Action Plan will enable us to develop our relationship with our communities and other key stakeholders, and to improve our understanding of residents' concerns and priorities, so that we can take effective action in response.

In our Noise Action Plan we:

1. Demonstrate we are doing all that is reasonably practicable to minimise noise impacts.
2. Engage with communities affected by noise impacts to better understand their concerns and priorities, dealing with them as far as possible in our noise strategies and communications.
3. Influence planning policy to minimise the number of noise sensitive properties around our airport.
4. Organise ourselves to manage noise efficiently and effectively.
5. Achieve a full understanding of aircraft noise to inform our priorities and targets.

Details of our performance against the Noise Action Plan can be found on our website at edinburghairport.com/community

In 2008 we published our Noise Action Plan... details of our performance can be found at edinburghairport.com/community



Waste

Waste is a significant environmental issue, not least because waste in landfill sites produces methane, a greenhouse gas more potent than carbon dioxide. Waste must therefore be minimised through reduced consumption of non-renewable resources.

Waste is generated from a variety of sources at the airport, including aircraft, catering and retail outlets, general maintenance and construction. We have concentrated our efforts to recycle more of the valuable resources which would otherwise end up in landfill sites.

Working on the principle of the waste hierarchy – reduce, re-use, recycle, dispose – our first priority is to reduce the amount of waste generated through improved efficiency and more thoughtful selection of goods. Attention then shifts to treatment of the waste stream, encouraging re-use, recycling, re-processing and composting. Another aim is to reduce the cost to the business of waste processing by ensuring

a responsible approach to waste management, reflecting national and local external sustainability objectives.

Edinburgh Airport has set a long-term goal to recycle 70% of the waste generated at the airport by 2020 and aims to process the remaining 30% so that no waste will be sent to landfill by 2020.

In 2010, we set ourselves the target to recycle 40% of our waste as a milestone towards our long term goal. We achieved a recycling rate of 43% for the year. This was achieved by raising awareness among the cleaners and other staff; there were also new bins installed in the terminal building. We worked with Zero Waste Scotland, a government backed body tasked with reducing waste, to help identify recycling opportunities. We began a food waste collection in December 2010 which allows the waste to be composted off site and further minimises waste sent to landfill.

2009	2010 target	2010 actual	Progress	Explanation
37%	40%	43%	3% better than target	We increased recycling at the airport by working with the cleaners, Zero Waste Scotland and the retailers, and we introduced food waste composting around the campus.



We introduced food waste composting around the campus including with our retailers 



Water

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Clean water is essential to a healthy environment and is a valuable resource that needs to be used sparingly.

Airports, like many large businesses, use significant amounts of water, which can put pressure on the availability of clean water in the local area.

We aim to use water as sparingly as possible by reducing wastage and implementing water saving schemes. The key elements of our approach to water consumption are:

- monitoring water use and improving leak detection
- incorporating low water use technologies into new building design
- conserving water initiatives within the existing buildings where practical and financially viable.

In 2010 we used less water than in 2009. We do this through our rigorous approach to water consumption. We were also assisted by refurbishing toilet areas and the snow and ash crises. Throughout 2010, we continued to carefully monitor our water usage which allowed us to identify excess usage and reduce it. We also worked hard with the construction teams to reduce the water needed during building works. We also engaged with Zero Waste Scotland to help us better predict our water forecast and create a water balance – an improved way of monitoring and measuring our consumption.

Looking forward to 2011, we plan to build on the work completed by Zero Waste Scotland and identify areas where we can target water consumption reduction.

Utility	2009 actual	2010 target	2010 actual	Progress	Explanation
Water	136,024m ³	156,134 m ³ revised to 125,874 m ³ in January 2010 due to better forecasting	111,447 m ³	11% better than target	External factors helped us achieve this target



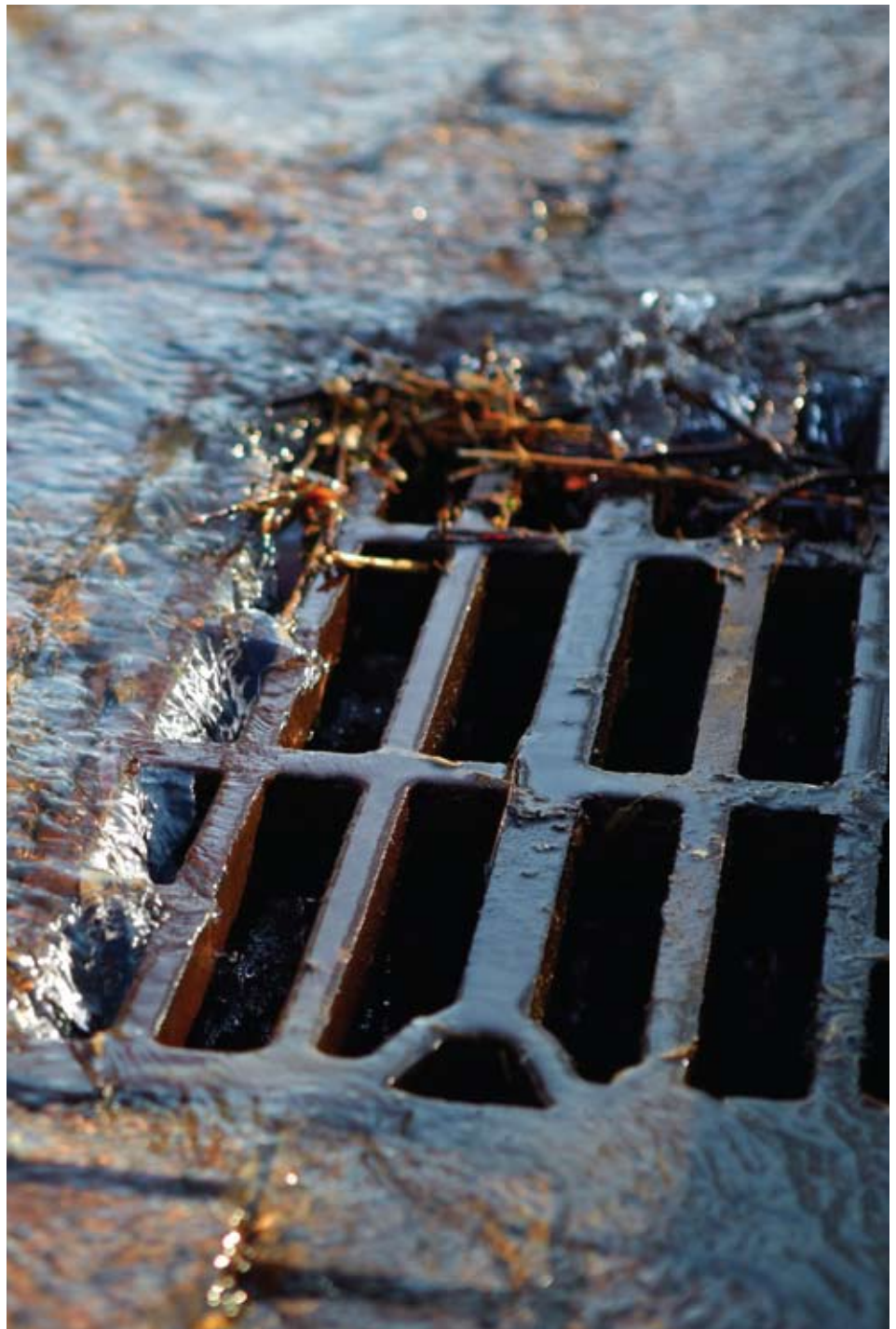
Water quality

Water running off airport surfaces is collected in drainage systems and eventually discharged to water courses. Airport activity has the potential to cause pollution through the use of substances such as de-icers on runways, taxiways and aircraft.

Water quality can be managed using flow diversion, water treatment systems, oil separators and balancing pond lagoons. We're working to ensure that we maintain appropriate systems and infrastructure to handle surface water run-off effectively, and ensure storage facilities are properly managed in order to avoid potential pollution incidents.

Working in partnership with local authorities and SEPA, we strive to maintain the high water quality standards expected by the regulator. Samples are taken from surface water inlets and outfalls on a monthly basis, with the results analysed to ensure quality standards are consistently met.

In 2010, we have continued to progress with the development of a solution to capture the contaminated runoff from the airfield. Some more modelling work is required to determine performance levels that can be achieved and we continue to work with Scottish Environment Protection Agency (SEPA) to deliver a solution which is satisfactory to them.



In 2010, we used less water than we used in 2009



Surface access



As Edinburgh Airport grows, it is important that we give our passengers a range of choices to access our terminal. Public transport is central to this and has the added benefit of reducing pollution.

The biggest cause of air pollution around the airport is not from air traffic but from vehicle traffic travelling to and from the terminal.

Edinburgh Airport has therefore set tough targets in its Airport Surface Access Strategy to reduce the average number of vehicle journeys per passenger and to increase the passenger public transport mode share.

During 2010, the passenger public transport mode share increased from 28.1% (in 2009) to 28.9% (moving annual average for 12 months to December 2010). This exceeds the target of 27% public transport mode share by 2011, which was set in 2007.

The mode share of 'kiss and fly' journeys, the least desirable mode of access, reduced from 23.8% (in 2009) to 22.3% (moving annual average for 12 months to December 2010).

During 2011, Edinburgh Airport will continue to consult and work with all transport providers to the airport, to further increase the transport options available to both passengers and airport staff, and to support and encourage their use.

Initiatives planned include the introduction of a third interactive onward travel information unit in the landside international arrivals area; and improvements to the onward travel information area at domestic reclaim.

28.9% of our passengers use public transport for their journey to and from the airport





Health and safety

The responsible, safe and secure operation of our airport is a central component of our strategy. Creating and maintaining safe, healthy and environmentally sound working conditions are crucial to the successful operation of our business.

This not only helps to ensure the wellbeing of our people and the communities in which we operate, but also contributes to the success of our airport.

We maintain safe operations at our airport through structured governance, the commitment of our people and rigorous management systems, standards and procedures. Throughout 2010, we've met the stringent audits from our regulator, the Civil Aviation Authority.

Independent assurance on how safe and secure we are is important to us and in 2011 we are embarking on a programme with Bureau Veritas to achieve certification to international standards in quality, environment, health and safety, asset stewardship and business continuity.

Throughout 2010 we have supported our culture of safety and openness by investing heavily in training. We encourage all to participate in safety, capturing all observations and improvement suggestions and putting them into practice where possible.

Safety doesn't just end at the edge of the airport campus. We are a Level 2 responder and as such we pride ourselves in our strong working relationships with Lothian and Borders Strategic Coordinating and we continue to build our relationship with all our colleagues in the emergency services and councils through real incidents, emergency exercises, table tops and risk reviews.



Inspiring community: Venture Trust



We've recently joined forces with local charity Venture Trust to support vulnerable young people in Edinburgh to develop their skills, gain qualifications, and work towards education, employment, training and voluntary work.

In December 2010, we made a grant of £8,770 to Venture Trust's Inspiring Young Futures programme, which offers intensive personal development opportunities to young carers and young people who have been through the care system. These young people are known to struggle to make a successful transition to adulthood, and often lack confidence, struggle to engage with education and lack the supportive relationships and adult role models they need to lead happy, productive and successful lives. Through a range of activities in wilderness environments – supported by locally based personal development sessions – Venture Trust gives these young people the confidence and motivation to aspire to more positive futures, and helps them develop the skills they need to make their ambitions reality.

Our grant will enable Venture Trust to help 60 young people over the next 18 months to gain ASDAN personal and social development qualifications, which offer a flexible way to gain nationally-recognised accreditation for skills developed with Venture Trust. Not only is this a huge boost to young people's confidence, it is also an invaluable addition to their CVs, and a vital factor in helping them to secure opportunities in education, training, employment and voluntary work.

For more information about Venture Trust's good work, visit www.venturetrust.org.uk

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Summary of progress

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Target	Progress	Commentary
Climate change		
Measure the carbon footprint for 2009 data and identify priority areas for future targeting.	●	Completed in early 2010 and available on our website for review.
Energy		
A 2% reduction on business-as-usual forecast emissions. Achieved through reduction in electricity and gas usage. Target = electricity 25.58 GWh, gas 11.18 GWh.	●	The electricity target was met, with the airport consuming 25.63 GWh of electricity. However the airport consumed 18% more gas than was targeted at 13.18 GWh.
Noise		
Implement actions from five-year noise action plan.	●	Out of the 27 actions planned to be delivered in 2010, two are still being progressed and three were not completed.
Deliver phase one of the noise insulation scheme.	●	Phase one and two of the noise insulation scheme were launched in 2010.
Waste		
Increase recycling for the general waste handled by the airport waste contract to 40% by 31 December 2010.	●	43% of waste recycled. We increased recycling at the airport by working with the cleaners, Zero Waste Scotland and the retailers. We introduced food waste composting.
Water		
0% reduction on forecast business as usual water consumption in cubic meters. Target = 156,134 m ³ . Revised to 125,874 m ³ in January 2010 due to better forecasting.	●	11% better than target 111,447 m ³ consumed. External factors helped us achieved this target.



Departures		
6:55 Dublin	FR819	Gate
7:15 Heathrow	BA1455	1H Departed
7:55 Manchester	BD362	10 Departed
Paris CDG	AFF	1A
Sumburgh		



Our Stakeholders

In order to understand our priorities for delivering corporate social responsibility, it is important to understand our stakeholders expectations of us. Below is a list of our key stakeholders and the CSR and Environment issues which are material to them relating to the airport.

Stakeholders and their material issues

Stakeholders	Details	CSR interest	Communication
Edinburgh Airport Employees	All our employees are valued and key to our business. They are also advocates for the airport so need to be well informed of the airport's work in the local community and the environment.	Employee satisfaction. Future of the company. Education and awareness. Health and well being at work.	Printed publication including TBN the staff newsletter. Environment Awareness training. Energy awareness campaign.
Partner Employees	Our partner companies employ more staff than we do. Therefore it is important that we engage with them also both to help us to achieve our environment and community objectives and to act as an advocate for the airport.	Future of the industry. Education and Awareness.	Regular account meetings, awareness raising events
Airlines	Our strategy is to continue the recent progress made to develop more partnership relationships with airlines and airport customers to continue to grow the destination and passenger base at Edinburgh Airport and to delight our passengers with the goods and services on offer at the airport.	Climate change, waste and recycling, noise, fuel consumption.	Airport operators committee
Passengers	We aim to delight our passengers with the goods and services on offer at the airport.	Climate change, waste and recycling.	Community and Environment Walls in the terminal building located at gate 12 and gate 3.
Suppliers	We need to build lasting relationships with our suppliers to ensure we develop good working relationships and secure best value for money.	Increasing the sustainability of their products and services, building long term relationships.	Supplier meetings, Day to day communications with suppliers and team.
Non-governmental organisations	We recognise the benefits and importance of proactively engaging with NGOs 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"> – Establishment of mutually beneficial relationships. – Environmental protection, social and economic development. – Aviation and Climate change. – Water quality concerns with aviation de-icer. 	<ul style="list-style-type: none"> – Conferences – Face to face meetings – Annual CSR report – Responding to requests and surveys.
Government and regulators	While of course we maintain compliance with the law, we also work towards meeting government objectives and targets to achieve the spirit of the law. We also liaise with the government in order to ensure that our views as a unique company and industry are recognised.	<ul style="list-style-type: none"> – Information sharing. – Climate change and aviation. – Compliance and shaping of future legislation. – Minimising local environment impact. – Noise concerns for local residents. 	<ul style="list-style-type: none"> – Regular dialogue with policy makers. – Member of the Climate Change 2020 group. – Working closely with government regulators such as SEPA to ensure legal compliance and best practice. – Lobbying activity through our public affairs department.
Media	The media are not really a stakeholder, but a link between ourselves and the public. It is important that we ensure the media and public perception of us is as close to reality as possible.	Our complete CSR programme	Responses to media requests
Local communities	Community matters to Edinburgh Airport. We have a strong commitment to the communities around our airport and aim to address issues of prime local concern	Noise, air quality, community funding, charity collections in the terminal, surface access	Regular community news letter, web site, Consultative Committee

At present our analysis of stakeholders and their material issues has been carried out internally. Moving forward, we have a programme to further engage and understand our stakeholder's needs and expectations from our business, including carrying out a survey of the local community.

After identifying the material issues to our stakeholders we can work to meet their requirements on a priority basis, as long as their needs are aligned to our business values.

Corporate Responsibility is the basis on which business
renegotiates and realigns the boundaries of its accountability.

AccountAbility (2005)



Noise - Noise action plan action updates

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In 2008 we published our noise action plan, a requirement under the Environmental Noise (Scotland) Regulations 2006, which seeks to manage and, where possible, minimise aircraft-related noise at Edinburgh Airport.

We are aware that aircraft noise remains

a real concern for our local communities, particularly in view of the airport's plans to expand in the coming years.

We hope this noise action plan will enable us to develop our relationship with our communities and other key stakeholders,

and to improve our understanding of residents' concerns and priorities, so that we can take effective action in response.

Each year we will feed back our performance against the actions set out in the plan. Please see below.

Actions 2010	Timescale	Internal actions	Red/amber/green status
1. Demonstrating we are doing all that is reasonably practicable to minimise noise impacts			
1a. Quietest fleet practicable			
We will review the landing fee differential at least every year.		Reviewed in June 2010 - remained the same.	Complete
1b. Quietest practicable aircraft operations, balanced against NO_x and CO₂ emissions.			
Together with our partners in Sustainable Aviation we will develop a best practice guide for departures (DCOP) by the end of 2010.	2010	At Edinburgh we have published the best practice departure route for noise in our AIP. The Departures Code of Practice is still being produced and will be finished in the next few months. The four focus areas in the document are APU/FEGP, Reduced engine taxi, Continuous Climb Departures and Airport Collaborative Decision Making (A-CDM). Interim papers have been published on Aircraft Power Unit /Fixed Electrical Group Power and Reduced Engine Taxi (RET). They are available on the Sustainable Aviation website (although it is not a SA piece of work). Collaborative Decision Making (CDM) and Continuous Climb Departures (CCD) sections are being drafted and have been circulated to members of the DCOP working group for comment.	Progressing
We will continue to promote Continuous Descent Approaches (CDA) through forums such as the Edinburgh Airport Flight Operations Committee.	Ongoing	Edinburgh Airport continues to promote CDA through the Flight Operations Committee, meetings with airlines and NATS. It is referenced in the Edinburgh AIP, and Edinburgh is playing a key role in a CDA measuring trial in conjunction with NATS.	Continuing
Continue to engage with our aviation partners to seek to improve adherence to the AIP.		We hold quarterly Flight Operations Committee meetings where we discuss any conformance issues with the base pilots and captains.	Ongoing
Ground Running of Aircraft Engines. To ensure that the environmental impact of aircraft engine running on the local community is kept to a minimum, aircraft operators with maintenance commitments at the airport are expected to plan their schedule to avoid the need for ground running of engines at night from between 2300–0600 during weekdays and 2300–0900 at the weekend. Only during exceptional circumstances is engine running allowed between these times.	Ongoing	We report the number of ground runs to our Airport Consultative Committee and in our Community Newsletter. Trends are reviewed at our Noise Strategy Steering Group meeting and we continue to discourage airlines from carrying out ground runs frequently and for long periods of time.	Ongoing

Actions 2010	Timescale	Internal actions	Red/amber/green status
<p>We will continue to fine aircraft in breach of the Department for Transport departure noise limits.</p>	<p>Annual</p>	<p>There have been several areas of work in this topic. Steeper Approaches BA, a member of Sustainable Aviation, is conducting simulator trials for steeper approaches for the airbus to assess the feasibility of taking into account stabilised approach criteria. Noise impacts will be modelled by Airbus. The trials are investigating approaches between 3° and 3.5° at 1° increments. Once this work has been completed, the paper produced by the Flight Evaluation Unit on behalf of Sustainable Aviation Working Group setting out the groups view on steeper approaches will be reviewed as necessary.</p> <p>Reduced Engine Taxi Once the above work has been completed, the results will, as far as possible, be shared with the Sustainable Aviation Working Group.</p> <p>The Perfect Flight NATS in conjunction with BA, have completed the 'Perfect Flight' from London Heathrow to Edinburgh, to demonstrate a flight with no delays, no holding, and flying the best possible routing. Initial analysis of the data suggested a 350kg fuel saving. NATS are expected to distribute the data shortly.</p> <p>The Perfect Flight DVD Sustainable Aviation and NATS have produced a DVD showing best environmental practice in UK aviation. Working with pilots and air traffic controllers, the film looks at the optimum flight profile to help achieve the most environmentally efficient flight – saving fuel and reducing CO₂ emissions. The video outlines a three-stage plan on our targets between now and 2020; including improvements on flight planning, procedures, new technology, and changes to our airspace. The film features interviews with pilots, air traffic controllers and operations managers from British Airways, Flybe, Virgin Atlantic, easyJet, NATS and BAA. The DVD has been publicised through Inside Track and Onebaa and copies have been provided to the Scottish Airports. It has also been shown at internal team meetings and, once formally published by Sustainable Aviation, will be included on Heathrow Airport's noise website.</p> <p>Other streams of work include: Tailored Arrivals; Continuous Climb Departures/Optimum Climb Gradients; Approach Speeds; Punctuality and Displaced thresholds.</p>	<p>Ongoing</p>
<p>In conjunction with our partners in Sustainable Aviation we will continue to lobby for and seek to support continual improvements in technology and operations towards the ACARE goal of 50% reduction in perceived external noise by 2020 based on new aircraft of 2020 relative to equivalent new aircraft in 2000.</p>	<p>Ongoing</p>	<p>We are waiting for an update from government-run ACARE on the progress towards this goal as well as an update on targets beyond 2020.</p>	<p>Outstanding</p>

Actions 2010	Timescale	Internal actions	Red/amber/ green status
1c. Effective and credible noise mitigation schemes			
We will continue to offer a relocation assistance scheme for those households within the airports 69db Leq noise contour, in line with government policy.		Scheme is in place.	Complete
We will benchmark our noise mitigation and compensation measures with other comparable airports in 2010 and 2013.	2010 2013	Completed in 2009 as part of noise insulation work.	Complete
We will continue to honour the Edinburgh Airport vortex scheme.		Scheme is in place. Two claims made in 2010, one successful.	Complete
Engage with communities affected by noise impacts to better understand their concerns and priorities, reflecting them as far as possible in airport noise strategies and communication plans.	Ongoing	Engagement with the community occurs through different workstreams. This includes visits to schools and community groups, applications for community funding, drop in sessions for our masterplan launch and our Community Newsletter. We also encourage feedback through our noise phone line.	Complete
We will continue to offer a free phone number for complaints and enquires regarding aircraft noise.	Ongoing	Our freephone number continues to be used by those seeking answers to noise queries.	Complete
We will consider introducing a flight track information system (delayed by 24 hours) via Webtrak.	Ongoing	This option was assessed and due to the costs involved it was decided that with the low numbers of noise enquiries we receive it would not be cost effective to introduce in 2010.	Complete
We will annually review our communication material to ensure relevance and ease of understanding.	Annually	The material was reviewed and we decided that no further materials were needed.	Complete
We will continue to log all complaints relating to aircraft operations and publish the statistics quarterly.	Ongoing	Complaint data is reported in our Community Newsletter and supplied to our consultative committee. We also share the data with the City of Edinburgh Council.	Complete
We will seek to respond to 100% of all complaints and enquiries within 2 working days and publish our performance at the Airport Consultative Committee.	Ongoing	82% of complaints were responded to within 2 working days, 100% within 5 working days.	Missed

Actions 2010	Timescale	Internal actions	Red/amber/ green status
We will publish our progress against the action plan on an annual basis.	2009 2010 2011 2012 2013	Progress against our noise action plan actions are published in our CSR report.	Complete
We will conduct local community opinion surveys every three years commencing in 2010.	2010 2013	The launch of a community survey has been delayed, this will now take place in 2011.	Outstanding
We will continue to direct all money raised by noise infringements to the Edinburgh Community Trust.	Ongoing	No fines received for 2010.	Complete
We will review, develop and consult on alternative metrics for describing the impact of aircraft operations during the course of this action plan.	Ongoing	At a corporate level BAA has reviewed alternative noise metrics and will continue to do so.	Ongoing
In our newsletter to the local community we will report on engine running frequency and times.		We report in our community newsletter engine running frequency and times.	Complete
2. Influencing planning policy to minimise the number of noise sensitive properties around our airport			
We will continue to engage with the local planning authority to ensure awareness of aircraft operations is considered in the development of sensitive land use.	Ongoing	We engage with the council through the West Edinburgh Planning Committee.	Complete
We will commission and publish forecast Lden contours for air noise for 2013 in 2010.	2010 2013	As part of the masterplan we commissioned the forecasting of noise contours. These were for 2020, not 2013 as we didn't feel there was a significant enough change in aircraft numbers compared to 2006 to warrant forecasting 2013.	Complete
3. Organising ourselves to manage noise efficiently and effectively			
We will continue to operate and enhance our Noise Management systems by various means such as; holding quarterly management system reviews; analysing noise data periodically; review noise complaint trends.	Ongoing	During the Quarterly Noise Strategy Steering Group meetings we review the appropriateness of Noise Management Systems and trends in complaint data.	Complete
We will seek to respond to 100% of all complaints and enquiries within 2 working days and publish our performance at the Airport Consultative Committee.	Ongoing	82% of complaints were responded to within 2 working days, 100% within 5 working days.	Missed

Actions 2010	Timescale	Internal actions	Red/amber/ green status
4. Achieving a full understanding of aircraft noise to inform our priorities, strategies and targets			
At a corporate level we will continue to support work to better understand the interdependencies of aircraft operations management.	Ongoing	<p>There have been several areas of work to address this action. There has been a study of Reduced Engine Taxi to establish the usage and issues which may prevent or promote its use. Understanding the issues for airlines, NATS and the airport operator with procedures. Emissions study to better understand relationship between different emissions (eg NOx and CO2) and also forthcoming noise study in order to consider possible trade offs of noise and emissions. This work is ongoing.</p> <p>APU work with airlines to understand how they use APU/ FEGP in practice and the issues surrounding this. Lead to trial of different run time restrictions and consultation with airlines prior to implementation of new OSI at LHR.</p> <p>Both pieces of work supported by extensive data gathering from airlines, meetings and consultation as well as presentations and workshops held at the Big Green Event in July 2010.</p>	Complete
At a corporate level we will promote a debate through ANMAC of current arrival and departure policy.	Ongoing	Following the change of government, ANMAC has not been on the government agenda. It is however expected to re-form shortly, at which time corporate involvement will resume.	Progressing



Green business partnership assurance statement

The Green Business Partnership (formally the Business Environment Partnership) has conducted an independent review at Edinburgh Airport to assess performance against the targets and aims set out in the airport's Corporate Social Responsibility (CSR) Report 2009.

Scope

The scope of the work undertaken by the Green Business Partnership was to assess the key topics covered in the CSR Report and provide an external review of related data and performance to ensure the validity of this information. The topics covered in the CSR Report and therefore covered in this assessment were:

- energy
- noise
- waste
- water
- surface access
- community commitments

Methodology

This assessment was carried out through interviews with relevant staff at the Airport and verification of data relating to quantifiable targets. Target owners were asked for evidence and supporting information to demonstrate performance against their specific targets.

The airport's performance against the aims and targets outlined in the CSR Report 2009 was assessed during this process and the detailed findings presented in a separate review report.

The key targets assessed included:

Energy – review of energy consumption data and emissions calculations. (Target: 2% reduction in emissions against business as usual energy forecasts. Consumption targets: electricity = 25.6 GWh, 13,827 tonnes CO₂; gas = 11.2 GWh, 2,046 tonnes CO₂). Assessment of improvement initiatives made over the year.

Noise – compliance with aims and commitments made in the five-year Noise Action Plan.

Waste – review of waste data and assessment of recycling percentages and resource efficiency progress. (Target: to increase proportion of waste recycled to 40%).

Water – review of water consumption data, measures taken to ensure good water quality standards and pollution prevention. (Target: no increase in water consumption against business as usual forecast).

Surface access – review of initiatives to increase more sustainable transport methods to and from the airport for staff and passengers. (2011 public transport mode share target already exceeded).

Community commitments – performance against the 10 commitments to the local community.

Conclusions

Based on the evidence gathered during this review, the Green Business Partnership concludes that BAA Edinburgh has met or exceeded the majority of the targets and aims. Where targets were not achieved, valid reasons for any shortfalls have been provided and measures have been implemented to address these in the future.



Good data monitoring and staff commitment was observed. Target owners represent many different departments and operations within the airport and this encourages widespread buy-in to the CSR aims and good teamwork towards clear goals.

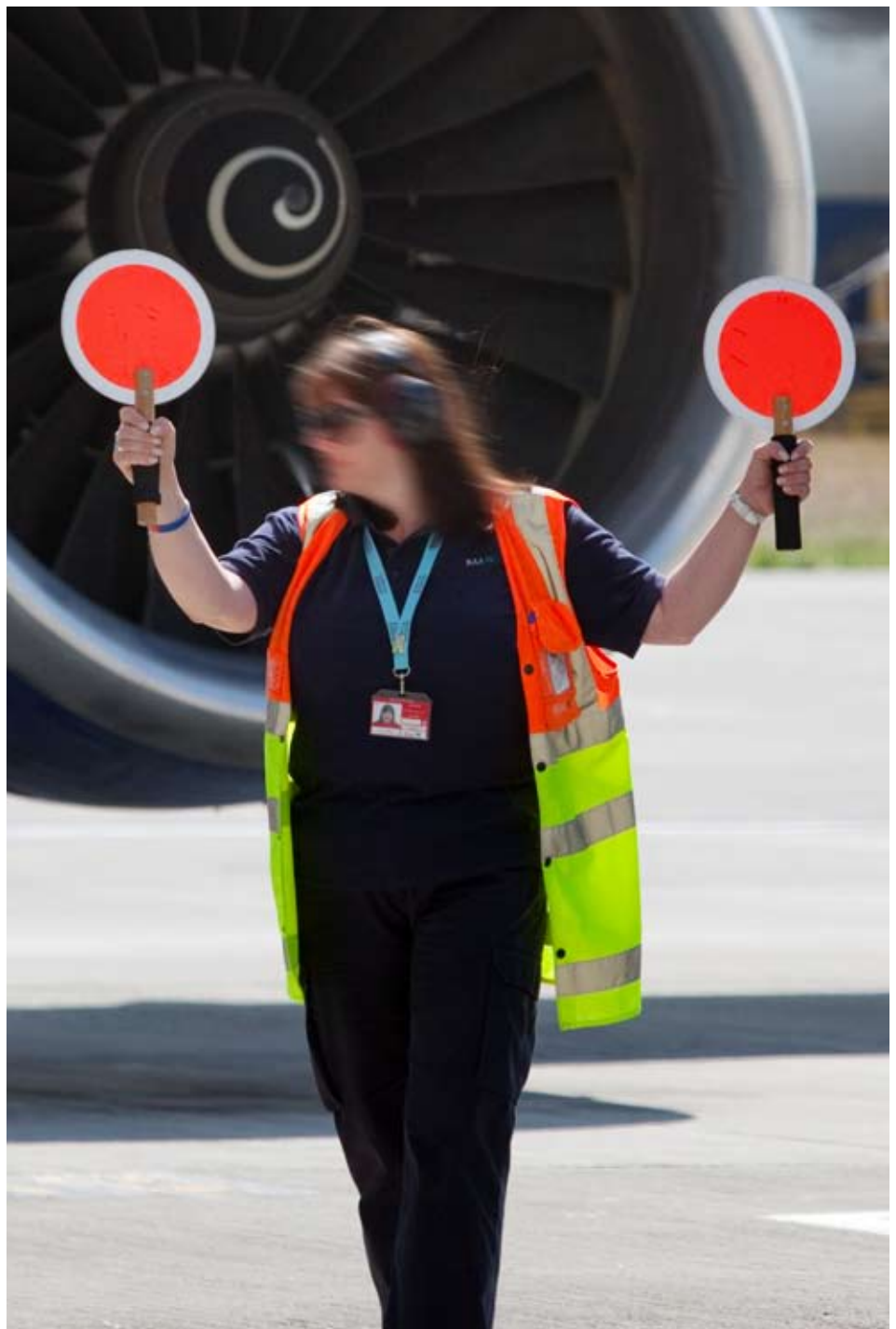
The review demonstrated that many initiatives have been successfully implemented in 2010 and that BAA Edinburgh has continued to improve performance in the majority of areas covered by the CSR Report 2009. A number of recommendations for improving data recording and reporting were presented in the detailed report following the review.

Independence statement and liability

The Green Business Partnership has conducted this review as an independent body and had no other involvement in the preparation of the BAA Edinburgh Airport Corporate Social Responsibility Report.

The Green Business Partnership disclaims any liability or responsibility for any legal, business or other decisions made as the result of the CSR review and this assurance statement. The review was conducted during January 2011.

The Green Business Partnership Ltd is a company registered in Scotland No 290843. Registered Office: 42/3 Hardengreen Business Park, Dalkeith, Midlothian, EH22 3NU.



Edinburgh Airport Community Fund

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Edinburgh Airport's community fund provides assistance to local communities. The panel, consisting of our people as well as members of the public and representatives from local business, assess the applications against three main areas: education – engaging with schools, assisting in educational opportunities and improving local employment skills; the environment – recognising our impact, taking steps to minimise that impact whilst helping improve our local and wider environment; and sport – linking with the Government's health agenda to encourage physical activity, especially amongst young people.

In 2010, our fund assisted:

- Edinburgh Leisure by sponsoring the Youth Games
- Lothian Borders Police by sponsoring Playsafe
- Broxburn and District Amateur Swimming Club by providing swimming kit and laptops
- Edinburgh and Lothians Greenspace Trust by funding the creation and distribution of a Biodiversity Education Pack for teachers and Schools Biodiversity workshops
- Ratho Children's Gala by providing inflatables
- Rotary Club of South Queensferry by providing raffle prizes
- Clifton School by providing raffle prizes
- Dalmeny Church by funding their Guide Book
- Kirkliston flower show by sponsoring the flower show
- North West Edinburgh Eco Club by sponsoring the eco community show
- Carrick Knowe Primary School by funding an outdoor trim trail
- Teen Nights Young Club by funding a pool table and table tennis table
- The Edinburgh Science Festival by sponsoring school workshops
- Tree Amigos by sponsoring school workshops and tree planting
- Little Flyers After School Club by providing a vehicle
- Ocean Youth Trust by funding places on a voyage for 10 young people
- AEGON Ratho Primary School Breakfast Club by providing food for breakfast club
- Venture Trust by sponsoring 60 students to achieve ASDAN awards 2010-2011
- Diamonique Twirlers by providing tracksuits
- Autism Initiatives Scotland by supporting 10 people who suffer from autism or asperger's syndrome
- 150th Haymarket Scout Group by providing a gas cage
- Marie Curie Hospice Edinburgh by providing a DJ for their Soul Night
- Edinburgh United 96 by providing football kit
- Altogether In The Park by sponsoring a fit and healthy zone on community day
- Christmas in Queensferry by providing Christmas lights
- Cramond School by funding enhancements to their garden
- Cyrenians by providing chickens for the community farm
- Craigsbank Playgroup by providing toys, games and books
- Broomhouse Primary School by providing a climbing frame.





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