

# Sustainability Update 2015

Travelling Towards  
Sustainability



## Further Information

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# Foreword



## Welcome to daa's Sustainability Update for 2015

Dublin Airport is the main international gateway for the island of Ireland connecting us to over 180 destinations in 40 countries on four continents. The airport is also a major economic contributor supporting in the region of 97,400 jobs and contributing 4% of GDP. We depend on people in our local and regional communities to operate the airport on a daily basis; not just for daa, but also for all of the other businesses that are based here and depend on the airport.

In this context we want to make positive contribution through economic, social and environmental activities. Sustainability is an important consideration for us, not only in the wider context of our environmental commitments but also in our relationship with the communities in which we operate.

In this update, we outline how daa is seeking to operate in a sustainable and resource efficient manner. We detail the range of environmentally sustainable and socially responsible activities undertaken during 2015 and provide an overview of relevant statistics and figures. We also present some of the initiatives being implemented at Dublin and Cork airports that are helping to drive our Sustainability agenda. To ensure that we are "Travelling towards Sustainability", we seek to make decisions in a holistic manner, balancing economic, social and environmental considerations.

In 2015, both Dublin and Cork airports retained positive rankings in the Airport Council International's (ACI) Level 2 Accreditation Reductions status programme to reduce airport carbon emissions. This means that both airports continued to reduce their overall emissions and carbon footprints. Dublin Airport also achieved its target of zero waste to landfill in November 2015, as we continue to explore new ways to increase recycling rates at our airports.

We continue to work closely with the communities surrounding our airports, providing support such as mentoring programmes facilitated by daa staff volunteers in neighbouring schools and sponsorship for local events and sports clubs.

daa's staff charity scheme continues to be a major platform for staff involvement. Driven by a deep staff commitment, it has been in operation since 2007, and since its inception, we are very proud that over €1.75 million has been

raised for charities in Ireland. In 2015, the Parkinson's Association of Ireland, Temple Street Children's Hospital and the Diabetes Unit in Our Lady's Hospital, Crumlin each receive €80,000. In addition, in 2015, Cork Airport staff fundraised for their local charity, the Cork City Hospital Children's Club.

daa is committed to delivering great service and value to our passengers and business partners. To achieve this vision, daa collects passenger feedback on an ongoing basis. In 2015, we introduced the Passenger Journey Improvement Programme at Dublin Airport to use the many sources of passenger feedback we collect with the aim of continuing to improve the service we provide. In recognition of this commitment to delivering an exceptional service to passengers, Dublin Airport was delighted to be awarded first place in Europe in its category (15-25 million passengers per year) for 2015 by Airport Council International (ACI) in the Airport Service Quality (ASQ) Awards, a global benchmarking programme measuring passengers' satisfaction whilst they are travelling through an airport. In June 2015, at the 11th annual ACI Europe Best Airport Awards, Cork Airport was highly commended in the 'less than 5 million passenger' category. Our mobile apps further enable us to deliver an enhanced passenger experience, and in 2015, daa was proud to achieve global technology awards for both Dublin and Cork Airports' mobile apps.

As we look to the future, a key facilitator for the continued growth and development of the airport is the delivery of additional runway capacity. The North Runway has featured in successive Local Area and County Development Plans since the 1970s. Thanks to excellent foresight and careful planning, we safeguarded land for this development over 40 years ago, so the runway will be delivered within the airport's existing land bank. The current planning permission was granted with 31 conditions attached. We have stated previously that two of these conditions are onerous and would severely reduce the future operational capacity of the airport at peak periods. This has implications for our ability to support future traffic growth at the airport and we are considering how this can be addressed. We are very conscious of balancing the national and business needs with those of our local communities and we will continue to work closely with our neighbours in relation to this project.

We will look to implement sustainable, best practice design principles as well as making continued efforts towards the integration of sustainability considerations in the planning, procurement and construction of buildings and civil infrastructure. This will ensure that we provide best-in-class facilities that serve the needs of our customers and the wider community while also safeguarding the environment in which many of our passengers and staff work and live.

**Kevin Toland**  
Chief Executive

# 1.0 Sustainability Policy

**Sustainability is a key objective for daa, we are conscious of balancing the national necessity for airport infrastructure with minimising the environmental and community impacts of airport operations. We are mindful that we have a responsibility to minimise our impact on employees, neighbours, wider communities and the environment. Economic growth must be delivered alongside exceptional environmental management while continuing to be a good neighbour to our local communities.**

Throughout 2015, daa continued to work closely with the communities surrounding the airports, supporting a range of programmes from mentoring programmes in local schools to sponsoring local sports clubs and community events. daa's staff charity scheme is a major platform for staff involvement in our local communities.

## 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, we 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; and**
- **Integrate sustainability into relevant policies, processes and agreements.**

## 2.0 Economic Contribution

DUBLIN AND CORK AIRPORTS SERVE STRONG AND VIBRANT CATCHMENT AREAS: THE REPUBLIC OF IRELAND'S FIRST AND SECOND CITIES AND THEIR WIDER HINTERLANDS. THE AIRPORTS ARE ENGINES OF ECONOMIC GROWTH FOR THEIR RESPECTIVE REGIONS AND FOR IRELAND AS A WHOLE.

daa is an Irish state-owned airport management company, employing more than 3,000 staff with a group turnover of €680 million in 2015. 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). daa International (daaI) provides international airport management, advisory services and aviation training. daaI's training arm, the Dublin International Aviation Training Academy (DIATA), delivers a range of aviation training programmes in both the Irish and international markets. Car Parks International, headquartered in the United States, offers consultancy and car park management services.



### Dublin Airport 2015 milestones:

- ✈️ **Dublin Airport's 75th Birthday, having been in operation since 1940.**
- ✈️ **Terminal 2's 5th Birthday, having welcomed 46 million passengers since opening.**
- ✈️ **Dublin Airport's busiest ever year, 25 million passengers travelled through the airport. 2015 marked the fifth successive year of growth at Dublin airport. Passenger numbers increased by 15%, 3.3 million more passengers used the airport than in 2014.**
- ✈️ **Transfer passenger numbers surpassed one million which comprised of passengers transferring or transiting through Dublin Airport. This number increased by 27% based on 2014 figures as Dublin Airport continued to become a significant hub for transatlantic transfers.**
- ✈️ **The number of passengers availing of US Pre-Clearance facilities at Dublin Airport surpassed a record 1 million during 2015. Dublin Airport remained the only major airport in Europe to offer US Pre-Clearance in 2015.**

## 2.1 Growth in 2015

In 2015, Dublin Airport grew at three times the European average, and was joint fourth in terms of the growth in passenger numbers for European airports according to Airports Council International (ACI).

The increase in passenger numbers at Dublin Airport in 2015 was facilitated by 23 new routes and additional capacity on 40 existing services. Dublin Airport facilitated direct flights to 170 scheduled and chartered destinations in 38 countries on four continents. Dublin to London was the busiest route in Europe and the second busiest route in the world. Five new long haul routes launched at Dublin Airport in 2015 and 18 new short-haul routes. Few European airports could match Dublin's connections to Britain and the US. The final quarter of 2015 delivered good news for Cork Airport as a return to growth was achieved. Passenger numbers at Cork Airport dropped overall by 3% to 2.1 million in 2015.

In 2015, Cork Airport served 42 destinations with 36 scheduled services, five scheduled airlines and 15 airlines using the airport. Cork Airport secured three new airline customers in 2015: Flybe, CityJet and Iberia Express, together with nine confirmed new route announcements which included CityJet to London City Airport and Flybe to Cardiff. With one of the most modern terminals in Europe, Cork Airport offers connectivity to the South of Ireland and is a necessary element for growth and development of the region.

Dublin Airport Managing Director Vincent Harrison presents copies of the Economic Impact study to Siobhan Kinsella, President Fingal Dublin Chamber; Paul Reid, CEO Fingal County Council; and Tony Lambert, CEO Fingal Dublin Chamber.



## 2.2 Economic Impact

Dublin and Cork Airports serve strong and vibrant catchment areas: the Republic of Ireland's first and second cities and their wider hinterlands. The airports 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 significant.

The vital importance of the airports to the national economy was highlighted in a study prepared on behalf of daa entitled: The Economic Impact of Dublin and Cork Airports. The study was unveiled at a meeting of airport stakeholders, including airlines, tourism and hotel industry representatives and local business leaders in May 2015.

The report found that Dublin Airport supports or contributes to a total of 97,400 jobs across the Irish economy, contributing a total of €6.9 billion to the country's GDP. This includes:

- Direct jobs created at the airport and related business: 15,700.
- Indirect jobs created in businesses supplying to and supporting the airport: 9,600.
- Jobs existing in the wider economy as a result of employees spending on goods and services: 12,000
- Connectivity provided by Dublin Airport helping to attract tourists, facilitating trade and investment and contributing to the growth of the regional and national economy contributes to a further 60,100 jobs.

The crucial role played by Cork Airport in the economy of the South of Ireland and its direct impact on tourism, trade, investment and productivity in the region was also highlighted in the report. It was found that without Cork Airport, the regional economy in Munster would not be as large, affluent or diverse as it is today.

€727 million in GDP is contributed by Cork Airport, which equates to 2.2% of the total South West economy. This comprises €134 million as a result of direct jobs, €82 million in indirect jobs, and a further €511 million in knock-on benefits. Cork Airport supports or facilitates over 10,700 jobs in the region. The report found that a total of 1,920 people are directly employed at the airport, including those working with airlines, ground transport, handling, maintenance, food and beverage, logistics companies, government agencies and hotels.

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

In August 2015, the Department for Transport, Tourism and Sport published 'A National Aviation Policy for Ireland'. In this document, the Irish Government recognised the importance of aviation to Ireland and reinforced its commitment to creating an environment in which the industry can maximise its potential for the benefit of the wider economy. Also highlighted was the contribution of the aviation sector to Ireland's economy, both in terms of its contribution to GDP and employment generation. It was acknowledged that, as an island economy, aviation is essential for our tourism industry, our trading relationships and for connecting Ireland with the world.



## 3.0 Social Contribution

daa's STAFF CHARITY SCHEME IS A MAJOR PLATFORM FOR STAFF INVOLVEMENT IN OUR LOCAL COMMUNITIES. IT HAS BEEN IN OPERATION SINCE 2007, AND SINCE ITS INCEPTION, OVER €1.75 MILLION HAS BEEN RAISED FOR CHARITIES IN IRELAND.

Our airports are deeply rooted in their surrounding communities and many of our staff live close by. daa's work in the community is ingrained in our culture.

Dublin Airport was delighted to be awarded the Development in People Corporate Responsibility Award at the Fingal Dublin Business Excellence & Corporate Responsibility Awards 2015. The award recognizes companies who display a strong focus on Corporate Social Responsibility and give their employees opportunities to work with and for the local community and environment. Activities include encouraging volunteer work, creating relationships, and promoting communication to enable employees to make significant contributions in the local area.

Youth education and employment programmes are an important focus of daa's community involvement. Our aim is to inspire young people to stay in school and to finish their education. Our programmes aim to inspire young people by sharing insights into the business and aviation world. In 2015, to achieve these goals, we continued our partnerships with Junior Achievement Ireland, Business in the Community (BITC) Schools Partnership and Autism Awareness. daa also introduced the 'Important Flyer' wristband and lanyards to further support Autism Awareness.



## 3.1 Community

### Case Study: daa and St Finian's Community College

2015 marked the daa's tenth year of involvement in Business in the Community's Schools' Business Partnership. The BITC Skills@Work Programme provides students with an insight into the world of work. For 10 years, daa has partnered with St. Finian's Community College in nearby Swords in what is one of the most successful partnerships in the scheme. Workshops for the students were facilitated by daa staff as part of the scheme, during which students learn about daa and its businesses. The workshop sessions include site visits, 'A Day in the Life' talks, CV and interview preparation, mock interviews, company overviews, final wrap-up sessions and in some cases an optional session addressing topics such as customer care, team work or business etiquette.

In 2015, a group of 40 LCVP students from the school visited the airport where they were introduced to the airport business before heading airside for a tour of the new T1 retail offering. The emphasis of the day was on the benefits of continuing in education as well as the variety of jobs available in an airport. The importance of enthusiasm and showing an eagerness to learn was highlighted.

The students were expertly guided through the Loop by retail staff who offered a fascinating insight into running such a large operation with the award winning Candy Cloud sweet shop being a particular highlight.

Through the Skills @ Work programme, daa is helping students from the school to bridge the gap between education and the working world.

### Case Study: Junior Achievement Ireland

daa supports Junior Achievement Ireland, the largest non-profit organisation in the country recruiting, training and supporting volunteers from business to facilitate in-classroom programmes covering themes such as employability, financial literacy, the value of studying STEM subjects and entrepreneurship skills for students.

In 2015, daa volunteers mentored the 'Irish Programming Team' from Grange Community College, Donaghmede. The team developed a video game, in single player and multi-player mode, called the 'Rage Game' and were finalists in the Junior Achievement Leinster Company of the Year Competition.

### Case Study: Battle of the book

In 2015, daa continued to work alongside Fingal Libraries to support reading initiatives for local school children. The initiatives are carried out in response to the Department of Education and Skills' National Literacy Strategy which recognises the importance of improving literacy skills amongst young people.

In 2015, 185 children from six schools in north Dublin visited Dublin Airport to take part in the 'Battle of the Book' reading initiative run by Fingal Libraries. The annual event, sponsored by Dublin Airport, involves the children reading a selected book, with teams from each school then battling it out in a quiz based on the book.

This year's book was The History Mystery by Brazilian author Ana Maria Machado. The book is set in modern day Brazil and in Ancient Egypt. Fingal Libraries ran an exciting programme of events for the students. A representative from the National Museum spoke to the students about Ancient Egypt, and an artist visited the schools to recreate the world of Nefertiti, papyrus scrolls and the pyramids. The author also visited the schools.

The final quiz was held at Dublin Airport and was attended by the Mayor of Fingal, Councillor Mags Murray. Participants, from Scoil Mhuire National School, Howth; St Colmcille's Girls National School, Swords; Bracken Educate Together, Balbriggan; St Patrick's Senior National School, Skerries; St Mary's National School, Garristown; and Rush National School and their supporters assembled at the airport. Following six rounds of questions, Rush National School was declared the winner.



**Pictured Above:** Battle of the Books: Pupils from each of the six participating schools with RTE's Ruben and Fingal Mayor Mags Murray.

## Christmas Music

Adult choirs, choral societies and orchestras as well many local schools rocked around the Christmas tree in the Arrivals Hall at Dublin Airport in December. In total, 32 performances took place up to Christmas Eve. Rolestown NS, St. Margaret's, Mary Queen of Ireland, Portmarnock Community School, St. Cronan's Junior NS, Scoil an Duinnínigh, Scoil Mhuire Trim, and Holywell NS are just some of the schools which entertained customers at the airport.

Our close ties with local schools in Cork continued in 2015, as schools were invited to entertain passengers with Christmas music throughout the festive period, beginning on Wednesday, December 9 when the pupils of Gaelscoil Carrigaline performed at the airport. This was followed by performances by St Patrick's Girls School Gardiner's Hill Cork, St Columba's National School Douglas, Crosshaven Singers, Barryroe National School, Scoil Mhuire Junior School, Gaelscoil An Teaghligh Naofa Ballyphehane, St Mary's National School Cobh, Rochestown College, Scoil Naomh Fionán and Scoil Bernadette.



**Pictured Above:** Christmas music being played for the passengers in Dublin Airport by the students of local schools.

**Pictured below:** In 2015, children from local primary schools were invited to write a poem about their favourite month, inspired by some of the key events taking place at Dublin Airport. The top 12 entries are displayed in a special 2016 calendar. The winners were welcomed at a presentation event under the big Christmas tree in T1.





## Support for Syrian Refugees

Both Dublin and Cork Airport joined forces with Masterlink Logistics, Retail Excellence Ireland, Topaz and Goal to respond to the Syrian refugee crisis. Drop centres were set up so that the general public could help the appeal by donating specific essential items. As a result of the appeal over two tonnes of essential items left Dublin Airport at the end of October on board a Turkish Airlines flight to Istanbul.

**Pictured below:** daa Chief Executive Kevin Toland with Helena Bibby, of Temple Street, Paula Gilmore, from the Parkinsons Association, Tom Walsh, representing the Diabetes Unit in Our Lady's Hospital, Crumlin, and Brendan Lavin of the daa charity committee.

## Cork Airport Hackathon

In October 2015, Cork Airport hosted Ireland's first airport hackathon event featuring developers, designers, marketers and entrepreneurs. FlyHackFly was Cork Airport's contribution to the Startup Gathering, a week long schedule of 300 events around the country championing the growth of the Irish startup sector. This was the world's third ever airport hackathon, following hugely successful similar events at San Francisco in 2012 and a Paris/Amsterdam co-hosted event in June 2014.

The event featured some of Ireland's best and brightest entrepreneurial minds who shared their ideas and gathered valuable feedback from passengers. Projects focused specifically on everyday travel issues, such as queuing, transportation and smart airport systems.

Cork Airport has always been ahead of its peers with its innovative use of technology. It was the first airport in the world to launch Flightradar24, a flight tracking feature on its Mobile App as well as continuing to use the latest technology to enhance the award-winning passenger experience at Cork Airport.

**Pictured Right:** Fergus Murphy, Plus10; Kevin Cullinane, Cork Airport; Blaine Doyle, glowdx.com; Philip Mngadi, foundersmarket.com; and Will Martin, liveduel.com at Cork Hackathon Launch.



### 3.2 daa Staff Charity

Dublin Airport's staff charity scheme is a major platform for staff involvement in our local communities. In 2015, the Parkinson's Association of Ireland, Temple Street Children's Hospital and the Diabetes Unit in Our Lady's Hospital, Crumlin each received €80,000, raised by a variety of staff fundraising initiatives.

In May 2015, the Dublin Airport Police and Fire Station rowing team were the first to row a boat from Ireland to France, making the journey from Dunmore East to Brittany in a 17-foot Celtic longboat called the Endeavoar. The crew, comprising 16 men and one woman raised €50,000 for the daa charities. The 500km journey via the Scilly Isles involved negotiating sometimes very rough seas with waves of up to 2.8 metres high. After a gruelling 56 hours of rowing, the Endeavoar and its exhausted crew were given a huge welcome by locals in the Breton port of Landeda. Since 2011 the APFS Rowing Club has raised €100,000 for daa charities.

**Pictured below:** The Dublin Airport Police and Fire Station rowing team and their rowing boat The Endeavoar.



Each year, Cork Airport staff vote for their Charity of the Year. In 2015, staff selected the Cork City Hospitals Children's Club. The Cork City Hospitals Children's Club was founded in 1992 by a small group of volunteers who took a group of deserving children on the trip of a lifetime to Lapland. Throughout the year, the Cork City Hospitals Children's Club brings sick and deserving children from Cork University Hospital, Mercy Hospital, St. Gabriel's and the Cork Deaf Association on numerous trips, including one to Disneyland Paris from Cork Airport, as well as hosting many fun and exciting events.

In November 2015, 1,500 midnight runners took to the runway at Cork Airport for a 5 kilometre race to promote mental wellbeing. A Lust for Life is a movement for well-being with the aim of supporting people to become more resilient improve their mental fitness and showcase practical tools to face life's challenges. The event, which began at a minute to midnight, also gave participants the opportunity to see Cork Airport in a completely different way.

**Pictured below:** On their marks, Bressie with Martha Callanan, Cork Airport Search Unit, and Peter Ronayne, Cork Airport Fire Service, at the event launch.





daa supports racism-free public transport as part of a major awareness campaign on buses, trains, trams and stations across the city. The campaign is the result of a partnership between Dublin City Council, the National Transport Authority, Transport Providers and the Immigrant Council of Ireland. Posters have been placed at more than 1,000 sites across Dublin's public transport network, including Dublin Airport. This campaign is an opportunity to further increase awareness about racism not just on public transport but in the wider community.



# 4.0 Workplace

TO SUPPORT CONTINUED PROFESSIONAL DEVELOPMENT, OUR STAFF HAVE ACCESS TO A COMPREHENSIVE SUITE OF TRAINING AND DEVELOPMENT PROGRAMMES AS WELL AS COACHING AND MENTORING.

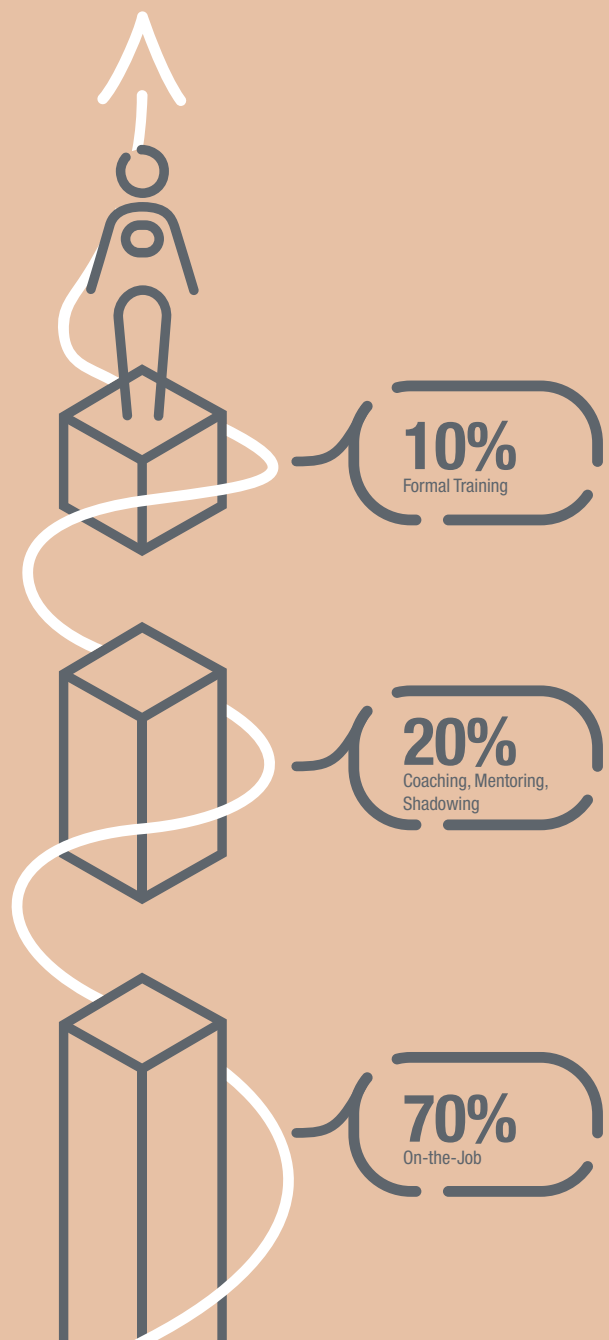
## 4.1 Employee Participation and Engagement

Town Hall staff briefings are held three times per year. The sessions are hosted by our Chief Executive at a number of locations across Dublin and Cork Airport campuses. The purpose of the sessions are to provide staff with an opportunity to receive regular business updates, raise questions and engage directly with the Chief Executive.

A staff survey is carried out every year to assist with reaching our goal of making daa a great place to work. The results of surveys are shared with staff at briefing sessions such that staff have the opportunity to consider the results from their own areas. Action plans for continuous improvement are prepared based on the survey results.

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

A new Corporate Governance Policy (including the Delegated Authorities) was implemented in March 2014. A year after its implementation, a review was carried out to invite feedback from the business on how it is working in practice. As a result of that feedback, a number of amendments have been made. An updated Corporate Governance Policy was subsequently approved by the Board on March 20, 2015.



**Pictured Right:**  
daa's staff development  
philosophy.

## 4.2 Values

daa's Values are developed by daa staff for daa staff. Our Values were adopted initially in 2014. These Values act as our collective DNA, lying at the heart of all of our actions and behaviours. The four pillars of the company Values ethos are:

- Brilliant At the Essentials
- Respecting Each Other's Values
- Passing The Baton, Not The Buck
- Always Better

In 2015, the embedment of our Values continued with the appointment of 101 Values Ambassadors and the development of our 'Calling-It' guide.



**BRILLIANT AT THE ESSENTIALS**



**RESPECTING EACH OTHER'S VALUES**



**PASSING THE BATON NOT THE BUCK**



**ALWAYS BETTER**

## Case Study: Employee Participation and Engagement: Values Ambassadors

101 daa employees from across the business commenced training as Values Ambassadors in late 2014. Their role is to host values sessions with colleagues in their departments.

In April 2015, the first Values Ambassadors Forum was held and attended by the staff members who volunteered or were nominated for the role as well as daa's Chief Executive, Kevin Toland. Those in attendance voted for the winners of the first daa Values Awards, based on stories submitted by staff members which demonstrated daa's values in action.

## 4.3 Employee Development

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

- daa customised Core Skills programmes.
- Coaching and mentoring programmes.
- Performance management people leaders programme.
- Leadership development programmes for all levels from Supervisor to Manager.



## Case Study: Employee Development

In May 2015, 18 daa managers celebrated the completion of the company's first Accelerated Management Development Programme (AMDP). The process is an integral part of a suite of talent development programmes which are designed to help build capacity and capability at different levels at daa. Participants were given a team based project to undertake during the ten month programme. A formal event marked the completion of the programme and the participants made presentations

to the executive and other invited guests on their projects and individual learning journeys.

The completion of the programme is not the end of the process, but the beginning of the real learning and development phase for all those involved. daa's Chief People Officer challenged the participants to use the knowledge, skills and insights gained during the programme to hone and develop their own leadership skills.

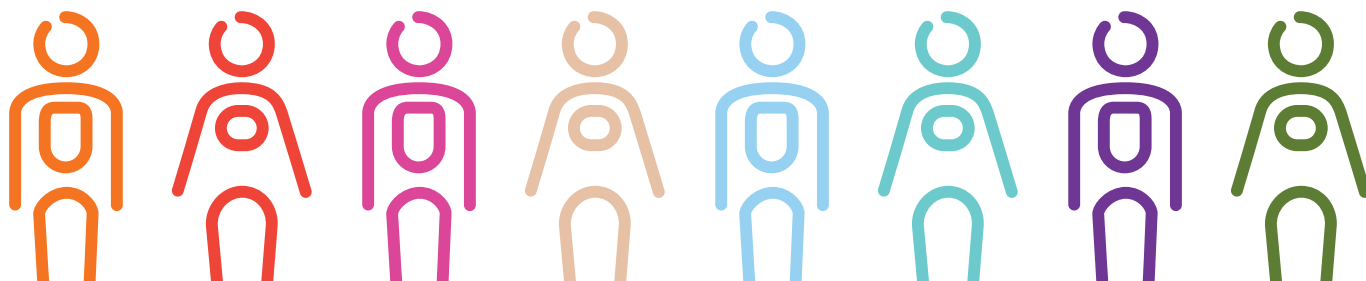
## 4.4 Diversity

daa recognises the importance of workplace diversity as a reflection of the diverse profile of modern day Ireland and the travelling public who use our airports and retail outlets.

daa's Dignity & Mutual Respect at Work Policy is founded on the principle that, to deliver the highest possible service to our customers, it is essential that each of us feels safe, respected and valued in work. We contribute our best when these basic expectations are fulfilled. The policy is reviewed and updated regularly and comprehensive support mechanisms have been 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 the company's core Dignity & Mutual Respect module to all new employees and as part of refresher training programmes across the organisation. daa's Equality Coordinator is responsible for facilitating the implementation of the Dignity & Mutual Respect at

Work policy and assisting in the resolution of related issues. The Equality Coordinator also acts as a point of contact for queries related to the policy.

In 2015, daa's 'Calling it' Behaviour Guide was launched to further embed daa's Values. The guide was developed in conjunction with the daa Value Ambassadors. The guide provides staff with simple tips to 'Call Out' behaviour which is not in keeping with daa's values. Our values should always guide our behaviour. The aim of the guide is to encourage staff to stand up for themselves and for each other. The guide reinforces that calling an "out" behaviour isn't just about the big things; it should be about how we treat each other every day. Advice is given in the guide about how to call an "out" behaviour in others in an appropriate way.



## 4.5 Health and Safety

As a world-class provider of airport management services, daa is committed to managing Health and Safety to a high standard. daa is committed to providing a safe environment and safe facilities, both for those who work at the airports and for all those who visit the airports. We will ensure that all of our activities uphold the highest level of safety performance and meet national and international standards.

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's Health & Safety Senior Management Group provides the company with a consultative committee to review compliance with Health and Safety legislation.

The committee's role is to lead Health and Safety policy-making and to implement a good safety culture to ensure a consistent approach 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 subsequent health and safety compliance programme. The compliance programme comprises audits and inspections and results in recommendations which are followed to closure.

daa's Safety Statement, signed and endorsed by the company's Chief Executive, was updated extensively in 2015. In preparing the document, the aim was to present a clear roadmap how occupational safety is managed within daa. The resulting Safety Statement is a user friendly document which can easily be applied by staff to achieve a safe workplace.

# daa Safety Statement

## 4. Safety Promotion

The Safety Statement is built on the four principles of Safety Management. We want you to keep yourselves safe. Report any safety hazard or safety incident you see. Read the safety statement.

## 1. Safety Policy and Objectives

daa's Safety Policy is signed by the CEO and describes the approach expected of all of us in managing safety.

## 3. Safety Assurance

- We monitor how safety is managed through inspections and audits.
- Information on safety performance is regularly discussed with safety representatives.
- Safety performance is also discussed with management at all levels in Safety Management Committees.
- Every quarter the CEO and Airport Executives review safety performance information for the company.

## 2. Safety Risk Management

We work to keep risks to staff, public and visitors as low as reasonably practical. We do this by risk assessing activities to make sure we are taking appropriate steps to keep safe. Talk to your line manager if you need to update a risk assessment for your area.


## SAFETY POLICY STATEMENT

10/11/2015-2016

daa is committed to providing a safe workplace and to the highest standards of safety performance for all those who work with us.

The following are the key elements of our safety policy:

1. To provide a safe workplace for all those who work with us.
2. To ensure that all those who work with us are aware of the risks to their safety and to the safety of others.
3. To ensure that all those who work with us are aware of the risks to the safety of the public and visitors.
4. To ensure that all those who work with us are aware of the risks to the safety of the environment.
5. To ensure that all those who work with us are aware of the risks to the safety of the company's reputation.
6. To ensure that all those who work with us are aware of the risks to the safety of the company's financial performance.
7. To ensure that all those who work with us are aware of the risks to the safety of the company's legal compliance.
8. To ensure that all those who work with us are aware of the risks to the safety of the company's overall performance.

Signed  
  
 Kevin Tolson, Chief Executive Officer

Endorsed by the Board

daa

## Where can I get a copy of the Safety Statement?

- A. Self-copy available via i Connect (at 'Find & Post') - A to Z Pathology.
- B. Full copy available on request from your line manager.
- C. Print your own if necessary (please print it on A4 paper).

In 2015, 15 Dublin Airport taxi drivers received training in the use of defibrillators. The scheme was provided by the Dublin Airport Fire Service in partnership with TTNH (Tiomanai Tacsai na hEireann). The participating drivers are now qualified to community level first responder stage.

Dublin Airport was designated a Heartsafe Airport in 2007 by the Irish Heart Foundation in recognition of its success rate in saving victims of cardiac arrest at the airport using the airport's publicly accessible defibrillators. More than 70 Airport Police Officers and 90 firefighters are currently trained to use any one of the 45 defibrillators located throughout the Dublin Airport campus.



**Pictured Above:** daa's Mobility Manager, Anthony McGarry and Aisling Carton with one of the 15 taxi drivers trained in the use of defibrillators.

## 4.6 Wellbeing

In 2015, we continued our partnership with VHI to provide services to employees as part of the Employee Assistance Programme. Should an employee experience any work-related or personal issue, they can avail of 24/7–365 confidential guidance, support and counselling. daa's HR department also ran a number of wellness initiatives throughout 2015, including:

- 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;
- Health insurance discounts were made available to all staff; and
- Subsidies were available to staff for joining the local sports and fitness club.



## 5.0 Passenger Experience

daa STRIVES TO MEET THE DIVERSE NEEDS OF THE THOUSANDS OF PEOPLE TRAVELLING THROUGH OUR AIRPORTS EVERY DAY. OUR VISION IS TO BE AIRPORT INDUSTRY LEADERS AND TO GROW OUR BUSINESS BY DELIVERING GREAT SERVICE AND VALUE FOR AIRLINES, PASSENGERS AND BUSINESS PARTNERS.

One of our corporate goals is to consistently deliver the best experiences for our customers and partners. In order to meet this goal and achieve our vision, we continually gather data and monitor feedback from our customers. We have a dedicated Customer Experience department which responds to passenger feedback through various media including phone call, email and social media.

We conduct more than 8,000 surveys annually as part of our Customer Service Monitoring programme and have placed push button passenger satisfaction units in key locations throughout the airport. daa is monitored by the Commission for Aviation Regulation (CAR) with regard to service quality measures including:

- **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**





daa's Service Quality Team audits the airports on a constant basis against CAR service quality targets and internal targets.

In 2015, we introduced the Passenger Journey Improvement Programme to drive action from our many sources of passenger information. This comprises a continuous improvement programme led by a cross-functional team consisting of members of the Insights and Planning, Customer Experience and Quality Improvement teams. Combining passenger feedback information for each part of the passenger journey allows daa to focus on implementation of projects and initiatives to improve the passenger experience.

In March, Cork Airport unveiled a new brand identity. It represents Cork Airport's first-class, modern terminal and captures the excellent passenger experience offered. Staff and passengers were involved in the evolution of the new brand, to ensure that it truly reflected all that makes Cork Airport unique: its network of routes, its award-winning customer services and its position as the gateway to the south of Ireland.

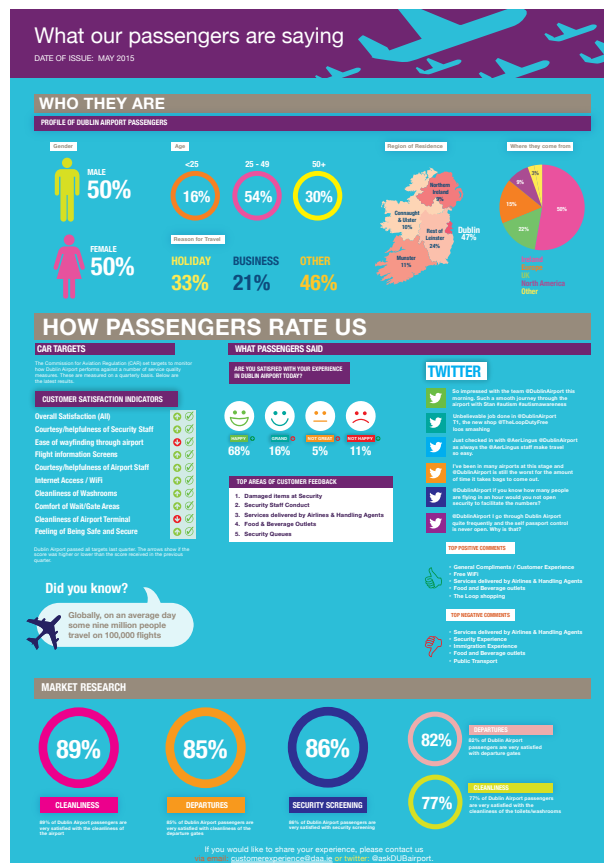
In March, a modern new €8 million retail area opened in Terminal 1 at Dublin Airport heralding a new era in passenger shopping. The Loop's stunning new state-of-the-art facility showcases the best of Irish and international brands and offers consumers a radically improved shopping experience. The shopping area, comprising more than 18,300 square feet of new and improved stores rivals the best of European and global peer airports, was based on passenger research.

## daa's Airport Mobile Apps: Improving the Passenger Experience

Delivering an outstanding customer experience is a key driver in developing daa's airport apps. The apps have been designed to make the passenger journey as smooth as possible by including essential information such as security waiting times, boarding gate locations and maps as well as other useful information. Dublin and Cork Airport apps continue to be enhanced with additional features, for example, the Tag and View My Car Park Space within the app will help passengers locate their car quickly on their return. daa has also installed GPS devices on the airport car park shuttle buses which will indicate waiting times for app users.

Dublin and Cork Airport apps are growing in popularity with over 170,000 downloads since their launch.

Passenger Feedback Information May 2015.





## BOTH DUBLIN AND CORK AIRPORTS ACHIEVED RECOGNITION FOR THEIR CUSTOMER SERVICE IN 2015.

Cork Airport received a highly commended award for excellence in airport customer service in the less than 5 million passengers per year category in the ACI 2015 Europe Best Airport Awards.

Dublin Airport was rated number one in the ACI 2015 Airport Service Quality (ASQ) Best Airport by Size and Region in Europe in the 15-25 million passengers per year category. The ASQ survey covers 34 key service areas and includes eight major categories such as access, check-in, security, airport facilities, retail and food and beverage.

In May, daa received a global technology award for Dublin and Cork Airport's mobile apps. daa took top honours in the Innovation in Cloud Services and

Modernisation category at the Ovum "On the Radar" Awards in London. Ovum is a UK-based research and consulting business focused on converging IT, telecoms and media markets.

In June, Dublin Airport was found to have the best airport WiFi offering in Europe based on an international study of 130 airports in 53 countries carried out by users of the Rotten WiFi app and website. Dublin Airport's wifi speeds were found to be the fastest in Europe and third fastest in the world.

In September, daa won a major national award at the Q Mark Awards, an event described as "the Oscars of Business Excellence". daa took the top prize in Ireland for its Quality Management Systems.

In November, daa won an "Appster" award at the Apps World 2015 Conference in London for the Dublin and Cork Airport Apps in the "Best use of App technology".

# 6.0 Environment

daa IS COMMITTED TO CONTINUOUS IMPROVEMENT IN ENERGY PERFORMANCE. DUBLIN AND CORK AIRPORT'S ENERGY POLICIES ARE REVIEWED ON AN ANNUAL BASIS AND UPDATED AS REQUIRED. BOTH ARE SIGNED AND ENDORSED BY SENIOR MANAGEMENT.

## 6.1 Energy Management

Each year, Cork and Dublin Airports develop action plans with the aim of driving energy conservation.

In 2013, daa entered into a voluntary agreement with SEAI which included commitments to develop and maintain a structured energy management programme, and work to deliver energy reductions. Dublin Airport began the process of applying for the ISO 50001 Energy Management Certification in 2015.

In 2015, Dublin Airport was shortlisted for the SEAI public sector energy awards in acknowledgement of its 'implementation of a range of energy saving measures including upgrade technology deployments, managed solutions, staff engagement, low energy buildings and renewable technologies.

Dublin Airport's Energy Policy commits to:

- Establish and continually review our energy objectives, targets and performance through regular energy team meetings and management reviews;
- Incorporate energy efficient design in infrastructure and refurbishment projects;
- Consider longer term return on investment profiles (within the lifetime of the asset) for energy related investment proposals;
- Procure and utilise energy efficient equipment and products;
- Comply with all legal and other related requirements to energy use, consumption and efficiency;
- Develop an Energy Management System (EnMS) in line with the requirements of ISO 50001;
- Achieve verification of Dublin Airport's Carbon Footprint in line with requirements of ACI Europe's Airport Carbon Accreditation programme;
- Communicate this policy to all staff and stakeholders. Encourage and promote energy efficiency and overall reduction; and
- Provide training and ensure availability of resources and information required to enable the delivery of our energy objectives and targets.





**Fact:** Induction lighting lamps have a working life of approximately 80,000 hours compared to 10,000 hours for metal halide lamps.

## Dublin Airport Energy Conservation Initiatives

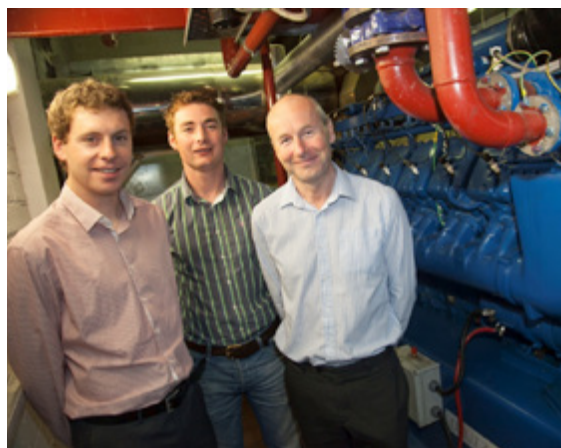
Dublin Airport reduced primary energy consumption by 1.7% in 2015. This achievement was a result of a number of upgrades and activities which included:

- Fire Station: thermal performance improvements including condensing boiler, pump and control upgrades. A large amount of lighting was replaced with energy efficient LED.
- T1 Energy centre efficiency upgrades including flue insulation, installation of improved controls, reduction of convection and radiation losses.
- Pier 100 AHU efficiency improvements.
- LED lighting upgrades were undertaken throughout the airport including:
  - Pier 100
  - T2 MSCP
  - Pier 100 Skybridge
  - Various Terminal 2
  - Terminal 1 Arrivals Baggage Hall

The following projects progressed further in 2015:

- Smart metering project: This project is being rolled out across the entire airport campus. It will comprise upgrading the Energy Management System 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.
- Planning for Solar PV installation.
- The public sector target of 33% energy reduction by 2020 is well on track at Dublin Airport, with a current glide path reduction of 42%.

**Pictured below:** Dublin Airport's Energy Team.



# DUBLIN AND CORK AIRPORTS HAVE ACHIEVED SIGNIFICANT REDUCTIONS IN CARBON EMISSIONS FROM AIRPORT OPERATIONS SINCE 2009.

## Cork Airport Energy Conservation Initiatives

Cork Airport's engineering staff have made significant progress in energy conservation since the new terminal building was opened. Energy usage has been reduced over the intervening years with the vast majority of savings being achieved through operational control changes and the improved use of existing equipment.

Cork Airport continues to optimise energy performance throughout the operation. The following energy efficiency measures have been implemented:

- Multi storey car park: reduction in light fitting numbers and sensor control.
- BMS lighting control allows duty managers to switch off areas of lighting in unoccupied areas at night time.
- AHUs: reduction in air flow on the AHUs.
- De-lamping of large areas of the old terminal building.
- Energy saving ventilation programme.
- Outside temperature boiler thermal optimisation.
- Training of key personnel on BMS System.
- Metal halide lighting in the high level concourse area of the terminal replaced with induction lighting.
- Electric powered vehicles introduced into light fleet.

Upgrades to heating systems in Cork Airport's Old Terminal building are underway. Disconnecting the old terminal buildings from the central boiler house and installing new, smaller, gas fired boilers sized for the areas to be heated will produce high energy savings. The energy costs of pumping heating water a long distance from the new terminal to the old terminal will be reduced and the heat lost through the existing distribution pipe work will be eliminated. The ability to control each of the new systems strictly according to heating demand will prevent further energy waste. The SEAI Annual report 2015 on Public Sector Energy Efficiency Performance recognised Cork Airport's 42.2% energy saving since baseline, emphasising Cork Airport's commitment to resource efficiency. Energy consumption increased marginally in 2015 due to increased heating as a result of cooler winter and summer temperatures.

## 6.2 Carbon Management

Both Dublin and Cork Airports participate in the Airport Carbon Accreditation (ACA) scheme, a voluntary scheme developed by Airport Council International (ACI) to map and measure the impact of the airport controlled activities in terms of greenhouse gas emissions. Both airports are certified at Level 2 (Reduction) of the ACI ACA. Between 2011 and 2014, Dublin Airport's footprint decreased by 33% from a baseline of 36,917 tonnes CO<sub>2</sub> in 2011 to 27,715 tonnes CO<sub>2</sub> in 2014. In 2014 alone, Dublin Airport achieved a reduction of almost 4,250 tonnes CO<sub>2</sub>, a 13% decrease on the 2013 level. Cork Airport reduced its carbon footprint by a total of 916 tonnes CO<sub>2</sub> in 2014, an impressive 20% reduction on the previous year.

### Airport Carbon Accreditation Scheme

The Airport Council International launched the voluntary participation Airport Carbon Accreditation scheme in 2009. Dublin and Cork Airports were amongst the first airports to join.

The programme is specifically designed for airports, and provides a common framework for active carbon management. It covers the operational activities that contribute most to carbon emissions.

In 2015, the programme reached global status with the extension of the programme to the North American, Latin American and Caribbean regions. Currently, 125 airports in over 40 countries across the world have been certified under the programme.

At the COP21 climate change negotiations in Paris in December 2015, the United Nations Framework Convention on Climate Change (UNFCCC) and ACI signed a partnership to further promote climate action through Airport Carbon Accreditation.

## 6.3 Water Management & Conservation

# daa HAS TEAMS IN PLACE TO ACTIVELY MANAGE WATER CONSERVATION AT DUBLIN AND CORK AIRPORTS.

### Water Conservation

In 2015, Dublin and Cork Airport's Asset Care teams continued to focus on the identification of leaks and repairing and replacing pipework at the airports. A number of valve and hydrant repairs were carried out in 2015 in addition to water pipe network replacement, allowing increased flexibility in water network isolation. The installation of data logging devices in 2015 highlighted increases in water usage within Dublin Airport's Terminal 1 which is now being addressed.

The installation of district meter areas (DMAs) at Dublin Airport has enabled daa to isolate pipe networks and compare usage during peak and off-peak times. Ongoing monitoring of water usage using the district meters highlights opportunities to conserve water. This enables daa to identify unusual water usage patterns which might indicate problem areas such as leaking pipework. New district meters were installed in Dublin Airport in 2015 including airside areas for the first time. As a result of installing the meters, a significant leak was found on the Terminal 1 arrivals road in February 2015 which was subsequently repaired.

Cork Airport achieved a 17% decrease in water consumption in 2015. Overall, water usage increased by 17.8% in Dublin Airport in 2015, mainly due to a 15% increase in passenger numbers, combined with a marginal increase in leakage rates.

### Stormwater Management

Stormwater management is an important consideration in the design and construction of infrastructure at the airports.

Surface water quality around the airport is monitored on an ongoing basis. In addition, an online water quality analyser monitors the quality of the Cuckoo Stream at Dublin Airport to facilitate a rapid response to any deterioration in water quality. We also undertake biological monitoring of watercourses at Dublin Airport.

A feasibility study for the construction of an innovative and sustainable natural treatment system for airport storm water runoff commenced in 2015. The purpose of the system is to allow the treatment of storm water on site to a predefined quality.

We aim to minimise spillage from aircraft operations and maintain an extensive network of fuel interceptors to capture any related contaminants.

### Rainwater Harvesting

Dublin Airport's Fire Service has led the way in rainwater harvesting by installing a system at the fire station. Following this successful project, further opportunities for rainwater harvesting are being investigated at Dublin and Cork Airports.

## 6.4 Energy and Water Awareness Exhibition

Recognising that daa's energy and water conservation challenges require support from our staff, Dublin Airport's Asset Care Energy Team and energy champions organised an awareness exhibition on the Terminal 1 Mezzanine for the second year in 2015. The exhibition highlighted Dublin Airport's ongoing achievements in energy and water management and provided helpful information about how to conserve water and energy both in the home and in the workplace.

The exhibition provided staff and passengers with the knowledge to make more energy and water efficient choices with the aim of encouraging a behavioural and cultural change.

The event featured information on energy and water consumption at the airport and the various instruments used to conduct energy audits throughout the campus, including water leak detection equipment and thermal imaging cameras. A range of completed and planned energy saving projects were displayed and explained to staff.

Staff participated in a green quiz on the day and were surprised to learn that lighting and office equipment account for about 25% of the total energy consumed in a typical office.

Former Tour de France cyclist Laurence Roche and Jenny Oliver from the Landside Department were on hand to discuss the Cycle to Work and Commuter Tax Saver schemes.

City Electrical Factors Ltd presented a range of energy-saving products, while energy consultant Pat Duke highlighted various ways to save energy in the home and available SEAI grants. EV Compare exhibited information about electric vehicles, charging points and incentives. OBEO presented sustainable food waste processing. Green Aware invited passers-by to see how many watts of power they could generate by cycling a bike. Electric Ireland presented a range of information about eco-friendly products and services available to customers.



**Pictured above:** The exhibition team, Mark Lacey (Technical Support), Ian Clarke (Energy Manager), Martin McGonagle (Head of Campus Asset Care), Emma Devlin (Energy Analyst), Mick Goodman (Utilities Manager) and Stevie Donnelly (Energy Compliance).

## 6.5 Waste Management, Reduction & Recycling

Dublin and Cork Airports manage contracted waste service providers to ensure that waste is handled appropriately at the terminal and across the airport campuses.

daa has developed a Waste Management Strategy (2014 – 2017) with the following key goals:

- “Zero Waste to Landfill” for Dublin Airport;
- Increased at-source segregation;
- Drive innovation and sustainability with suppliers;
- Drive waste minimisation; and
- Educate and influence staff, suppliers and tenants.

In 2015, daa installed a mini waste picking line and liquid removal plant with the aim of separating the plastic bottles and aluminium cans that passengers dispose of when passing through security to facilitate recycling.

Terminal Recycling Stations were piloted in 2015 to generate awareness and increase waste separation and recycling amongst passengers and staff. Following the successful pilot, daa plans to expand the programme in 2016.

Dublin Airport’s Quality Improvement Department engages with concessionaires, contractors and daa staff to ensure that they are fully trained in waste minimisation, segregation and recycling. Individual waste stream manuals have been specifically designed for different users. Training on waste stream manuals has also been provided. Quarterly workshops were organised in 2015 to highlight new innovations in waste management and to assist with cost-effective waste reduction. During the workshops, concessionaires met with suppliers who could offer compostable and environmentally friendly products and services.<sup>5</sup> of Dublin Airport’s concessionaires now use only compostable coffee cups and lids.

On a monthly basis Dublin Airport publishes a concessionaires recycling ‘league table’. This generates healthy competition and aims to

# DUBLIN AIRPORT ACHIEVED **ZERO** WASTE TO LANDFILL IN NOVEMBER 2015

raise awareness. The league tables also allow Dublin Airport to measure and monitor recycling performance and the impact of waste management initiatives.

The Dublin Airport campus occupies approximately 2500 acres and as such requires an efficient waste collection service. Fill level indication lights have been installed on site waste compactors to alert staff when they need to be emptied, this reduces the number of collections and maximises the volume of waste removed in every load, thereby also reducing carbon emissions.

Dublin Airport’s outer posts and buildings are separately serviced by a scheduled local REL collection which eliminates the need to make a 17 kilometre round trip daily to collect and exchange bins.

In 2015, Dublin Airport designed and built a centralised recycling facility. Containers are located in the centralised area to cater for recyclables such as, wood, metal and WEEE. This initiative has resulted in maximising load efficiency and reducing collection journeys.

By working closely with our concessionaires, contractors, cleaning departments, asset care teams, and procurement daa achieved zero waste to landfill in November 2015. This was achieved by:

- Auditing materials and products used in each business unit and designing a unit specific waste stream manual;
- Full training on the manual and waste segregation provided to all staff;
- Expanding the range of bins available to cover all waste streams;
- New central recycling centre to allow all asset care team and external cleaning teams to segregate waste in one location; and
- Working with suppliers to ensure they reduce packaging and that their products are recyclable.



## 6.6 Surface Transport

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

At daa, we believe that, by influencing the decision making of employees and airline passengers in relation to their behaviours, we will positively influence more sustainable travel choices. daa has implemented a variety of measures to achieve this. These have included investments in coach parking, bus and cycle lanes and bicycle shelters. daa has actively promoted sustainable transport methods amongst employees by hosting promotional events highlighting the benefits of sustainable travel not only for the individual but also for the environment. We seek to influence airline passengers by locating the most popular bus services directly outside the terminal buildings and facilitating real time information at bus stops.

Dublin Airport published a Mobility Management Update in 2015. It outlined the achievements that we have made and the challenges that we face into the future in relation to sustainable transport. Key highlights from the update include:

- The proportion of passengers travelling by bus/coach continues to rise and reached 36% in 2014.
- The mode share for private car continues to decline amongst passengers and was 33% in 2014.
- In spite of the shift work pattern at the airport, the percentage of staff commuting by private vehicle was 67% in 2014, a reduction of 10% since 2006.
- Dublin Airport compares very favourably with international benchmarks of airport modal split. Of the airports considered, Dublin Airport is surpassed only by those which have fixed-line rail links.



### 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 €700,000 worth of bikes under this scheme since its inception. 238 employees availed of the cycle to work scheme in 2015 with an average cost per bike of €906.

### Bus Taxsaver Scheme

daa continues to offer the Bus Taxsaver scheme to our staff and look for ways to enhance these offerings through discussions with service providers.

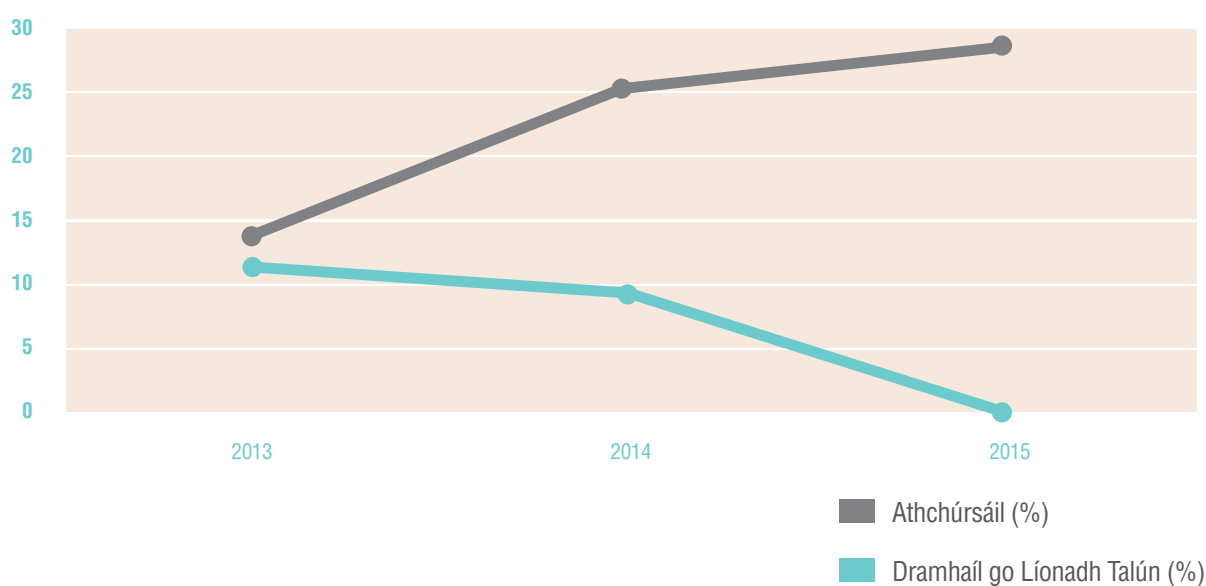
The Commuter Taxsaver Scheme was introduced in December 2007 for all daa employees. Staff can save up to 52% of the cost of travelling to and from the airport by bus. A total of 26 people purchased bus tickets through the scheme in 2015, with the cost of tickets amounting to €38,415.60.



## Impact of Dublin Airport Waste Management Initiatives 2013-2015

Year	Passengers (million)	Total Waste (Tonnes)	Waster per passenger (grams)	Waste to Landfill (%)	Recycling (%)
2013	20.17	3,206.52	159	11	14
2014	21.71	3,234.26	149	9	25
2015	25.05	3,759.25	151	5	28

## Waste Trends 2013-2015 Dublin Airport



## Cork Airport Waste Management Workshop

Cork Airport achieved 19% recycling in 2015. In October 2015, a waste management workshop was held at the Airport, attended by management and staff from the Airport's Asset Care Department, concessionaires and contract cleaners. The purpose of the workshop was to generate awareness, identify opportunities to increase recycling and to highlight sustainable waste management solutions. Presenters included 'Down 2 Earth' Packaging (compostable packaging) and Smile Resource Exchange (waste-resource exchange opportunities).

# 7.0 Design & Construction

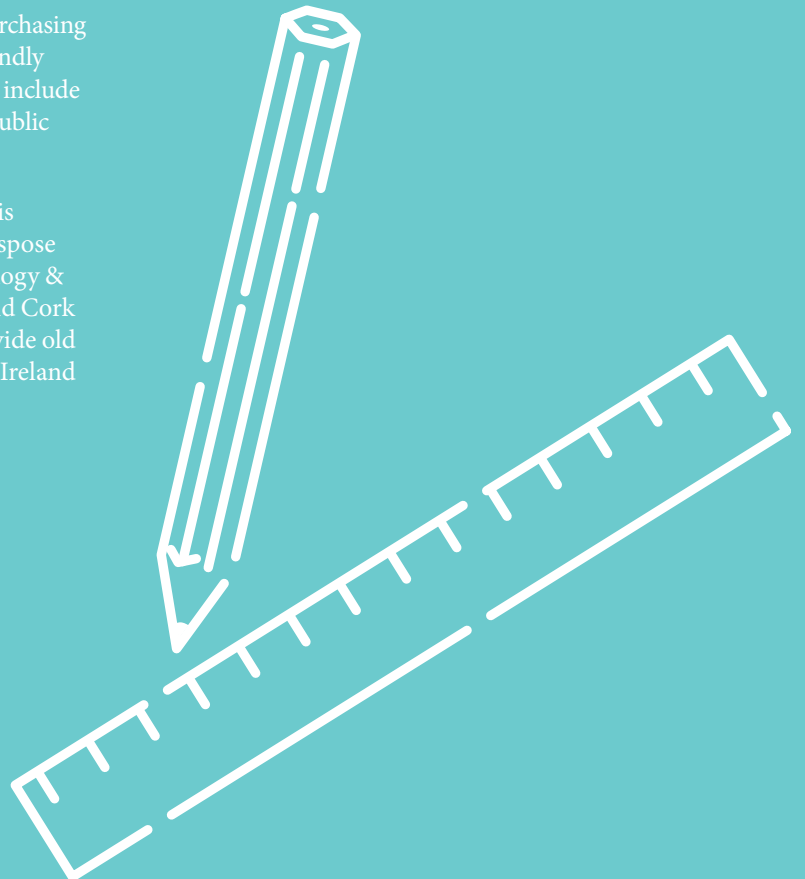
IN LINE WITH THE COMMITMENTS OUTLINED IN OUR SUSTAINABILITY POLICY, daa IS MAKING CONTINUED EFFORTS TOWARD THE INTEGRATION OF SUSTAINABILITY CONSIDERATIONS IN THE PLANNING, DESIGN, PROCUREMENT AND CONSTRUCTION OF BUILDINGS AND CIVIL INFRASTRUCTURE.

daa implements best practice guidance in the design and operation of Dublin and Cork Airport facilities and functions, and where appropriate those of tenants.

## 7.1 Sustainable Procurement

daa's Procurement Department manages the purchasing of goods and services in as environmentally friendly and sustainable manner as possible and we now include sustainability as a scoring criterion in relevant public tenders.

When procuring new goods and services, daa is conscious of the requirement to recycle and dispose of older equipment. daa's Information Technology & Telecommunications department at Dublin and Cork Airports work with Camara and Rehab to provide old desktops and laptops for reuse in education in Ireland and abroad.





## Case Study: Dublin Airport Central

A project to transform the former Aer Lingus HOB building into a modern new office business campus was launched in 2015 at Dublin Airport. ONE, Dublin Airport Central will be the location for a vibrant new business centre.

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

Major refurbishment work on the 8,300 square metre building commenced in 2015 and the first tenants are expected to move in during 2016. The five-storey building will be stripped down to its concrete shell before undergoing a radical upgrade and modernisation process to become a signature new business campus for Dublin.

## 7.2 Asset Care

In 2015, Dublin Airport became the first airport in the world to be awarded a prestigious international accreditation: ISO 55001 Standard for Asset Management. This award recognises the outstanding work being done in managing daa's asset portfolio.

Asset management is a business discipline undertaken right across all airport functions involving many people to derive value from the assets in a structured and predictable way. A fundamental aspect of good asset management and ISO 55001 is that we plan to manage assets over their whole life cycle, from identification of customer and business needs, through option selection, design, build commissioning, operation, maintenance and disposal. The assets at Dublin Airport have a life cycle, which is often much longer than the span of the company strategic business plan and the five year regulatory plan. We therefore have in place, an effective long term strategy for good asset management, to take this longer life span into account.



**Pictured above:** We're Number One! Peter Chambers celebrates with Emma Devlin from the Dublin Airport energy team and Vincent Harrison, Dublin Airport Managing Director.

## 7.3 Construction

daa undertook a significant programme of construction work in 2015. Effective management of the environmental impacts of construction is an integral part of these works. daa is committed to reducing the potential impact of construction activities on the environment as far as is reasonably practical. A specific environmental policy has been implemented by daa for construction projects, endorsed by the Group Head of Capital Programmes and communicated to all contractors. The policy includes the following objectives:

- Ensure that our suppliers are aware of this policy.
- Ensure that through our suppliers, all daa related activities, are conducted with proper regard to the protection of the environment and with particular attention to, preventing pollution, minimising waste and reducing consumption of natural resources.
- Ensure that through our suppliers, all daa related activities, comply with regulatory, legislative and daa requirements and relevant codes of practice.
- Communicate internally, within daa, to minimise any disturbance caused by the programme of work.
- Ensure that our staff has a good understanding of the environmental aspects of works and what is required of them to minimise potential impacts.

The Board of Directors of daa, the Chief Executive and the appointed Programme Managers are committed to achieving excellence in the execution of the environmental policy and they undertake to demonstrate leadership by taking an active part in the communications, monitoring and review processes required in implementing the policy.

All employees and contract personnel are encouraged to become fully engaged in the development of a strong culture regarding environmental management within daa's construction programme.



**Pictured above:** The Terminal 1 Arrivals Refurbishment Project was designed such that the existing façade was modified to optimise the use of natural light to reduce internal lighting requirements.

# 8.0 Noise

daa 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.

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. daa work closely with the IAA and 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. Operational procedures are in place for the use of the cross-wind runway and for engine testing on the ground.

The International Civil Aviation Organisation (ICAO) has endorsed the EU Directive 2002/30/EC concept of a “balanced approach” to aircraft noise management. This approach incorporates four key elements to the mitigation of noise levels at airports.

- The reduction of noise at source (quieter aircraft)
- Use of land planning and management
- Noise abatement operational procedures
- Operating restrictions

Aircraft noise is measured in decibels (dB). Modern subsonic jets are about 30 dB quieter than their first generation, similar sized counterparts. A sound reduction of 10 dB is roughly equal to a halving of noise volume perceived, this represents about a 90% reduction in perceived noise. All aircraft operating at Dublin Airport conform to ICAO standards with respect to noise, and as older aircraft continue to be phased out, this situation will continue to improve.

daa’s dedicated Noise and Flight Track Analyst carries out detailed monthly analyses of aircraft noise complaints received and provides information on aircraft flight tracking and any noise issues to the local community. Flight track is monitored through a complex computer system capable of tracking all aircraft movements and identifying all aircraft flying ‘on’ or ‘off’ the designated flight tracks.

The number of noise complaints rose from 147 in 2014 to 277 in 2015. The number of individuals complaining rose from 65 in 2014 to 118 in 2015. It is important to note that in 2014 we received the lowest amount of aircraft noise complaints since the noise and flight track monitoring service was set up in 2002.

The increase in the level of complaints can be attributed to the use of the perpendicular runway, Runway 34, as well as wind direction. In 2015 Runway 34 was used for night works as the main runway was closed for significant and essential resurfacing works.

Aircraft track keeping increased in 2015 with just over 99.4% of all category C/D aircraft flying on track. This figure is improving as airlines introduce more modern aircraft into their fleets with more advanced navigational equipment. On occasion aircraft must be turned out of the environmental corridors for safety and weather reasons, thus it is unlikely that this figure would reach 100%.

## Noise (Complaints Total)

Airport	2012	2013	2014	2015
Dublin	193	694*	147	277**

**Notes:** \*A very large number of complaints in 2013 were from a single complainant.

\*\*The increase in noise complaints in 2015 coincided with the temporary use of Runway 34.

# 9.0 Air Quality

## AIR QUALITY MONITORING IS UNDERTAKEN AT DUBLIN AND CORK AIRPORTS.

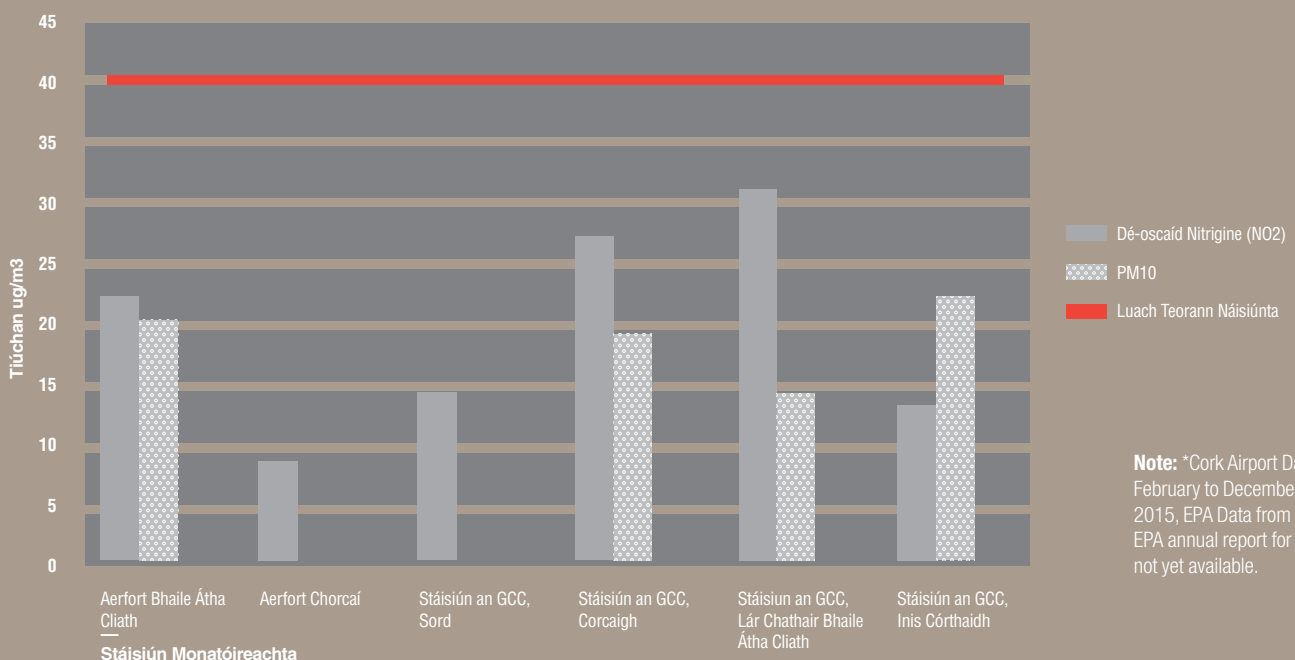
In common with most transport and commercial activities, airport operations and associated activities can generate particulate emissions to the local environment.

daa carries out 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 communities surrounding the airport.

In Cork, air monitoring is undertaken within the airport site. The results from 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. For more details on annual air quality at Dublin Airport please see the link below.

daa continues to implement initiatives to assist with further reducing emissions. This includes the use of electric vehicles, improved efficiency of boilers and implementing the Mobility Management Plans to encourage the use of sustainable transport modes.

→ <https://www.dublinairport.com/regulation-and-planning/regulatory/air-quality-data>



## 10.0 Irish Language

daa STAFF ARE ENCOURAGED TO WEAR THEIR FAINNE BADGES WHILST AT WORK TO INDICATE THEIR LEVEL OF SPOKEN IRISH.

daa's company Irish language scheme is now in its third year. The scheme was launched in August 2013 and its aim, through a number of measures, is to provide an improved level of information and service in Irish for customers and staff.

Throughout the scheme, staff from Dublin and Cork airports and Shannon Shared Services have availed of in-house and on-line Irish language training programmes.

Staff are encouraged to use bilingual "out of office" notifications, wear Fáinne badges displaying their level of spoken Irish and to volunteer to help out with queries requiring a response in Irish.

Throughout Seachtain na Gaeilge each year (March 1st to 17th) daa provides some fun activities in the passenger terminals to promote the use of the Irish language for both customers and staff.



## 2015 - PERFORMANCE



### Passengers (millions)

Airport	2012	2013	2014	2015
Dublin	19.1	20.17	21.7	25
Cork	2.34	2.26	2.1	2.07



### Aircraft Movements

Airport	2012	2013	2014	2015
Dublin	156,582	163,703	174,961	191,234
Cork	21,784	20,800	20,005	18,153



### Primary Energy (GWh)

Airport	2012	2013	2014	2015
Dublin	168.3	163.4	158.8	156
Cork	24.9	24.4	23.2	23.66

\* Increase in primary energy usage due to an increase in heating degree days in 2015.



### Total Net Carbon Emissions (Tonnes CO<sub>2</sub>)\*

Airport	2012	2013	2014	2015
Dublin	34,698	34,421	32,574	32,221
Cork	5,065	5,243	4,803	4,912

\*From SEAI Measuring and Reporting

\*\* Increase in CO<sub>2</sub> emissions due to increase in energy usage due to an increase in heating degree days in 2015.



### Total Net Water (m<sup>3</sup>)

Airport	2012	2013	2014	2015
Dublin	454,769	417,672	286,269	337,225
Cork	58,644	54,783	52,110	43,225



### Waste (grams per passenger)

Airport	2012	2013	2014	2015
Dublin	181	159	149	151
Cork	105	97	102	97



## Contact Us

We hope that this review of 2015 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 encourage you to interact with daa through our social media channels in relation to Sustainability and related issues.

You can email the team directly at:  
**[sustainability@daa.ie](mailto:sustainability@daa.ie)**

Find our airports on Twitter:  
**[@dublinairport](https://twitter.com/dublinairport)**  
**[@corkairport](https://twitter.com/corkairport)**

Find our airports on Facebook:  
**[www.facebook.com/dublinairport/](https://www.facebook.com/dublinairport/)**  
**[www.facebook.com/FlyCork/](https://www.facebook.com/FlyCork/)**

## Further Information

For further information in relation to the Sustainability Update please contact:

Environment and Sustainability Department  
HSSE  
First Floor, OCTB  
Dublin Airport

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E: [sustainability@daa.ie](mailto:sustainability@daa.ie)

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T: 353 1 81 44401

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