

Travelling

Towards

Sustainability



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Editors Christophe O'Brien & Martin Doherty

Photography Willie Dillon

Design Image Now

Printer Perigord Group

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Chief Executive's Foreword

Welcome to DAA's Sustainability Update 2013.

In this update, we outline DAA's commitment to sustainable operations, detail the entire range of our environmentally sustainable and socially responsible activities during 2012 and provide an overview of the key statistics and figures. We also highlight initiatives being implemented at Dublin and Cork airports that are helping to drive the Sustainability agenda forward and let you know more about how we are planning to help the general public, passengers, airlines and our staff to continue: "*Travelling Towards Sustainability*".

What does DAA mean by "Sustainability"?

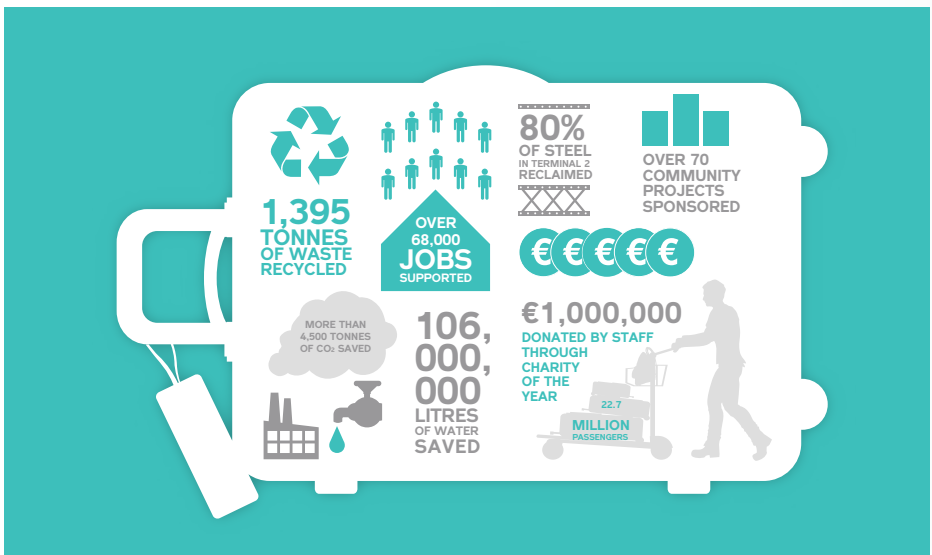
"*Operating sustainably*", means continually looking at our business in a holistic manner and making decisions that balance economic, social and environmental issues, which together are widely recognised as the three pillars of Sustainability.

Our objective is to make Sustainability core to the running and operating of our business and part of DAA's culture. Our reasons for doing this are very practical. Operating a business model based on Sustainability is a powerful and commercially relevant strategy for DAA and it is also the responsible thing to do.

Kevin Toland

Chief Executive

Sustainability
Information Graphic



Energy Centre



DON'T PRINT EVERYTHING GO PAPERLESS IF YOU CAN



TURN OFF PCs & OFFICE EQUIPMENT WHEN NOT IN USE



THINK SUSTAINABLY WHEN BUYING GOODS AND SERVICES



REDUCE REUSE RECYCLE



DAA's 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.

To ensure that the way in which Sustainability is implemented in DAA is consistent and effective, the key goals that we want to achieve are outlined in a clear and simple policy.

The Policy considers all three pillars of Sustainability and allows different business units to identify areas in which they can improve DAA's overall Sustainability performance.

In operating the airports, DAA will:

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

This Policy will be reviewed annually and updated as required.



Kevin Toland
Chief Executive

What do HSSE do?

DAA's Health & Safety, Sustainability and Environment Department (HSSE), part of the Corporate Services Team, are responsible for the development and implementation of DAA's Sustainability Policy and Strategy.

HSSE facilitate and support many projects in relation to Sustainability. These include:

- Environmental Management including monitoring of various resources — *e.g. Energy / Air / Water / Waste*
- Carbon Management & DAA's participation in the Airport Carbon Accreditation programme
- Occupational Health & Safety Programme
- Coordination of compliance and policy activities in relation to Airside Safety

HSSE are assisted in the implementation of DAA's Sustainability Policy and Strategy by the Sustainability Project Group which meets regularly and prioritises and provides direction to HSSE and relevant sections / departments who are delivering in relation to Sustainability.

Terminal 1 Extension



Sustainability in Action

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Sustainability in Action

Let's take you on a brief tour of the main components of Sustainability and the key areas and people that manage these aspects for, and on DAA's behalf.

Resource Efficiency

Environmental Sustainability begins with conservation of natural resources — Energy / Water / Air and reduction and recycling of Waste.

Energy Management

Asset Care, part of the overall Asset Management & Development team, has a dedicated Energy Management section which oversees the provision of energy services at Dublin and Cork airports.

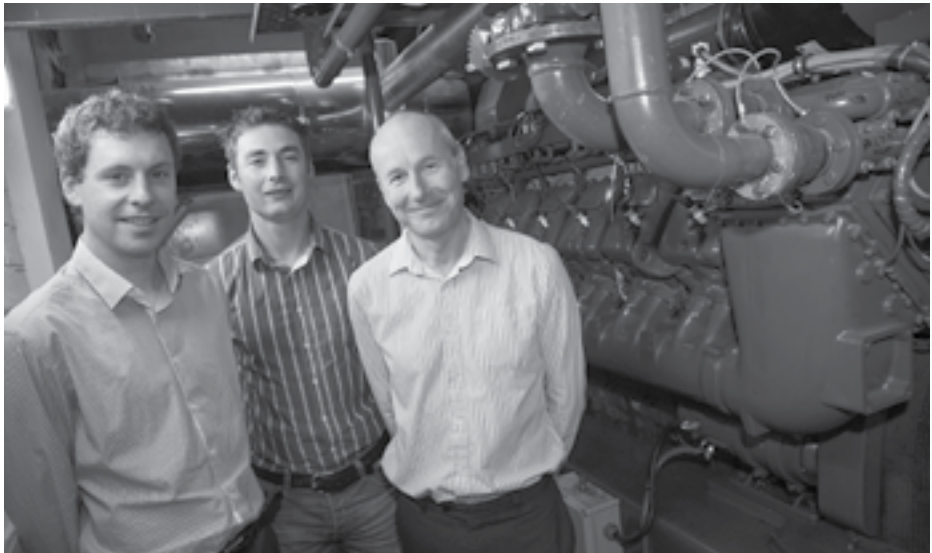
DAA's embedded approach to energy management is longstanding, from award winning investment in Cogeneration infrastructure since 1996 through to a founding role in the Dublin green technology cluster, The Green Way in 2010, DAA has been actively managing energy use and energy related issues for many years. Consistent improvements in energy efficiency have been achieved. In 2011, for example, Dublin Airport reduced electricity consumption by 5% and gas consumption by 4%. During 2012, Dublin Airport further reduced electrical energy consumption by 6% and gas consumption by 4%. Cork Airport has also recorded significant energy efficiency gains over the past few years.

In 2012, DAA signed a voluntary agreement with SEAI to affirm our commitment to performing an exemplar role in Public Sector energy efficiency and reach the target of 33% energy efficiency improvement by 2020. The agreement commits the DAA to a number of initiatives designed to meet the requirements set out in National Energy Efficiency Action Plan (NEEAP) and commits the DAA to reporting publicly on energy performance.

Throughout 2013, DAA has been working on developing a comprehensive Energy Strategy and Policy. This strategy will target the development of an Energy Management System in line with the requirements of ISO50001. We will report on progress in this in greater detail in our next update.

	DUBLIN (MWH)	CORK (MWH)
Gas & Diesel	51134	4191
Electricity	46317	8557
2012 Total	97451	12748
2011 Total	99540	12374

Stevie Donnelly
Ian Clarke
Martin McGonagle
Asset Care



*Dublin Footprint
2011 = 35,009 Tonnes
including T2

**Dublin Footprint
2012 = 33,015 Tonnes
including T2 (to be
verified)

T2 will be integrated
as part of Dublin Air-
port's overall carbon
footprint for Airport
Carbon Accreditation
from 2014 as per
programme require-
ments.

TOPIC	INDICATOR	PERFORMANCE		
		2010	2011	2012
Carbon Emissions	Tonnes CO2	2010	2011	2012
	Dublin	25800	24,112*	21,713**
	Cork	5945	5239	5045
Water	m3	2010	2011	2012
	Dublin	538493	470176	454769
	Cork	54330	64160	58644

Water Management & Conservation

Asset Care has a team in place to manage water at Dublin and Cork airports. They are supported by HSSE's Environment team. A significant amount of work has gone into identifying leaks and repairing old pipes during the latter part of 2012 that immediately resulted in savings at the airport sites. We are also assessing the feasibility of using alternative water sources such as rain water and groundwater to reduce our overall mains water usage further.

We continue to focus efforts on minimising the impact of winter operations. We have invested in infrastructure and equipment to efficiently remove ice and snow and collect the resultant run-off. We engage with the airline operators and handlers to identify measures which can optimise the use of aircraft de-icing materials while maintaining the highest levels of safety.



Case Study

No — 01

DAP Fire

Station

Case Study No.1 — DAP Fire Station

The Airport Fire Services at Dublin and Cork play a vital and safety critical role in terms of operating the airports. Alongside their important commitments and obligations in relation to the safe operation of the aerodromes, they are also actively examining ways in which they can reduce the environmental impacts of their necessary and critical work.

At Dublin Airport's Fire Station, we can see this commitment to sustainability in action with a range of initiatives.

Initiatives include

- The establishment of an Environmental Code of Practice which sets down requirements of management and staff to implement good practice for all activities which occur at the Fire Station. This Code of Practice forms part of the overall Dublin Airport — Environmental Management System.
- The integration of a rain water harvesting system with a combined storage capacity of greater than 65,000 litres is being planned and will be installed shortly. The system will integrate rain water collection from 3 separate buildings and provide for firefighting and vehicle washing requirements.
- An automated fuel dispensing system has been commissioned which will allow for improved fuel consumption tracking for all fleet vehicles and assist in Energy Consumption reporting requirements.
- Vehicle Service Yard Induction Lighting Retrofit.
- Alternative foam with a lower environmental impact is currently being trialled for use in training exercises.

Ray Craven
Airport Fire Service







Case Study

No — 02

Waste

Management

Case Study No.2 – Waste Management

DAA Operations at Dublin and Cork manage the contracted service providers to ensure that waste is handled appropriately and the waste footprint is reduced and recycling rates are increased.

Throughout 2012, DAA’s Cleaning Department in association with the waste management service provider, rolled out a programme for increased waste segregation within DAA offices and break rooms. Bins were placed in offices and break rooms to enable segregated collection of food waste, mixed recyclables and general waste.

The initiative has resulted in a total of 22 tonnes of waste being recycled during the second half of 2012. On average, each department which was provided with waste segregation bins has achieved recycling rates of close to 40%.

All food waste collected by the service provider at Dublin Airport is now composted and re-used as soil conditioners off site.

TOPIC	INDICATOR	PERFORMANCE		
Waste	Tonnes	2010	2011	2012
	Dublin	4046	3626	3442
	Cork	273	235	246
Recycling	Recycled	2010	2011	2012
	Dublin	18%	34%	37%
	Cork	34%	31%	30%

Dennis Meredith
Waste Management



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.

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.

We have a number of initiatives that will assist with further reducing transport emissions and to improve efficiency on site. This includes the use of electric vehicles, improved efficiency of boilers and our Mobility Management Plan.



Cork Airport Terminal



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.

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.

There are a number of important strategy documents being developed in relation to Airfield, Landside and Terminal 1 Redevelopment which are being carefully assessed from the perspectives of energy efficiency and sustainability in general. A new Capital Investment Plan is also being prepared for the period to 2019 and those projects will be informed by best practice and peer airport development in relation to sustainability.

Mobility Management

Landside Operations and the Mobility Manager, through the Mobility Management Plan (updated 2013), support and facilitate surface transport at Dublin Airport and staff travel incentives / schemes.

Case Study

No — 03

Mobility

Management

Plan

Case Study No.3 – Mobility Management Plan

A Mobility Management Plan (MMP) was first prepared for Dublin Airport in 2006. It was updated in 2011 to reflect the significant changes that had occurred over the period with respect to additional public infrastructure provision, enhanced public transport services and the change of mode choice by passengers.

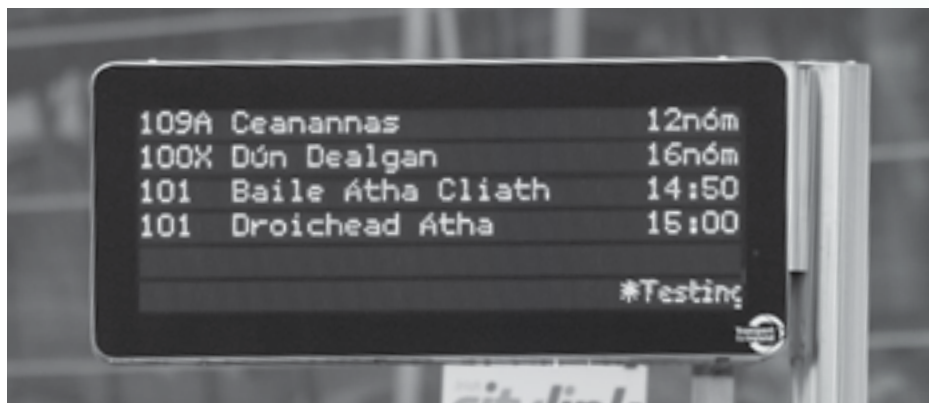
The 2006 MMP set a target to achieve a 40% public transport modal split by 2020. This target was based on an assumed delivery date of 2012 for Metro North. The framework put in place to achieve these objectives was based on the following key strategies:

- Best-in-class targets for future public transport modal share and car park capacity
- On-site surface access infrastructure which supports sustainable modes of transport
- Practical measures to actively encourage public transport usage by all airport users

Good surface access and use of public transport can greatly reduce the environmental impacts of airports. Any reduction in traffic volumes and congestion levels results in reduced fuel consumption and therefore lower greenhouse and combustion gas emissions.

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. Dublin Airport, as part of the Terminal 2 project and the Transforming Dublin Airport programme has invested significantly in improved surface access at the airport and the road network has been greatly improved. This has allowed traffic to flow more freely with congestion greatly reduced.

Real Time Information



Initiatives implemented

MMP Initiatives Implemented

BUS FACILITIES & COACH PARK — Dublin Airport has recently invested approximately €3 million in bus and coach facilities. Additional kerbside stops at the terminals and around the airport have also been provided.

BUS TAXSAVER 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. In 2012, DAA sold nearly €30,000.00 worth of bus Tax saver tickets and increase of nearly 100% on 2011. The Bus Tax saver scheme is administered throughout the year and is not confined to certain periods.

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 purchased nearly €300,000 worth of bikes under this scheme since its inception. The Cycle to work scheme is administered throughout the year and is not confined to certain periods.

R132 UPGRADE — We are working closely with Fingal County Council to improve the lane network outside the airport to facilitate commuting staff, currently the R132 is being upgraded from Dardistown cemetery to the main airport roundabout, this project is being sponsored by DAA Cycle Lanes and Bus Lanes are included in the design of this vital piece of infrastructure. When this project is completed in 2013 it will lead to increased usage of sustainable modes of transport at Dublin Airport.

REAL TIME INFORMATION FOR BUSES — DAA, in partnership with the NTA, has installed real-time information displays at eight key zones on the forecourts in Dublin Airport to help promote bus modal choice at Dublin Airport. In early 2013 we will install at least two real time displays in Terminal 1 and 2.

CHARGING POINTS FOR ELECTRIC CARS — Drivers of electric cars will now be able to power up at Dublin Airport following the installation of five new charging points in 2012. Three electric car parking spaces with charging units are located in the T2 multi-storey car park. A further two spaces have been provided in the VIP car park. The initiative is a joint venture between Dublin Airport and the ESB to encourage a greater use of electric cars and to promote environmental sustainability.

It is an objective of Dublin Airport Authority to update the MMP every two years to reassess and evaluate the success of the objectives.

While this MMP looks primarily at passenger modal choice, it also looks at staff mobility management throughout the campus. DAA will continue to work to promote sustainable transport options for all employees. DAA has upgraded and provided the physical infrastructure required on the campus to facilitate public transport services.

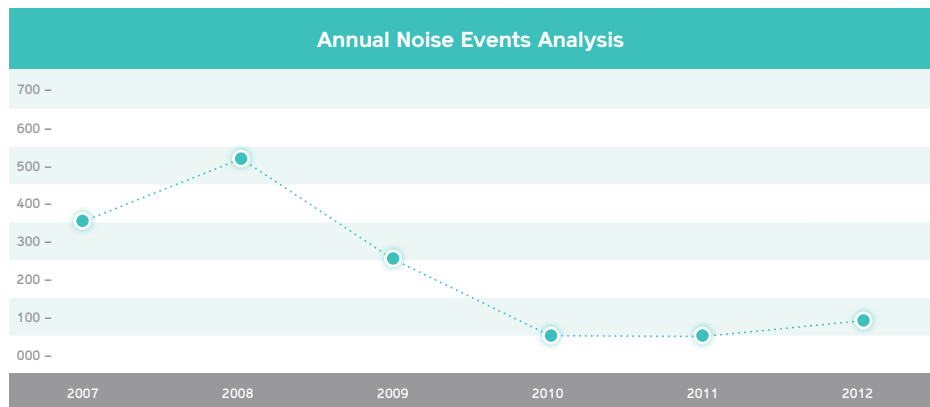
The full MMP 2013 report is available at the Dublin Airport website www.dublinairport.com

Aircraft Noise Flight Track Monitoring

Dublin Airport has a dedicated Noise Flight Track Monitoring System, working closely with the Irish Aviation Authority and the airlines; the Noise Flight Track Monitoring Analyst, part of the Community Affairs team manages this on DAA's behalf.

Noise complaints for the year 2012 were marginally up from 2011 but still show a marked decline over previous years. The number of noise event complaints rose from 185 in 2011 to 193 in 2012 (+4%). The number of individuals complaining also rose from 76 in 2011 to 100 in 2012 (+34%) while the number of contacts also increased marginally from 149 in 2011 to 155 in 2012 (+4%).

These increases can be directly attributed to runway usage, especially the use of Runway 34. In 2012, Runway 34 was used for long periods for night works as well as wind direction. This caused an increase in the complaint rate from Shankill to Blackrock and surrounding areas as well as areas from Clontarf to Santry and surrounding areas.



Aircraft track keeping was constant in 2012 with just over 99% of all category C/D aircraft flying on track. This figure is improving as airlines bring more modern aircraft into their fleets with more advanced navigational equipment. This figure will never reach 100% because aircraft must be turned out of the environmental corridors for safety and weather reasons on occasion.

We are still liaising closely with the Irish Aviation Authority's Air Traffic Control Service and airlines operating at Dublin Airport to constantly heighten awareness of the noise abatement procedures and to provide information on noise issues.

Communications, Community Affairs & Sponsorship

DAA, as part of our Sustainability policy, has a strong commitment to working closely and actively with our local communities. DAA has, for many years, been closely involved with various community projects and local sporting clubs. DAA's sponsorship policy is to channel support towards youth projects particularly in areas such as sport and the arts within a close radius of the airport.

Community Affairs, support and sponsorship are managed by the Public Affairs & Communications team.

Charity of the Year

The DAA Charity of The Year programme was launched in 2007.

Through this programme, DAA staff have had the opportunity to nominate organisations and vote for the DAA Charity of the Year annually.

A committee was formed from a cross section of departments. This committee is responsible for liaising with the successful charity to organise fund raising events involving staff and facilities.

Throughout the year the committee informs staff on the results of their fund raising efforts.

Our staff's efforts in these areas for 2012 are detailed within the Social Contribution section of this Update.

Health & Wellbeing at Work

Human Resources is responsible for the development and implementation of policies in relation to Health & Wellbeing at work, diversity and equality.

The management of general and occupational Health & Safety is outlined in DAA's Safety Statement which is based on a safety management system framework. The Safety Statement is updated annually and the Health & Safety policy is approved and signed by the Chief Executive.

Airside Safety

Matters relevant to the safe operation of the airside environments at Dublin and Cork are managed by the local Airport Operations team with support from both Human Resources in terms of training provision and HSSE in relation to development of policy and interpretation of legislation.

Biodiversity

Linked to Airside Safety, DAA takes a responsible approach to biodiversity at Dublin and Cork airports through the preparation of Wildlife Management Plans. These plans seek to ensure that the habitat around the airports are managed in such a way as to reduce the risk to aviation.



Case Study

No — 04

Gardening

The background is a solid teal color. It features several overlapping, semi-transparent shapes in various shades of teal and white. These shapes include curved lines, triangles, and irregular polygons, creating a layered, abstract effect. A prominent white arrow points from the bottom left towards the center of the page.

Case Study No.4 – Gardening

A number of innovations have been implemented by the Gardening section at Dublin Airport to respond to the challenge of operating more sustainably.

Owen Tobin
Gardening Section



These initiatives include:

- Use of compostable pots for planting as an alternative to plastic
- Introduction of a shredder and chipper to shred plant material to eliminate waste from the plant bedding process
- Gas is no longer used to heat poly tunnels which has led to an approximate reduction in DAA's carbon footprint of 1.5 tonnes per annum
- A ground water well was installed at the gardening depot for use in watering plants around the site, thus reducing potable water consumption

These initiatives have been complemented with general efficiencies in terms of sprinkler management and the use of environmentally friendly vegetable oils for maintenance of gardening equipment in place of synthetic oils.

Airport Carbon Accreditation

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

Airport Carbon Accreditation is specifically designed for airports. It allows airports to follow a common framework for the measurement, reporting and reduction of their carbon emissions with the possibility of becoming carbon neutral.

Airport Carbon Accreditation is built on:

- Existing airport practices (*some airports having already worked on carbon neutrality*)
- A rigorous scoping and design, including the development of detailed technical guidance and pilot testing of the scheme design elements and processes with airports of varied size and location
- Existing international standards in the reporting and accounting for carbon emissions as adapted to the airport environment, through a control, guide and influence matrix and on
- The generation of institutional recognition at the highest level, from European civil aviation bodies, the EU and environmental bodies

This process has contributed to its initial acceptance amongst airports, the aviation industry, governmental bodies and others, as well as to its growing relevance and authority as a widely accepted reference standard for airport carbon mapping and management.

Both European and Asia Pacific airports share the common goal of working towards overall aviation industry sustainability and appear to be in consensus on the need to tackle aviation carbon emissions at a global level. In both regions another common theme is the need to secure development consents by demonstrating that airports collectively and individually are dealing with the climate change agenda.

The concept of the Airport Carbon Accreditation programme is to assess and recognise efforts by airports to reduce their Greenhouse Gas emissions initially within their direct control and it is specifically designed to ensure that suitable management processes are in place that will enable emissions reductions to be identified, and that reductions are achieved.

Airport Carbon Accreditation comprises of four progressively stringent levels of accreditation with recognition of improvements at each stage as follows:

MAPPING — Externally verified carbon footprint and evidence of environmental commitment in form of top level statement of policy.

REDUCTION — Carbon management plan and footprint reduction.

OPTIMISATION — Extension of footprint to activities that an airport can guide and influence, with implementation of an engagement plan involving airport third parties.

NEUTRALITY — All of the above, plus verified offsetting of any remaining CO₂ emissions under the direct control of the airport, thus resulting in the airport company becoming carbon neutral.

Each step is very demanding and overseen by independent assessors — the details that airports must provide are significant and each process verified by an independent facilitator.

The Airport Carbon Accreditation programme has been endorsed by the European Commission and the United Nations Environmental Programme. Dublin and Cork airports are both accredited at the: “*Reduction*” level.

Dublin 'Sustainable Energy Community'

Green Way partner Dublin City Council is establishing a “*Sustainable Energy Community*” (SEC) in partnership with the Sustainable Energy Authority of Ireland (SEAI). The project aims to develop ‘living laboratories’ to establish a culture of innovation and facilitate the emergence of new sustainable energy technologies and practices that deliver ‘energy smart’ towns and cities.

The Green Way

The Green Way is a collaborative venture established by industry, academic institutions and public / semi-state stakeholders in the Dublin region, whose vision is to create jobs and trade opportunities by activating and developing an internationally recognised cleantech cluster.

The objectives of the cluster are to:

- Support existing cleantech companies in the region
- Foster and accelerate job creation by new; business start-ups focussed on the cleantech sector
- Facilitate multinational corporations capable of bringing cleantech-related green jobs and investment to the region

The founding partners of

The Green Way are:

- Dublin Airport Authority
- Fingal County Council
- Dublin City Council
- Ballymun Regeneration Ltd
- Dublin City University
- Dublin Institute of Technology
- North Dublin Chamber of Commerce

There are numerous opportunities for cleantech solutions within and between each founding organisation. These green enterprise opportunities exist in relation to:

- The waste, water, data, and public infrastructure assets and capabilities of the partners
- The aviation, maintenance repair and overhaul, ground transport and campus development activities at Dublin Airport
- The R&D, education and facilities management operations of the Academic Institutions
- The joint venture capabilities of the founding organisations in areas such as renewable energy, green procurement and building retrofitting

2012 – In Review

As our Sustainability Policy shows, DAA is implementing a strategy for environmental sustainability with the core objective of being a responsible airport operator, minimising environmental impact whilst supporting economic growth and making a positive contribution to the society in which DAA operates.

We have focused on the specific environmental areas of energy / carbon management, water conservation, waste management and sustainable procurement and also the communication of environmental sustainability within the organisation and to external stakeholders.

Through our sustainability strategy and environmental management system, we have set ambitious targets in these areas.

These targets include:

- Zero waste direct to landfill
- Increasing recycling by 20% over three years
- 3% Annual reduction in energy consumption
- 3% Annual reduction in water consumption
- Including electric vehicles in our fleet
- Increasing the procurement of more sustainable products

In 2012, Dublin Airport achieved and exceeded many of these targets and over the past three years we have increased our recycling rate by 25% and no longer send waste directly to landfill, saved over 15,000,000 litres in potable water (which is equivalent to six Olympic sized swimming pools!) and reduced our carbon footprint by 10%.

In 2012, DAA signed a Public Sector Partnership agreement with the Sustainable Energy Authority of Ireland (SEAI). This Partnership commits DAA to an overall target of 33% improvement in energy efficiency by 2020.

DAA purchased nine electric mini-vans that will be used at the airports as part of the company's drive to lower its carbon footprint. The nine electric Renault Kangoo mini-vans will result in more than 200,000kg of CO₂ savings over the lifetime of the vehicles. This makes the company one of the largest electric fleet operators in the country.



The electric vans will be used by DAA maintenance crews in both airside and landside locations, as well as staff from car park and terminal services departments, at Dublin and Cork airports. The project was supported by SEAI.

This is an innovative project as it brings electric vehicles to the airport sites. As national gateways, the electric vehicles will be highly visible to staff at the airports alongside passengers and the general public. The vehicles will be used both on the landside and airside and will enable DAA to play a part in encouraging other companies to go electric.

This will enable the airports to reduce our carbon emissions in line with DAA's Carbon Management Plan as part of our membership of Airport Council International — Europe's Airport Carbon Accreditation programme.

We have also installed "Greenscreens" in the passenger departure lounge of Terminal 2. These screens provide information to passengers on the energy performance of T2 alongside a host of environmental related messages. We also developed an infographic and web based report for communication of our annual sustainability report for 2011/12.

Nominations & Awards

DAA's progress in relation to Sustainability has also been recognised externally. DAA was shortlisted for the Irish Logistics & Transport Association's Green Award and was nominated in three categories at the Green Awards for activities carried out during 2012.

The three categories were — Green Transport, Green Public Sector and the Green Supply Chain award. Three nominations were also received at the Chambers Ireland Corporate Social Responsibility Awards, two in relation to Environmental Practice and another for our programme of Corporate Social Responsibility communications.

More broadly, DAA's Procurement and Human Resources teams were also successful in earning recognition for their activities and programme of works during 2012, taking the title of Best Procurement Team at the Irish Institute of Purchasing and Materials Management Awards.

DAA was nominated under Best Procurement Team, Best Cross Functional Project and Innovation in Procurement.

DAA's Human Resources — Organisation Capability team won a national award for excellence in the area of training and development.

The team was victorious at the Irish Institute of Training and Development national awards where it triumphed in the Large Enterprise category for the DAA's Accelerated Management Development Programme.

The award recognises excellence in training and development and was the culmination of many months of hard work by the HR Organisation Capability team.

As well as the national award, DAA also received outstanding achievement recognitions for two other categories.

These were for the BSAT (Basic Security Awareness Training) online portal and for the work conducted in conjunction with Consult DAA in Perth Airport.

ARI Ireland was named company of the year for *"The Loop"* at Dublin Airport at the Retail Excellence Ireland Awards in November 2012.

The Irish Whiskey Collection in T2 was named best store in Ireland under 1,000 square feet and ARI Ireland also won the Industry Leader Award.

Three separate outlets in T2 were named in the list of Ireland's Top 50 stores — Jo Malone, Dixons Travel and The Loop.

The quality of the restaurants and bars in Terminal 2 also helped Dublin Airport to win a major international food and beverage award during the year.



Social Media

Dublin Airport's Twitter account was named Best Airport Twitter Feed in the Moodies, which are the world's first airport-specific digital, mobile and social media awards.

More than 160 submissions were received for the awards, which recognise innovation and excellence in social media by airports, and airport retailers. The awards take their name from The Moodie Report, an international publisher and website operator devoted to the global travel retail and airport sectors.

Dublin Airport was placed ahead of Manchester Airport, the runner up in the best Twitter Feed category, and the five other airports nominated for the award; London Heathrow, Amsterdam Schiphol, New Delhi, Newcastle, and Bristol.

The Dublin Airport Twitter account provides regular updates to more than 41,000 followers in Ireland and overseas, and is the world's sixth largest Twitter account.

Dublin Airport was also nominated for five categories in the 2013 Bord Gaís Energy Social Media Awards.

Dublin Airport has now been nominated for 11 awards for its social media activity over the past year and has won two separate awards.

DAA also won the best long-term partnership Business to Arts Award in 2013. This was based on DAA's sponsorship of the Dublin Theatre Festival since 2007, and specifically for its Dubliners [@DublinAirport](#) campaign, which highlighted the festival's 2012 production of James Joyce's Dubliners.

The Dubliners campaign made innovative use of social media to showcase an arts sponsorship, as Dublin Airport posted daily Dubliners excerpts on SoundCloud, and used Pinterest, Twitter and Facebook to highlight the promotion.



Economic Contribution

DAA is an Irish state-owned airport management company, employing more than 2,500 staff with a group turnover of €575m in 2012. 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, a wholly owned subsidiary.

The role of Dublin and Cork airports is critical in terms of serving tourism and business needs. Last year, more than 21 million passengers, which is equivalent to 90% of people who travelled by air to or from the Republic of Ireland, used Dublin or Cork airports. The two airports were responsible for 70% of all passengers who took international flights to or from the island of Ireland during 2012.

The airports serve strong and vibrant catchment areas — the first and second cities and their wider hinterlands - and are engines of economic growth for their respective regions. 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. DAA has made financial payments in excess of €140m to local authorities in the vicinity of its airports in respect of rates and development levies.

Passenger numbers at Dublin Airport increased by 2% last year to 19.1 million. This was the second successive year of growth at Dublin Airport, which is Ireland's premier international gateway.

Fifty five airlines operated routes to 169 destinations from Dublin last year and 98% of passengers travelled on scheduled flights. A total of 31 scheduled airlines at Dublin operated routes to 150 destinations.

A total of 2.3 million passengers used Cork Airport last year, which was a 1% decline on the previous 12 months. The decline in passenger numbers was due solely to the impact of the continued reduction of domestic traffic at the airport, as international traffic increased by 1% during 2012.

2012 Statistics	PASSENGERS	AIRCRAFT MOVEMENTS
Dublin	19.1m	163670
Cork	2.34m	49138

Workplace

DAA invests in its people at Dublin and Cork airports through

Employee Participation & Engagement

Our employees directly elect worker directors to the board of DAA. They work in partnership with the range of unions at the airports representing the various staff groups.

There is regular communication and briefings with our people and their representatives on all key issues that impact the business.

Staff are also surveyed on a regular basis to ensure that their views are obtained and represented.

Employee Development

Our approach to learning and development has three dimensions:

- Individual
- Department
- Strategic

Individual employees are required to complete learning and development plans which act as a learning contract with the organisation. Each plan is based on individual skills, knowledge and expertise and monitored through self-assessment and a continual Performance Development and Review framework.

Diversity

DAA recognises the importance of workplace diversity as a reflection of the diverse profile of modern day Ireland and the travelling public that use the airport. A “*Respect & Dignity at Work*” Policy is in place and sets out clear guidelines in terms of the behaviour of all of our people and agencies in terms of interacting with colleagues, members of the public and passengers.

Company policies, including: “*Respect & Dignity at Work*” are reviewed regularly to ensure that they remain relevant and up to date.

Health & Safety

DAA continued its focus on occupational health and safety throughout 2012 with a 14% reduction in reportable accidents at Dublin Airport and no reportable accidents at Cork Airport.

A new company Safety Statement was launched in December 2012. To accompany this, a suite of e-learning modules are being developed to raise awareness in relation to the Safety Statement and induction / refresher training.

Social Contribution 2012

DAA as a member of Business in the Community Ireland (www.bitc.ie) — is one of 46 socially minded Irish companies profiled on the Business Impact Map.

These companies have formed over 4,800 community partnerships and donated over €21.3 million in cash donations, in-kind donations and employee fundraising to local charities and community groups.



Charity of the Year
Committee Members
pictured at the 2013
launch

This information is captured by Business in the Community Ireland on an online interactive map entitled the “*Business Impact Map*” which gives a county by county breakdown of how much companies and employees supported their local community groups and charities in 2012.

DAA supported over 50 community connections during 2012 and staff supported Barretstown through the Charity of the Year to the tune of €250,000. DAA and our staff’s direct impact on the Map can be seen at the link below:

www.livemaps.bitc.ie/?company=daa

DAA’s community approach is also profiled on our member page, alongside to a link to a video montage of Charity of the Year events for 2012 developed by the Charity of the Year Committee.

Congratulations to all staff for their efforts in 2012 and their ongoing support for our local communities and the Charity of the Year.

Looking Forward

We hope that this review of 2012 and highlighting of initiatives for 2013 and beyond has been informative. We also hope 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.

DAA will continue to review and implement its strategy for Sustainability at Dublin and Cork airports and adhere to our commitments as laid out in the Sustainability Policy. This will support DAA in being 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.

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

You can find more detailed information in relation to DAA and our approach to Sustainability at: www.daa.ie/gns/company-profile/sustainability.aspx

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

To help ensure that DAA, our employees, passengers and the general public alike, are Travelling Towards Sustainability...

Sustainability Statistics – Performance to Date

TOPIC	INDICATOR	PERFORMANCE		
Carbon Emissions	Tonnes CO2	2010	2011	2012
	Dublin	25800	24,112*	21,713**
	Cork	5945	5239	5045
Water	m3	2010	2011	2012
	Dublin	538493	470176	454769
	Cork	54330	64160	58644
Waste	Tonnes	2010	2011	2012
	Dublin	4046	3626	3442
	Cork	273	235	246
Recycling	Recycled	2010	2011	2012
	Dublin	18%	34%	37%
	Cork	34%	31%	30%

*
Dublin Footprint 2011
= 35,009 Tonnes
including T2

**
Dublin Footprint 2012
= 33,015 Tonnes
including T2

T2 will be integrated as
part of Dublin Airport's
overall carbon
footprint for Airport
Carbon Accreditation
from 2014 as
per programme
requirements.

Irish Language Scheme

In August 2013, DAA launched the first language scheme for the company which will see it provide an improved level of information and services in Irish for both customers and staff.

The scheme, which is effective for a three-year period, was prepared in accordance with the provisions of the Official Languages Act 2003 and offers additional services to those already required under the act.

These improved services include the provision of relevant information in Irish on our websites in addition to the issuing of press releases bilingually where appropriate.

DAA will report in relation to progress implementing the scheme through within our annual Sustainability Update going forward and full information in relation to the scheme can be found at www.daa.ie.

How do we manage Sustainability at DAA?

A sustainable and socially responsible approach has long been part of the bedrock of DAA's approach to managing and developing Dublin and Cork airports and associated businesses.

DAA's commitment to a sustainable and socially responsible approach is consistent with the evolution of national and European policy. On this basis, we began formal reporting in relation to Sustainability in 2009.

Our support for local communities and our staff's dedication to charity work dates back to initiatives such as the Dublin Airport Arts Festival which took place regularly during the 1980s or similarly the long association with the Musician of the Year competitions in Swords and Malahide.

Responsibility for the implementation of the Sustainability Strategy is not the work of one department alone or a small group. It is a challenge that stretches across the length and breadth of the company and to each staff member. With this Sustainability Update 2013, we hope we have provided the general public, passengers, airlines and our staff with an insight into how we manage Sustainability and introduced some of the key areas and people who are helping us travel further towards Sustainability, we hope to provide DAA staff, passengers and the general public with an insight into how we manage Sustainability and introduce some of the departments and faces of those helping us travel further towards Sustainability.

Where to start? Targets & KPIs for Sustainability

Note:

Performance will be monitored both in relation to absolute resource consumption (e.g. tonnes) and in terms of such partial productivity measures such as energy / passenger or energy / m².

TOPIC	INDICATOR	TARGETS		
		2012	2013	2014
Carbon Emissions	Dublin	-2%	-2%	-2%
	Cork	-2%	-2%	-2%
Energy Reduction	Dublin	-3%	-3%	-3%
	Cork	-3%	-3%	-3%
Energy Efficiency	33% Energy Efficiency Improvement by 2020			
Water Conservation	Dublin	-3%	-3%	-3%
	Cork	-3%	-3%	-3%
Recycling	Dublin	35%	35%	50%
	Cork	Not Applicable		40%

www.daa.ie/gns/company-profile/sustainability.aspx

Send us your ideas and feedback to
sustainability@daa.ie

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→ [@Cork_Airport](https://twitter.com/Cork_Airport)

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