

Travelling Towards
Sustainability



daa Sustainability Update



**Improving
Resource
Efficiency**

Dublin Airport has reduced its energy consumption

DOWN

BY

9%

since the opening
of Terminal 2 in 2010.

Cork Airport has reduced its energy consumption

DOWN

BY

35%

since 2009.

Foreword

Welcome to daa's Sustainability Update 2015

daa is committed to being a responsible airport operator and retailer and to being a good neighbour within the communities in which we operate.

Our airports are significant contributors to the local and national economy. They provide an essential service connecting Ireland to the world and enable the development and growth of commerce and tourism in the country.

At its two Irish airports, daa contributes positively to our communities and local areas. daa supports local schools, sports clubs and arts activities and our staff are tireless in their fundraising efforts for daa's Charities of the Year Programme.

We take our environmental responsibilities very seriously. The Group is continuing to decrease its direct carbon footprint by reducing energy consumption at Dublin Airport and at Cork Airport. Both airports are active participants in the Airport Carbon Accreditation Programme and have been formally recognised for their achievements in reducing carbon emissions.

During the year, Cork Airport won a Sustainable Energy Award for its successful efforts in reducing carbon emissions in recent years. Cork Airport has reduced its energy consumption by 35% since 2009.

Since the opening of Terminal 2 in 2010, Dublin Airport has reduced its energy consumption by 9%. The Group has entered an innovative collaborative agreement with the ESB, and is targeting a 33% reduction in energy consumption at Dublin Airport by 2020. The aim is to make Dublin an international energy exemplar airport complex and the two companies are investigating low carbon technologies to improve overall energy performance at the airport.

Future development at the airports will incorporate sustainable design principles, which will provide best-in-class facilities that serve the needs of the airport and the wider community while also safeguarding the environment.



Kevin Toland
Chief Executive

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Sustainability Policy

We aim to be a responsible airport operator by minimising our impact on the environment and our immediate neighbours, whilst supporting economic growth and making a positive contribution to the society in which we operate.

In operating Dublin and Cork airports, daa will:

- **Contribute to Irish economic growth by developing the airports**
 - **Provide a safe environment and facilities for employees and visitors**
 - **Make a positive contribution to the community in which we operate**
 - **Reduce energy consumption and carbon emissions**
 - **Increase water conservation**
 - **Minimise waste and reuse and recycle as much waste as feasible**
 - **Increase use of environmentally and socially responsible products and services**
 - **Communicate and promote sustainable practices amongst all users of the airports and in the wider community**
 - **Incorporate sustainable planning, design, procurement and construction into projects**
 - **Prevent pollution, comply with relevant environmental legislation and encourage best practice environmental management**
 - **Integrate sustainability into relevant policies, processes and agreements**
-



 = 1,000

Economic Contribution

daa is an Irish state-owned airport management company, employing more than 2,500 staff with a group turnover of €564m in 2014. The company's Irish operations focus on the management and development of Dublin and Cork airports. Overseas investments in airports and airport retailing are undertaken by ARI (Aer Rianta International).

The role of Dublin and Cork airports is critical in terms of serving tourism and business needs. Last year, more than 23 million passengers used Dublin or Cork airports. This is equivalent to 90% of people who travelled by air to or from the Republic of Ireland. About 70% of all passengers who

took international flights to or from the island of Ireland during 2014 used either Dublin or Cork airport.

Passenger numbers at Dublin Airport increased by 8% last year to 21.7 million. Last year was the fourth successive year of growth at the airport. A total of 53 airlines operated routes to 179 destinations from Dublin last year and 98% of passengers travelled on scheduled flights. A total of 29 scheduled airlines at Dublin operated routes to 161 destinations.

Just over 2.1 million passengers used Cork Airport last year, which was a 5% decline on the previous 12 months. A total of 16 airlines operated services to 46 destinations from

Cork, with five of these airlines scheduled travelling to 40 scheduled destinations.

The airports serve strong and vibrant catchment areas—the Republic of Ireland's first and second cities and their wider hinterlands—and are engines of economic growth for their respective regions and for Ireland as a whole. Dublin Airport is home to almost one fifth of Fingal's total employment with over 120 enterprises operating across sectors such as aviation, logistics, catering and hotels. The economic contribution of the airports to the regions and to Ireland is very significant.

Recent economic impact studies completed for Cork and Dublin airports illustrate the significance of the economic benefits of the airports. These studies found that:

- **The two airports support or facilitate more than 108,000 jobs.**
- **There are 17,600 people employed directly at Dublin and Cork airports.**
- **The two airports contribute €7.6 billion to Ireland's Gross Domestic Product (GDP)**
- **Few European airports could match Dublin's connections to Britain and the US.**

The importance of the economic value of the daa airports is evident and continued development of the two airports will deliver enhanced economic benefits.

At daa we are mindful that we have a responsibility to our neighbours, wider communities and the environment and that economic growth must be delivered alongside flawless environmental management and a strong performance in the areas of community relations.

Social

Image Below:
Children participating in the daa sponsored Battle of the Book reading programme organised by Fingal Libraries

Community

Our airports are deeply rooted in the surrounding communities, with many of our staff living close by. Hence it is no surprise that daa is a very active corporate citizen. We promote positive development in education, literacy, sports and the arts in our local community. Work in the community has always been part of the culture of our company and reinforces our connections with the community.

Our aim is to inspire and prepare young people to stay in school, finish their education and gain a better understanding and interest in the business and aviation world. Our education programme is designed to impact the lives of young people in the schools with which we work through our partnerships with Junior Achievement, Business in the Community (BITC) Schools Partnership and Autism Awareness.

Dublin Airport staff support the BITC Skills@Work Programme which provides students with an insight into the world of work. Over a number of sessions, students are provided with assistance to learn about the partnering company and its business and to consider career and further study options available to them when they finish school. Sessions include: site visits, 'A Day in the Life' talks, CV & interview preparation, mock interviews, company overviews, final wrap-up sessions and in some cases an optional session such as customer care, team work or business etiquette.

Last year, through our partnership with Junior Achievement our staff volunteers taught programmes to more than 200 children in seven schools in Fingal.

All the students, on completion of their programme were welcomed by daa for a visit to the airport where they learned about the different roles and jobs at the airport as well as the operational aspect of our business.

As part of our partnership with BITC we are twinned with St. Finian's Community College in Swords to provide its Skills@Work Programme. Our employees have the opportunity to share their experiences of life, study and work with senior cycle students. They also have the opportunity to enhance and develop their presentation and communication skills, while adding diversity to the working day.

We are also working closely with Fingal Libraries in support of a major reading initiative for local school children. The programme is being carried out in direct response to objectives laid out in the National Literacy Strategy 2011 by the Department of Education and Skills and their reference to the importance of educational stakeholders forging links in the improvement of literacy skills in young people.

We also run education evenings for people travelling with children with autism to help make their travel experience easier.



Image Below:
2014 daa Charity of the Year launch

Charity of the Year

daa supported over 50 community connections during 2014 and staff supported Cystic Fibrosis Ireland, Special Olympics Ireland and Jack and Jill through the Charity of the Year to the tune of €210,000.

The fundraising efforts during 2014 means that daa staff have donated more than €1.5 million to 12 Irish charities over the past nine years.

Through this programme, daa staff have had the opportunity to nominate organisations and vote for the daa Charity of the Year annually. Since 2013, daa has gone from supporting one charity per year to three. For 2015, Cork Airport has nominated its own Charity of the Year for the first time. The 2015 Charities of the Year for Dublin are - The Parkinson's Association of Ireland, Temple Street and the Diabetes Unit in Our Lady's Hospital Crumlin. The Cork Charity of the Year is Cork City Hospitals Children's Fund.

At Dublin and Cork airports, the Charity Committees are responsible for liaising with the successful charities to organise fund raising events involving staff and facilities.

Throughout the year, the committee informs staff on the results of their fund raising efforts and are the driving force for the Charity of the Year Programmes at daa airports.



Case Study: Difference Days

Difference Days is an organisation which facilitates Corporate Social Responsibility events for companies. The events involve staff volunteering to give up an afternoon to contribute to a 'hands on' charity project.

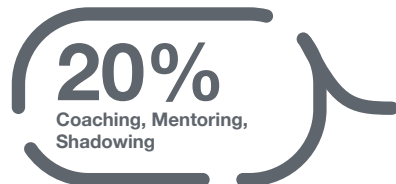
- **In July 2014, a team from Dublin Airport Asset Care transformed the gardens of the Camora Day Care Centre.**
- **In October a team from daa's Asset Management and Development department (amd) volunteered to revamp two gardens at Carmona Services homes in Glenageary, Co. Dublin. These homes are for young adults with intellectual disabilities who are cared for by Carmona staff. They are also heavily involved with the Special Olympics Ireland Association. The daa staff spent the afternoon cutting back shrubbery, building boundary fences, painting walls, planting flower beds, making raised beds and building seating areas.**

Workplace

Employee Participation & Engagement

Our employees directly elect worker directors to the board of daa under the Worker Participation (State Enterprises) Acts 1977 to 2001.

Town Hall staff briefings are held three times per year. These are hosted by our CEO and provide staff with an opportunity to receive regular business updates, and raise questions and engage directly with the Chief Executive. A staff survey is also carried out every year, and action plans for continuous improvement based on the results are agreed with the ultimate goal of making daa a great place to work.



Employee Development

To support continued professional development, our staff have access to a comprehensive suite of training and development programmes as well as coaching and mentoring. Some examples include:

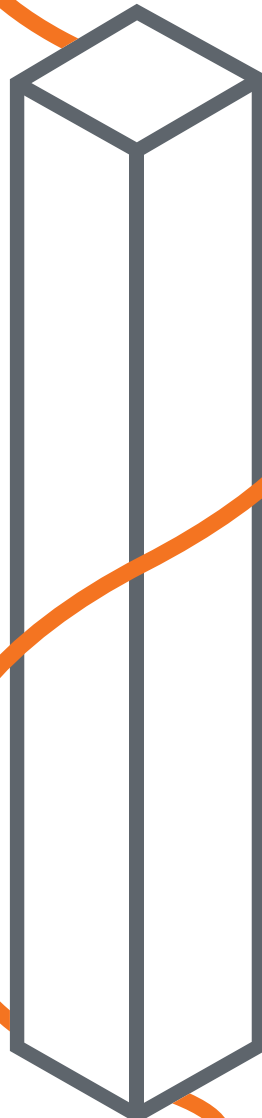
- daa customised Core Skills programmes
- Realising Your Potential course supporting high performers below manager level
- Accelerated Management Development Programme for those at manager level
- External professional coaching panel
- Internal mentoring programme
- Performance matters people leaders programme

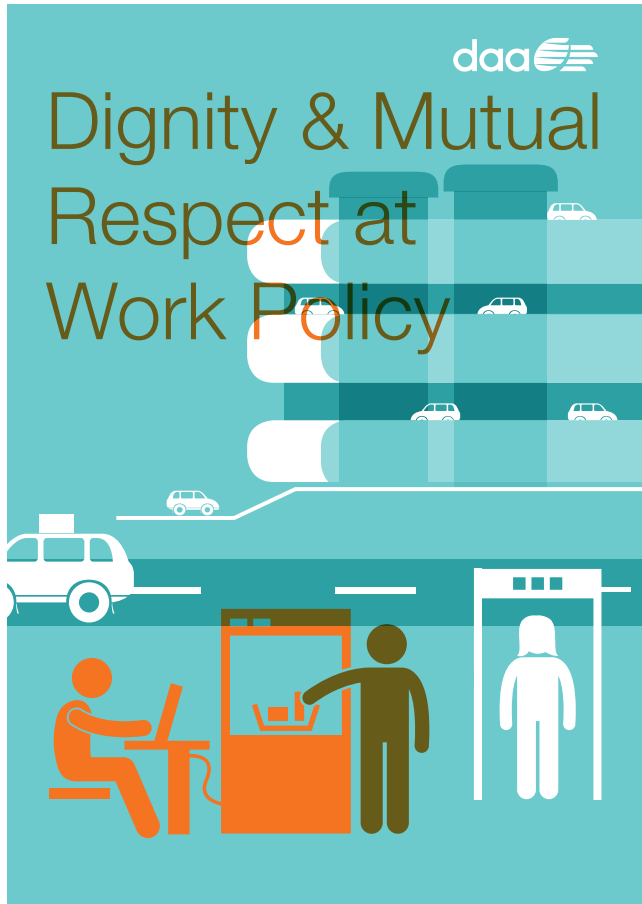
Case Study: Employee Engagement

The Transforming Security Programme (TSP) is an engagement and change programme designed to enable staff who work shifts within security operations the opportunity to contribute towards business improvement initiatives and to broaden their perspective within Security and the wider daa organisation. It was set up in March 2014 and provides a mechanism for staff to voice their ideas on how and what needs to be improved within security.

Security staff work in a project environment for a week at a time. The projects pursued are aligned with business objectives and enable staff to drive improvements in compliance, communication, staff wellbeing and engagement, operational efficiencies and customer satisfaction. Some of the achievements and results of the programme to date are:

- 146 participants in Dublin Airport
- 22 diverse projects involving all areas
- 52% of suggested improvements have been actioned, with a further 10% being a work-in-progress
- 25% of participants have shown changes in behaviour or have been positively influenced by the programme





Diversity

daa recognises the importance of workplace diversity as a reflection of the diverse profile of modern day Ireland and the travelling public who use its airports and retail outlets. Our Dignity & Mutual Respect at Work Policy was revised in 2014 and comprehensive support mechanisms were put in place. They include the training and development of 20 internal investigators, 33 designated contact persons and 19 Dignity & Mutual Respect Instructors who continue to roll out our the company’s core Dignity & Mutual Respect module to all new employees and as part of refresher training programmes across the organisation.

Health & Safety

As a world-class provider of airport management services, daa is committed to managing health & safety to a high standard. Safety governance structures are in place and throughout the year the Board Sub-Committee on Health and Safety receive quarterly reports on matters relating to health and safety.

daa also has a Health & Safety Senior Management Group which provides the company with a consultative committee to review compliance with health and safety legislation. Its role is to lead Health & Safety policy-making and implement a good safety culture so that a consistent approach can be implemented across the business.

Each year a risk review is undertaken by the health and safety department with key business units resulting in an updated risk profile. This provides the framework for the upcoming health and safety compliance programme. The compliance programme sets out a series of audits and inspections and recommendations are followed to closure.

The key piece of documentation is the Safety Statement, which was updated extensively in 2014 with the end user in mind. The new design is clearly laid out and provides the roadmap of how occupational safety is managed within daa. Feedback from employees was very positive. The Safety Statement is signed and endorsed by the company’s Chief Executive.

We're here to help!
Vhi Corporate Solutions

Some of the areas we cover:

- Personal crisis**
 - Caring for relatives
 - Family friction
 - Relationship challenges
 - Unplanned pregnancy
 - Legal issues
 - Divorce or separation
 - Infertility
- Health & illness**
 - Stress
 - Nutrition
 - Smoking & drinking
 - Life stages
 - Emotional health
 - Depression
- Babies & children**
 - Pregnancy & childcare
 - Juggling work & home
 - Difficult teenagers
 - Post natal depression
- Managing money**
 - Budgeting
 - Credit cards
 - Pensions
 - Banking
- Work issues**
 - Promotion
 - Training
 - Dealing with conflict
 - Career progression
 - Maternity leave

Employee Assistance Programme (EAP) is a confidential counselling service available to you 24 hours a day, 365 days a year. It provides professional support and information on a wide range of topics.

So if there's an issue that's been bothering you, a simple phone call or email could set you on the path to a solution and ultimately help change your life for the better.

Call and see how we can help.

FREE PHONE 1800 995 956
EMAIL eap@vhics.ie

We're here to help 24 hours a day, 365 days a year

Vhi
HEALTHCARE

Wellbeing

While daa has always offered an Employee Assistance Programme, in July 2014 we partnered with VHI for associated expertise and services. Should our employees experience any work-related or personal issue they can avail of 24/7-365 confidential guidance, support and/or counselling. HR ran a number of wellness initiatives throughout 2014. Examples include:

- **A three-day health expo held in Terminal 1 in February 2014, which included a diverse range of exhibitors from all areas of wellness, from holistic to medical**
- **Shift workers were given the opportunity to attend talks on health and on how to beat energy slumps during a shift**
- **Onsite Dental paid several visits to the airport providing consultations and teeth cleaning to any staff wishing to avail of the service**
- **The flu and hepatitis A and B vaccines were made available to all staff for free**
- **Nutritional talks have been included in inductions for all new staff and are being rolled out across the business**
- **There are health insurance discounts available to all staff. Subsidies for joining the local sports and fitness club are also available to staff.**

Passenger Experience

At daa we are a customer focussed business. We are always striving to meet the diverse needs of the thousands of people travelling through our airports every day. daa's vision is:

We will be airport industry leaders – growing our business by delivering great service and value for airlines, passengers and business partners.

In order to meet this goal and achieve our vision, we are continually gathering data and monitoring feedback from our customers. We do this through market research, feedback button units throughout the terminals and monitoring comments and

feedback received through various channels: email, letter, telephone, online forms and social media. We are also monitored by the Commission for Aviation Regulation (CAR) with regards to a number of service quality measures. These are:

- **Courtesy/helpfulness of security staff**
- **Ease of wayfinding through airport**
- **Flight information screens**
- **Courtesy/helpfulness of airport staff**
- **Internet access/WiFi**
- **Cleanliness of washrooms**
- **Comfort of wait/gate areas**
- **Cleanliness of airport terminal**
- **Feeling of being safe and secure**
- **Overall satisfaction**

In order to ensure that we deliver an excellent product for our customer there is a Service Quality Team in place at Dublin Airport. This team audits Dublin Airport on a constant basis against CAR service quality targets and other measures. CAR publishes the airport's quality performance on a quarterly basis and if any of the measures are below the target score, the airport suffers a financial penalty.

As well as monitoring those service quality measures, CAR also monitors the queueing times for passenger security screening at Dublin Airport. If the queueing time is greater than 30 minutes CAR will issue a fine to the airport. daa therefore endeavour to ensure that staffing levels at screening areas are adequate for the volumes of passengers coming through at any given time.

Both airports have achieved recognition for their customer service. Cork Airport was recently shortlisted for an ACI Europe Best Airport Award 2015 for an award for excellence in airport customer services for airports below 5 million passengers per annum. In late 2013, Cork Airport was ranked highest for overall customer satisfaction among 61 regional airports worldwide. This survey is carried out globally on behalf of Airports Council International (ACI).

In June 2015, a study was carried out in which Dublin Airport was found to have the best airport WiFi offering in Europe.

Its speeds were the fastest in Europe and third fastest in the world. The survey evaluated 130 airports in 53 countries. Dublin Airport was also one of the first major airports in Europe to offer unlimited free WiFi to customers when it was introduced in September 2012.

We have a dedicated Customer Experience department in Dublin Airport responding to passenger feedback through various media including phone call, email and social media. In addition we conduct more than 8,000 surveys annually as part of our Customer Service Monitor programme and have push button passenger satisfaction units in key locations throughout the airport which received over 1.2 million responses in 2014.

In 2015, we introduced the Passenger Journey Improvement Programme at Dublin Airport to drive action from our many sources of passenger information. This is a continuous improvement programme led by a cross-functional team consisting of members of the Insights & Planning, Customer Experience and the Quality Improvement teams. The objective is to achieve number one position in our ACI category for passenger satisfaction by 2017. This is achieved by combining passenger feedback information for each part of the passenger journey in order to provide focus for projects and initiatives to improve the passenger experience.



Image Below: Passenger Storyboard tracking passenger satisfaction at Dublin Airport

One of our corporate goals is:

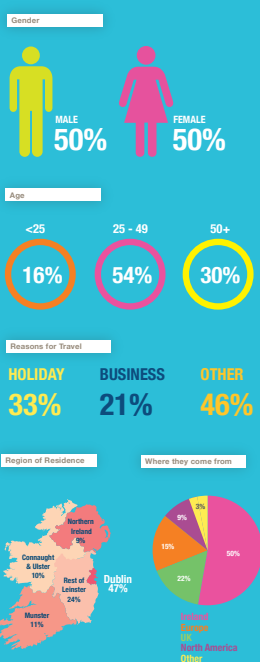
Consistently deliver the best experiences for our customers and partners—always top 5 compared to our peers.

What our passengers are saying

DATE OF ISSUE: MAY 2015

WHO THEY ARE

PROFILE OF DUBLIN AIRPORT PASSENGERS



HOW PASSENGERS RATE US

CAR TARGETS

The Commission for Aviation Regulation (CAR) set targets to monitor how Dublin Airport performs against a number of service quality measures. These are measured on a quarterly basis. Below are the latest results.

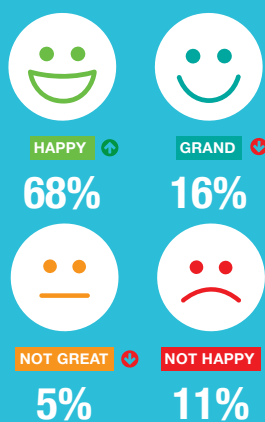
CUSTOMER SATISFACTION INDICATORS

- Overall Satisfaction (All)
- Courtesy/helpfulness of Security Staff
- Ease of wayfinding through airport
- Flight information Screens
- Courtesy/helpfulness of Airport Staff
- Internet Access / WIFI
- Cleanliness of Washrooms
- Comfort of Wait/Gate Areas
- Cleanliness of Airport Terminal
- Feeling of Being Safe and Secure



WHAT PASSENGERS SAID

ARE YOU SATISFIED WITH YOUR EXPERIENCE IN DUBLIN AIRPORT TODAY?



TOP AREAS OF CUSTOMER FEEDBACK

1. Damaged items at Security
2. Security Staff Conduct
3. Services delivered by Airlines & Handling Agents
4. Food & Beverage Outlets
5. Security Queues

TWITTER

- So impressed with the team @DublinAirport this morning. Such a smooth journey through the airport with Stan #autismawareness
- Unbelievable job done in @DublinAirport T1, the new shop @TheLoopDutyFree loos smashing
- Just checked in with @AerLingus @DublinAirport as always the @AerLingus staff make travel so easy.
- I've been in many airports at this stage and @DublinAirport is still the worst for the amount of time it takes bags to come out.
- @DublinAirport if you know how many people are flying in an hour would you not open security to facilitate the numbers?
- @DublinAirport I go through Dublin Airport quite frequently and the self passport control is never open. Why is that?

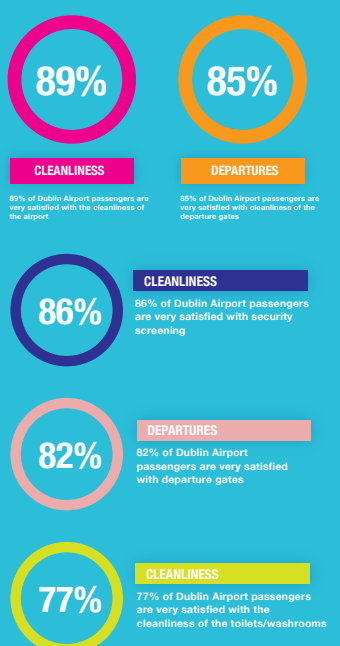
TOP POSITIVE COMMENTS

- General Compliments / Customer Experience
- Free WIFI
- Services delivered by Airlines & Handling Agents
- Food and Beverage outlets
- The Loop shopping

TOP NEGATIVE COMMENTS

- Services delivered by Airlines & Handling Agents
- Security Experience
- Immigration Experience
- Food and Beverage outlets
- Public Transport

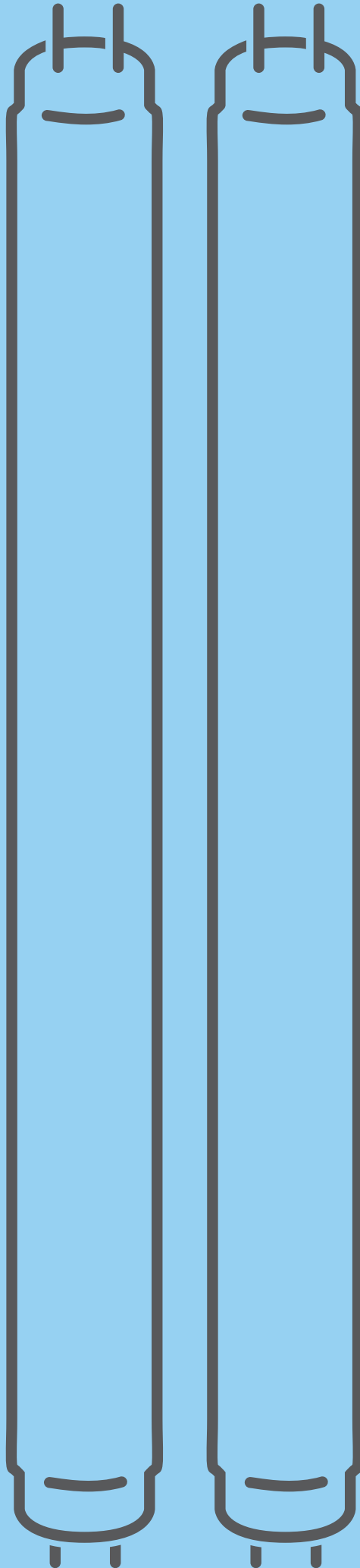
MARKET RESEARCH



Did you know?

Globally, on an average day some nine million people travel on 100,000 flights

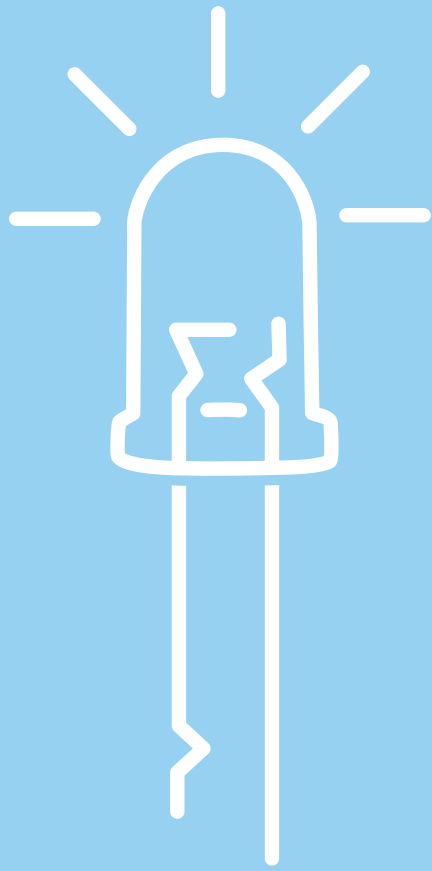
If you would like to share your experience, please contact us via email: customerexperience@daa.ie or twitter: @askDUBairport.



Case Study: LED Lighting Upgrades at Dublin

An example of energy saving implementation is the Pier 1 lighting upgrade. Inefficient metal halide and fluorescent light fittings were replaced with LED fittings and improvements were made to the lighting control system including time schedules and passive infrared (PIR) and lux level sensors. This resulted in overall annual electricity savings of 630,000 kWh per annum and a reduction of 285 tonnes of CO2 per year.





Environment

Image Below:
Bill Daly and Brian Culloty receive the SEAI Public Sector Award from Minister Alex White, TD.

Energy Management

During 2014, Dublin Airport reduced primary energy consumption by 2.8%. Cork Airport has also recorded significant energy efficiency gains over the past number of years, with a 4.9% reduction in primary energy consumption during 2014.

Dublin Airport has made great strides towards delivering energy savings through a number of upgrades and activities. These include:

- In June 2014, daa and Electric Ireland (EI) signed a collaborative energy agreement to reduce our primary energy consumption by 20GWh by 2017.
- A smart metering project is currently being rolled out throughout the airport campus. The current Energy Management System will be upgraded to provide automated metering, reporting and billing, along with real-time consumption profiles and alerts enabling immediate action to be taken to reduce energy demand.
- In June 2014 we ran a two-day Energy Awareness Exhibition in Terminal 1 to coincide with EU Sustainable Energy Week. This was open to both staff and the public. The Energy Team's recent achievements were profiled and staff were invited to give feedback in relation to their ideas for improving daa's energy performance.

At Cork Airport we continue to optimise energy performance throughout the operation. In 2014 a further 10% reduction in energy consumption was achieved. Significant improvements in energy performance have been realised over the past number of years. Cork Airport has realised more than 33% savings in energy consumption to date. Most of these savings have been achieved through low cost/no cost opportunities such as a drive to increase awareness and getting staff participation, through training management, and through operational controls.

Cork Airport's efforts in this regard were recognised by the Sustainable Energy Authority of Ireland (SEAI) with its Public Sector Award in 2014. The airport was also shortlisted for a 2015 Aviation Industry Award in the Aviation Sustainability and Environment category.



Carbon Certification

As part of daa's ongoing commitment to reduce our CO₂ emissions from airport operations, Dublin and Cork airports have achieved significant reductions in their carbon emissions and are proactively participating in the Airport Council International Europe–Airport Carbon Accreditation Programme.

Dublin and Cork airports continue to be certified at Level 2 (Reduction). This is based on our 2013 carbon footprints which show an overall reduction of almost 4,500 tonnes.

Water Management & Conservation

daa has a team in place to manage all aspects of water at Dublin and Cork airports. A significant amount of work has gone into managing the pipe network and minimising our impact on surface water quality around airport lands.

Winter Operations: In February 2014, an online water quality analyser was installed on the Cuckoo Stream in Dublin Airport to ensure a rapid response to any deterioration in water quality caused by run-off from de-icing activities on the ramp.

We are also investigating options for the treatment of this run-off which could enable us to discharge treated water back to the stream instead of diverting it the Local Authority Waste Water Treatment Plant. The feasibility study commenced in June 2015.

Leak Detection: We have been focussed on identifying leaks and repairing old pipes and this has immediately resulted in savings, and has seen significant improvements in water efficiency in 2014.

A project to set up District Meter Areas (DMAs) has enabled a greater focus on the isolation of older pipe networks and night time usage, which enables us to identify unusual water usage patterns and focus efforts in these areas.

Surface Water: Quality of surface waters within the airport sites is impacted by the nature of the watercourses, most being heavily culverted for safety reasons.

We aim to minimise spillages from aircraft operations and maintain an extensive network of fuel interceptors to capture any residual oils or other contaminants before they enter a surface watercourse.

Image Below:
Energy Awareness Exhibition
held in 2014 in Terminal 1



Airport Carbon Accreditation is specifically designed for airports, and acts as a common framework for the measurement, reporting and reduction of their carbon emissions with the possibility of becoming carbon neutral. In 2014 the programme was extended to North and Latin America. Currently there are 115 airports globally that have been certified under this programme.





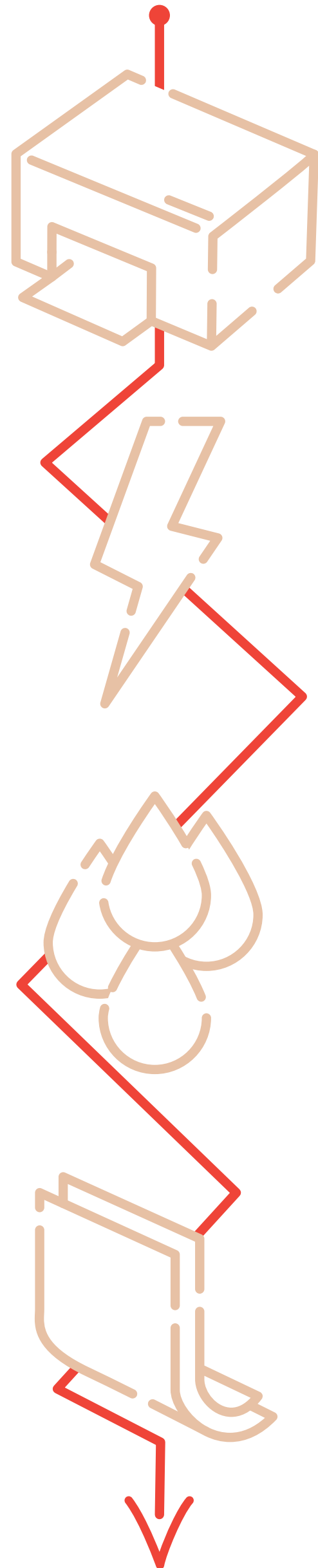
Waste Management, Reduction & Recycling

daa Operations at Dublin and Cork airports manage the contracted service providers to ensure that waste is handled appropriately at the terminal and campus sites. At Dublin in 2014, we succeeded in reducing waste per passenger to an all-time low of 149 grams. This is a significant improvement from the high of 220 grams per passenger in 2010. This was achieved through a dedicated focus by our Operations and Terminal teams in conjunction with our waste contractor. Also, due to more efficient work practices, the on-site waste management labour hours reduced by 1875 during 2014.

Case Study: Solar Compacting Bins:

During 2014 a fifteen week trial of solar compacting bins was conducted in Terminal 1 Arrivals in Dublin Airport. This was carried out in order to find an efficient and cost effective replacement to the current external bins which are approaching the end of their life. The benefits possible based on the trial were as follows:

- **Promotion of waste segregation. Out of 174 bin empties, 92 went to general waste and 82 to recycling (47% recycling rate). There was no segregation with the old bins.**
- **Reduction in number of collections.**
- **Reduction in empties and bag usage from 340 per day to 13.**
- **Reduction in number of bins on site from 85 to 60.**
- **Live tracking information for each bin, once it reaches 85% capacity the cleaners are informed.**
- **Operating cost per bin per day is less than half the cost of the current bins.**



Case Study: Managed Print Service

In 2014, a new managed print service was rolled out in Dublin Airport. This involved the removal of the old printers in use in the offices throughout the campus and replacing them with fewer new printers. These are leased and managed by an external company. The printers are set up to print double sided and in black and white as default, and each print job is associated to the person rather than the printer. As well as benefits to security and time, there are also environmental benefits targeted. The targets for the first year are:

- **Reduction in printer-related power consumption of 20% (power consumption can now be accurately monitored)**
- **Reduction in toner consumption by almost 25%**
- **Reduction in printer paper usage by 20% (over one million sheets of paper).**

The roll out of the managed print service is due to be completed in 2015 with the majority in place by the end of 2014. To date, 249 printers have been removed and 130 new ones installed, reducing the number of printers throughout Dublin Airport by 119.

Design & Construction

In line with our commitments in the Sustainability Policy, daa is making continued efforts toward the design and construction of environmentally sustainable buildings and civil infrastructure, incorporating best practice guidance for the design and operation of all Dublin and Cork Airport facilities and functions, and where appropriate those of their tenants.

Case Study: Former Aer Lingus Head Office Building

Aer Lingus moved to a new Head Office Building on the Dublin Airport campus in late 2013, vacating the old building. A complete revamp of the old head office building was commenced in March 2015 with an aim towards achieving LEED Certification.

Leadership in Energy and Environmental Design (LEED) Certification is a recognised standard for measuring building sustainability. The level of certification is based on the number of points a building receives. The points are awarded for site selection, water efficiency, materials and resources used, energy efficiency, indoor environmental quality, innovation and design, and regional priority.

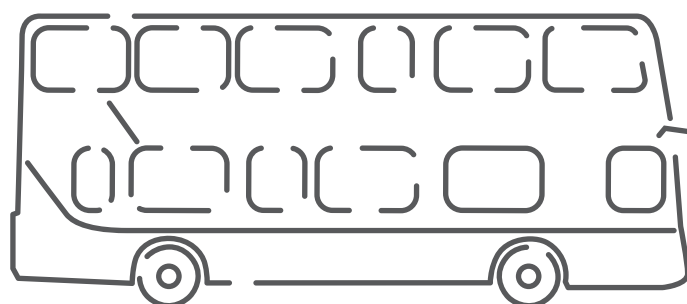
daa plans to register the project under LEED CS Version 2009, which is applicable to Shell and Core Developments. The target for this project is a minimum of Gold (60-79 points out of 100) based on the initial assessment of existing conditions.



Case Study: Apron Extension 5G

The project involves constructing 70,000m² of new concrete pavement for the parking of additional aircraft and the improvement of taxiing routes. Sustainability measures employed in the design include the use of CEM II cement which has a lower carbon footprint than traditional CEM I cement. That will result in approximately 6,200 tonnes of CO₂ being saved (based on CO₂ per tonnes of cement calculations for 2015 in Cement Roadmap Indicators).

Also about some 60,000 tonnes of recycled asphalt and concrete pavement are being incorporated into the works. The project includes 1.7km of PVC drainage pipes which are manufactured from recycled plastics and have a CO₂ value one-third the value of their equivalent concrete pipes. The airfield lighting and apron high mast lighting include the use of LED fittings.

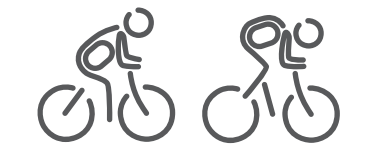


Surface Transport

daa works closely with the National Transport Authority, Fingal County Council and the Department of Transport on all aspects of sustainability in travel and transport. Initiatives implemented include:

- **Bus Tax saver Scheme:** The Commuter Tax saver Scheme was introduced in December 2007 for all daa employees. Staff can save up to 52% of the cost of travelling to and from the airport by bus. A total of 65 people purchased a Bus Ticket through the scheme in 2014, cost of tickets amounted to €32,000, compared to 26 people in 2013, cost of tickets amounted to €20,000.
- **Cycle to Work:** Over 6km of cycle lanes and 200 bicycle parking spaces have been provided at Dublin Airport for staff and general public use. The Cycle to Work Scheme allows staff members to avail of a reduction of up to 52% on the price of a bike which they may use to travel to and from Dublin Airport. daa employees have purchased nearly €500,000 worth of bikes under this scheme since its inception.

The market research firm Red C carries out an annual survey of staff transportation on behalf of Dublin Airport. The results showed that there was a one percentage point decline in the proportion of staff using a car as their main form of transport compared to 2013. The current share of car users (either driving or as passengers) is 74%. There was an increase in people choosing to take the bus with a three percentage point increase over 2013. The annual survey of passenger transportation saw similar trends to the staff, with a small decrease in private car usage (approximately half a percentage point), and a two percentage point increase in the use of buses.





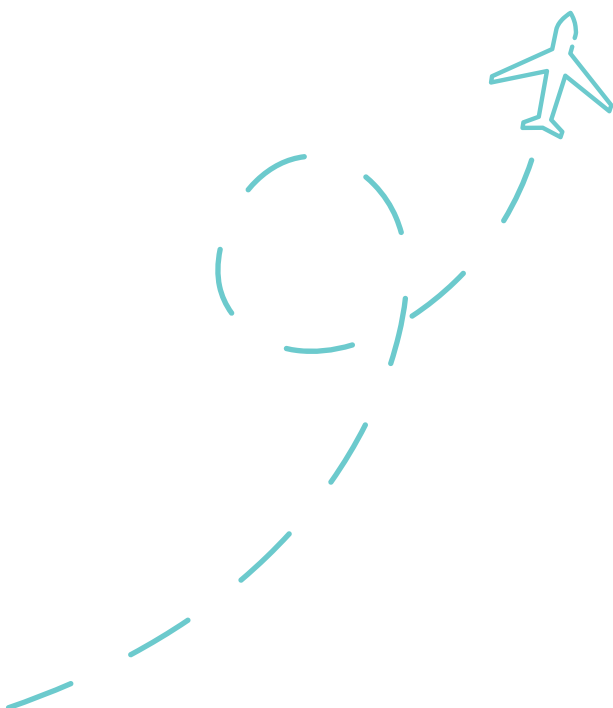
Aircraft Noise Flight Track Monitoring

Strict rules govern all aspects of aircraft movements in the air and on the ground. The Irish Aviation Authority (IAA) is responsible for all aspects of flight movements and ensuring the highest levels of safety are achieved at Irish airports, and daa work closely with them and the airlines to constantly heighten awareness of noise abatement procedures in force at Dublin Airport. The Noise Abatement Procedures include the mandatory use of Noise Preferential Routes, which are designed to minimise noise over populated areas where possible. There are also operational procedures for the use of the cross-wind runway and for engine testing on the ground.

Our Noise & Flight Track Monitoring department provides information on all aircraft flight tracks and noise issues to the local community, as well as handling aircraft noise complaints from members of the public. This is managed through a complex computer system capable of tracking all aircraft movements and identifying all aircraft flying 'on' or 'off' the designated flight tracks.

We will continue to assess how best to utilise our systems and procedures to ensure that noise in the community is minimised or avoided where possible. Some of the statistics with regards to noise in 2014 are as follows:

- **Just over 99% of all category C/D aircraft (most jet liners) flew on track in 2014, which is an improving figure as more modern aircraft are brought into the airline fleets.**
- **The number of community noise complaints was down on previous years at 147 in total.**
- **The number of individuals complaining fell by 44% from 116 in 2013 to 65 in 2014.**
- **The number of complaints made in 2014 was the lowest since the noise tracking system was introduced in 2005.**



Air Quality

In common with most transport and commercial activities, airport operations and associated activities can generate particulate emissions to the local environment. At daa, we are committed to reducing our direct emissions, encouraging others to do likewise and monitoring air quality at Dublin and Cork airports.

daa carries out its own ambient air monitoring at each airport. The extent of monitoring varies at each site. At Dublin, there is an on-site air quality monitoring station. The equipment can measure a wide range of parameters on a continuous basis.

We also carry out monitoring in the community surrounding the airport. The results from the monitoring continue to show ambient concentrations well within the relevant air quality standards. For more details on annual air quality at Dublin Airport please see link below->. In Cork, the air monitoring undertaken relates to the airport site only. The results from the air monitoring at both airports indicate that they experience good air quality with concentrations of the main transport related parameters below the relevant national air quality standards.

-> http://www.dublinairport.com/gns/about-us/sustainability/Air_Quality.aspx

Irish Language Scheme

The company language scheme was launched in August 2013, its aim, through a number of measures, is to provide an improved level of information and service in Irish for customers and staff. An in-house Irish language training programme was attended by staff at Dublin and Cork airport in late 2013 and early 2014, while an on-line training programme is being developed for roll out in 2015.

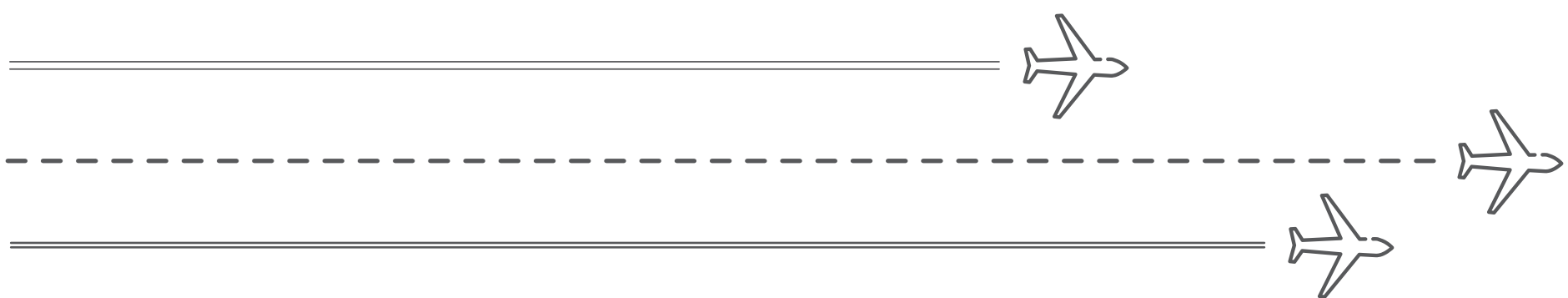
A number of staff availed of Fainne badges indicating their level of spoken Irish, the badges are worn by staff while at work. Standard email disclaimers are bilingual and staff handbooks (daa Airport Services and ASC) are available bilingually via the company intranet site-iConnect.

Throughout Seachtain na Gaeilge (March 1st-17th) daa provided some fun activities in the passenger terminals promoting the use of Irish language for customers and staff.

To view the full Language Scheme visit www.daa.ie

Topic	Airport	Performance		
		2012	2013	2014
Passengers (millions)	Dublin	19.1	20.17	21.7
	Cork	2.34	2.26	2.1
Aircraft Movements	Dublin	156,582	163,703	174,961
	Cork	21,784	20,800	20,005
Primary Energy (GWh)	Dublin	168.3	163.4	158.8
	Cork	24.9	24.4	23.2
Total Net Carbon (Tonnes CO ₂)	Dublin	34,698	31,948	27,715
	Cork	5,065	4,678	3,762
Total Net Water (m ³)	Dublin	454,769	417,672	286,269
	Cork	58,644	54,783	52,110
Waste (grams per Pax)	Dublin	181	159	149
	Cork	105	97	102
Air Quality (Average on-site NO ₂)	Dublin	19.3	18.7	18.4
	Cork	13.2	11.9	11.4
Noise (Complaints Total)	Dublin	193	694 ⁽¹⁾	147

Notes: (1). A very large number of complaints in 2013 were from a single complainant



Contact Us

We hope that this review of 2014 has been informative and that we have provided some insight into the team approach that daa adopts in pushing forward our Sustainability agenda, which enables our socially responsible and environmentally friendly business approach.

We would encourage you to interact with the company through our many social media channels in relation to Sustainability and related issues.

You can also forward your ideas to: sustainability@daa.ie