SUSTAINABILITY REPORT

DAA 2011

daa


energy efficiency
carbon footprint
sustainable
climate change
energy reduction and waste management
positive benefits
a responsible airport operator
responsibility
maintaining good air quality
minimising our impact on the environment
a good neighbour
transport
biodiversity
economic growth
energy

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DAA VISION:

> To deliver a quality airport travel experience to the best international standards

DAA MISSION:

> To manage our airport business profitably, meeting customer's needs, and creating gateways for 21st Century Ireland

CHIEF EXECUTIVE'S FOREWORD

Welcome to DAA's third Sustainability Report. This report is designed to update you on progress and give you information on some of the projects and key performance statistics in relation to sustainability at Dublin, Cork and Shannon airports.

Although the economic slowdown has led to lower traffic volumes, the airports remain critical engines for growth at the regional and national level, providing a significant source of employment in our communities. Our business is deeply rooted in the areas in which we live and work, and here at DAA, the commitment to safeguard both people and the environment is taken very seriously.

I am pleased to tell you that DAA, under the ACI-Europe Airport Carbon Accreditation programme has received accreditation for Dublin and Cork airports at Level 2 "Reduction" status. The programme enables airports to independently verify their carbon footprints and by moving to Level 2, it shows that an airport has successfully reduced its carbon emissions.

Most recently, Shannon Airport has also successfully attained Level 2 accreditation status for its 2011 performance of reducing its carbon footprint by approximately 800 tonnes. With all three airports now represented at the: "Reduction" level, this is a significant achievement for the DAA group as a whole and is tangible proof of our commitment to sustainability.

As well as reducing our energy consumption, we have also made significant progress in waste recycling at Dublin airport, and we are in the process of rolling out further initiatives for waste reduction and recycling at each airport. We are also maintaining our focus on water conservation, with good gains made in overall water consumption reduction.

We continue to be heavily involved with our local communities through engagement with schools, community groups and individuals. Our staff are involved in a huge range of charity and community projects and the extent of this involvement is illustrated in the Business Impact Map (http://maps.bitc.ie/).

While this report outlines the progress that we have made in relation to driving Sustainability so far, this is only the start of our journey of continuous improvement. We are keen to find more and better ways of communicating the sustainability message, so as to increase awareness amongst staff and the general public, which we hope will translate into further progress on our sustainability objectives.

The initiatives and projects highlighted in this document are the result of a lot of hard work across many areas of our business. We would welcome your comments on what we are presenting to you, and you'll find contact details for such feedback towards the end of this report.

We hope that you will find this document informative and interesting – and perhaps you may even be surprised to see just how much we are doing across the sustainability spectrum.

Oliver Cussen
Interim Chief Executive

SUSTAINABILITY POLICY

The DAA vision is to deliver a quality airport travel experience to the best international standards.

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.

Oliver Cussen
Interim Chief Executive

OVERVIEW – DUBLIN / CORK / SHANNON

The number of passengers using DAA airports stabilised in 2011, with an increase in total traffic of 1% to 22.7 million passengers. Dublin Airport had the strongest performance and saw its passenger traffic increase by 2% to 18.7 million passengers last year with more than 30 airlines growing their business at Dublin. Cork's traffic declined by 3% to 2.4 million passengers while Shannon's traffic declined by 7% to 1.6 million.

In total, the three DAA airports occupy over 2120 hectares of land. While a significant proportion of the land consists of infrastructure (terminals, runways, roads, offices), there are also large grassed areas and varied habitats on the sites.

The transfer of airline operations to Terminal 2 at Dublin Airport was completed seamlessly in the first quarter of 2011 and the new terminal had a successful first year of operation. T2, which has so far won 11 awards, handled almost 8 million passengers last year.

Some of the facts about DAA include:

- **2120 hectares of land at Dublin, Cork & Shannon;**
- **1395 tonnes of waste recycled in 2011;**
- **106,000m^3 of potable water saved;**
- **1500 tonnes CO_2 saved;**
- **€225,000 raised and donated by staff through Charity of the Year;**
- **In excess of €200,000 in company sponsorships supporting over 70 community projects;**
- **22.7 million passengers;**
- **Supporting an estimated 68,000 jobs.**

SUSTAINABILITY IN ACTION

SUSTAINABILITY IN ACTION

ENERGY & CARBON

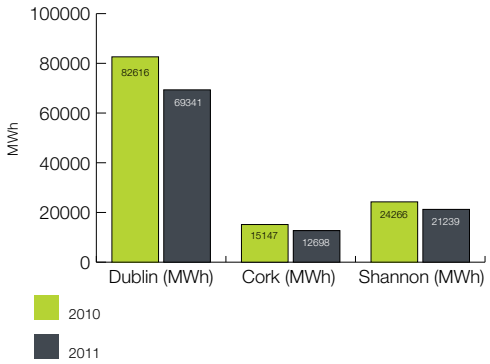
OBJECTIVES

- **To develop and implement an energy reduction strategy; and**
- **To understand and manage the three airports' carbon footprint.**

In common with any large infrastructure site, airports consume significant quantities of energy. At DAA, a great deal of emphasis is placed on energy reduction and efficiency. Our Asset Care team constantly tackle energy use and identify efficiencies through implementation of various energy saving initiatives throughout the three airports. Efficient use of energy provides both financial and environmental benefits and has long been a priority for DAA.

There was a general trend of reduced energy consumption across the 3 airport sites in 2011. This was achieved through a proactive approach to control, monitor and target areas to reduce energy consumption on a day-to-day basis.

2010 and 2011 total energy consumption



	Dublin (MWh)	Cork (MWh)	Shannon (MWh)
Gas & Diesel	36,568	4,324	9,845
Electricity	32,773	8,375	11,394
2011 Total	69,341	12,698	21,239
2010 Total	82,616	15,147	24,266

Note: The data for Dublin exclude Terminal 2 as the first full year of data was 2011 which could not be compared with any data in 2010. In 2011 Terminal 2 used 21257MWh gas and 14087MWh electricity

We manage fuel consumption by monitoring and optimising performance efficiencies of primary utility generating plant such as boilers, standby generators, Combined Heat and Power (CHP) and Chillers. There is an ongoing focus on delivering projects which improve energy efficiency or reduce consumption.

ENERGY & CARBON

CASE STUDY

While on stand, aircraft require electrical energy to maintain comfort conditions during boarding and disembarking and to facilitate aircraft cleaning and maintenance activities. Such energy can either be provided by the aircraft built-in APU (Auxiliary Power Unit) or typically by mobile ground support equipment (GPU - Ground Power Unit). Where available, Fixed Electrical Ground Power (FEGP) units provide a more sustainable alternative to APUs and GPUs. Benefits of FEGP include:

- Reduction in diesel fumes on the ramp;
- Reduction in ramp traffic;
- Reduction in noise levels;
- Reduction in overall carbon emissions.

There are 27 FEGP units located across the 19 bridges on Pier E. Aircraft using Pier E utilise the FEGP instead of APU or GPU. The table below shows typical carbon dioxide emissions for the various power sources used when aircraft are on stand. It is clear that the aircraft on-board APU produces the greatest amount of carbon dioxide, followed by the mobile units. FEGP produce by far the lowest emissions. These emissions do not occur locally so there are no air quality impacts from the FEGP.

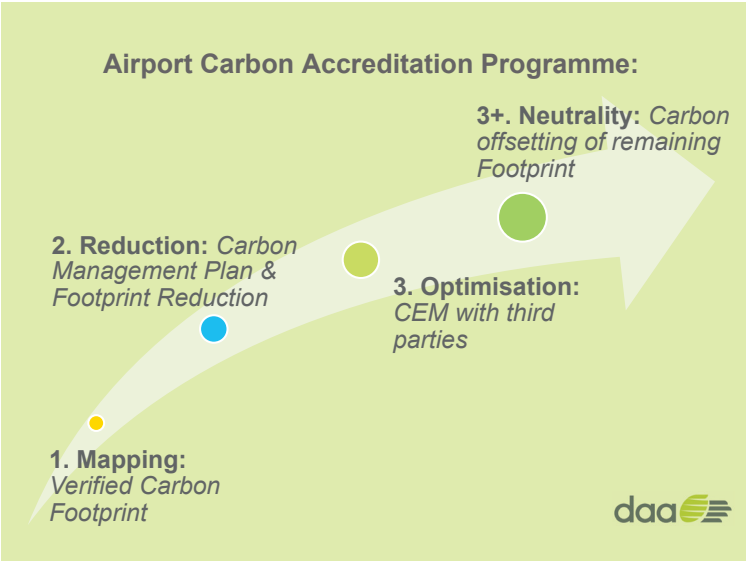
Specific CO_2 - Emissions (kg/h)

Aircraft Auxiliary Power Unit	Mobile Ground Power	Fixed Electrical Ground Power
300 to 600 (depending on size)	40-50	10-15

Therefore, the use of FEGP on Pier E is a good example of how DAA is reducing local diesel fumes and overall carbon dioxide emissions.

During 2010, DAA airports were amongst the first wave of European airports to achieve accreditation under the Airport Council International (ACI) – Airport Carbon Accreditation (ACA) programme (http://www.airportcarbonaccreditation.org/).

In 2011, Dublin & Cork received Level 2 “Reduction” accreditation. Shannon airport also achieved Level 2 accreditation in relation to its 2011 performance. This is a significant milestone in the advancement of DAA’s overall Sustainability strategy.



SUSTAINABILITY IN ACTION

ENERGY & CARBON

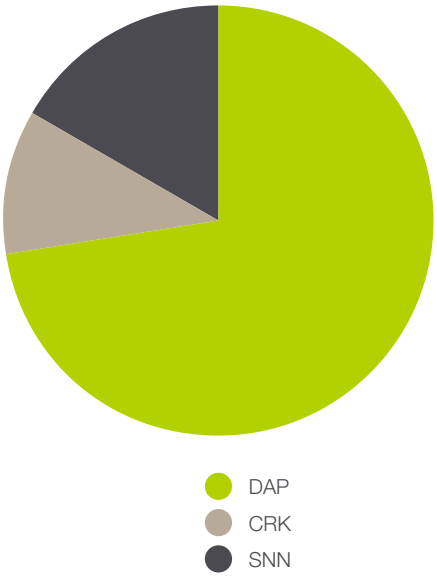
DAA's membership and progression within the Airport Carbon Accreditation Programme is a key performance indicator within the DAA Strategic Plan 2010-2014 and is central to our commitment to Sustainability.

The 2011 carbon emissions are illustrated below. These emissions include all on-site fuel consumption (gas, diesel oil and vehicle diesel) as well as grid electricity. Over the 3 year period 2008-2011 there has been a 15% like-for-like reduction in overall carbon emissions from the 3 airports resulting in almost 4,500 tonnes reduction in carbon dioxide emissions.

As part of the ACA Programme, DAA has adopted a Carbon Management Plan which sets outs protocols and methodologies for managing carbon and publicising and promoting initiatives as well as defining specific carbon reduction targets.

In Dublin we have a permit under the European Union Emissions Trading Scheme (ETS) for stationary sources. This caps our emissions from on-site fossil fuel use. Airlines are part of the EU Aviation Emissions Trading Scheme which limits emissions of greenhouse gases from aviation.

DAA's Carbon Emissions (tonnes)
2011



"We continue to investigate ways of reducing our carbon emissions and encouraging others to do likewise. We are currently trialling electric vehicles for our light duty fleet and have installed charging points for passenger use in our short term car parks.

SUSTAINABILITY IN ACTION

AIR QUALITY

OBJECTIVES

- **Monitor ambient air quality within the airports and surrounding lands;**
- **Aim to reduce emissions which are under the airports' direct control and influence others to do likewise.**

In common with all transport and commercial activities, airport operations and associated activities release gaseous and 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 our airports.

In terms of national air quality, the Environmental Protection Agency (EPA) stated in their 2011 Air Quality Report, that Ireland has the best air quality in Europe (www.epa.ie). The EPA also stated that all measured parameters at its local stations are below the relevant air quality limit values.

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 and Shannon, the air monitoring undertaken relates to the airport sites only. The results from the air monitoring at all 3 airports indicate that they experience good air quality with concentrations of the main transport related parameters well below any of the national air quality standards.

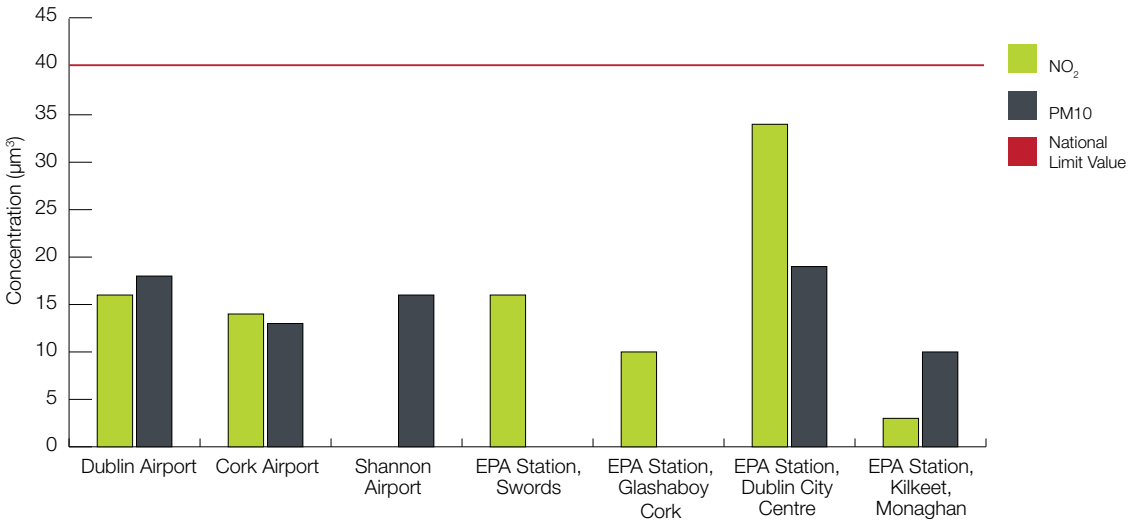
The summary data for the key parameters of nitrogen dioxide and particulate matter for the 3 airport sites shows quite similar results with Dublin Airport showing slightly higher values, as would be expected based on its location and size.

While not directly comparable, the EPA annual average results for the same parameters in the year 2010 are presented in the table below. The 2011 EPA Report was not available at time of completion of our report.

It is evident from the results that nitrogen dioxide and particulate matter results in city centre locations and areas where road traffic is a significant source are higher than other locations. It is also evident that the concentrations at each airport are of similar range to those recorded by the EPA at locations other than Dublin City Centre.

Additional air quality information for Dublin Airport is available on our website (www.dublinairport.com).

Annual average nitrogen dioxide and particulate matter concentrations at selected locations



SUSTAINABILITY IN ACTION

AIR QUALITY

A number of initiatives have been implemented which reduce on-site emissions. An example of such an initiative is the use of electric ground power on Pier E as noted earlier within the Energy & Carbon section. We are also purchasing new fully electric road vehicles which will further enable DAA to drive sustainability in this key area. Third party operators are also utilising electric vehicles and we aim to continue this trend in electrifying the fleet.

DAA also works closely with the relevant transport authorities and public transport bodies to ensure that public transport access is maximised and we encourage our staff to make use of alternative means of transport through car pooling, bus services, tax saver tickets and bike to work schemes. At Dublin Airport in particular, there are extensive Mobility Management initiatives and further information is available at:

http://www.dublinairport.com/gns/about-us/Mobility-Management.aspx

WATER

OBJECTIVES

- **To reduce water consumption;**
- **To ensure that drinking water is of good quality.**
- **To monitor and where feasible reduce discharges to water.**

Potable water is a vital resource and we are committed to managing our water consumption in a responsible manner.

The Asset Care team actively manage the water supply network and leak detection programmes and ensure that water meters are in place at all key locations on the network. The installation of additional meters and leak detection activities produces significant savings across the airports. The installation of water saving devices in toilets and tanks also reduces consumption. We also installed a rainwater harvesting system at the Firestation in Dublin Airport which will be used to collect rainwater for use in washing fire vehicles.

The graph illustrates the trend in water consumption at the airport sites. The overall reduction for the 3 sites represents an 11% decrease year on year. The uplift in consumption in Cork in 2011 is balanced by the significant reductions achieved over previous years at the site. Increased water conservations measures are being implemented at all 3 sites in 2012.

Potable water consumption (m^3)

We also carry out extensive water sampling at each airport to ensure the water supplied to our passengers, tenants and staff is of good quality. The test results throughout the year indicate that there is good quality throughout each airport site.

In terms of surface water management, DAA has a wide range of infrastructure designed to manage flows and water quality at the airport sites. These range from oil interceptors and impounding areas to storm water attenuation and collection facilities. All of these are maintained and serviced regularly to ensure effective operation.

Surface water quality at Cork and Shannon is consistently good throughout the year and at Dublin is generally good throughout the year.

At Dublin, we are continuing to improve our capacity to manage the run-off associated with winter de-icing operations and are undertaking a detailed review of aircraft and pavement de-icing operations. We are committed to managing all of our water resources efficiently and will continue to develop systems and projects to achieve this aim.

SUSTAINABILITY IN ACTION

WASTE

OBJECTIVES

- **To improve waste management and recycling and recovery rates at the three airports;**
- **To influence companies at the airports to reduce waste and increase recycling.**

The waste footprint at each of the airport sites varies greatly. At Dublin Airport, we provide a managed waste service for the terminal concessionaires (restaurants & shops) as well as managing waste associated with passenger operations in terminals and our own office waste. At Cork and Shannon, the scope of waste management activities is reduced, focussing on waste from the public areas and our own activities.

All waste for recycling is collected from our sites by our contractor and processed at an off-site Material Recovery Facility, where it is sorted and baled. Waste that cannot be recycled is processed into Solid Recovered Fuel (SRF) which is used as a substitute for fossil fuels in the cement industry. This greatly reduces the amount of waste DAA disposes to landfill.

Total waste in 2010 and 2011

Waste recycled (%) 2010 and 2011

We are currently reviewing our waste management practices at each airport and will identify means of reducing waste and increasing recycling at each site through a new waste management contract. The contract will include recycling targets and specific measures to prevent waste, increase recycling and further raise awareness about waste at each airport site. We will increase recycling and drive further initiatives that will manage this important aspect of our operations.

WASTE

2011 saw a significant increase in our waste recycling rates at Dublin Airport. This was due to the huge efforts from out Terminal Services team in managing a complex project. Separate bins for mixed recycling, general waste and food waste are provided to all terminal concessionaires which allows for a greater rate of recycling; for example food waste from restaurants is segregated and sent off-site for composting.

We are striving to further increase recycling by introducing segregated waste bins in all our staff offices and canteens. This will enable us to source segregate food waste, paper and mixed recyclables and improve the quality of the recycled material. This has both environmental and cost benefits.

CASE STUDY: CLEANING CHEMICALS REDUCTIONS

Over the last number of years, Dublin Airport has implemented a new system of managing cleaning chemicals used in our terminals. In both T1 and T2, super concentrated dispensing systems are in place. These dispensing systems enable strict control on the dosage of chemicals used for cleaning. The super concentrates cut down significantly on packaging, storage and waste. The dosing system can reduce chemical usage by up to 60% and packaging by over 80% as well as reducing transport of chemicals to the airport. This initiative has enabled us to reduce the amount of chemicals used and associated waste and transport emissions.

SUSTAINABILITY IN ACTION

CONSTRUCTION & PROCUREMENT

OBJECTIVES

- **Embed the principles of Sustainability into Project & Programme Management processes;**
- **Develop and embed a Sustainable Procurement Policy.**

CONSTRUCTION:

To ensure that our buildings and infrastructure are designed to be as sustainable as possible, DAA is embedding sustainability into its design processes. Following a detailed review and evaluation during 2011, criteria for sustainability in relation to design and construction were formally incorporated into the Asset Management and Development's (AMD) project planning and approval – "Gateway Process". The Gateway Process is the vehicle used for the planning, design, approval and management of projects throughout the three airports. This formal project planning process will ensure that the concepts of sustainability are considered during the development of all stages of the design.

A large proportion of the projects that we are currently developing relate to existing building and infrastructure upgrades. Typically in these cases development is carried out in a sustainable manner where there is "targeted intervention". Detailed surveys are carried out to ascertain the extent of remedial measures required and informed decisions are made on that basis about retaining or replacing materials. For example, in the case of a project to convert offices for a new airline tenant we have retained but upgraded the existing façade in order to meet current building regulations instead of demolishing and constructing a new build. We also aim to recover and recycle as much waste as possible from all construction projects.

PROCUREMENT:

The procuring of products and services is another key sustainability driver within the business and DAA is committed to procuring on a sustainable basis. Sustainable procurement enables the organisation to procure products and services while considering the life-cycle costs and wider positive and negative social and environmental impacts of the product or service.

Some of the key drivers for sustainable procurement include:

- Environmental & social legislation compliance requirements;
- Value for money and life-cycle costs;
- Innovation;
- Avoiding waste & protecting the environment;
- Corporate social responsibility.

During 2011, DAA included detailed sustainability and innovation criterion in several large tenders. One such example is the tender for provision of fleet management services at the 3 airport sites. The fuel efficiency of each vehicle and associated costs and carbon emissions formed part of the scoring criteria. We also requested proposals on the use of alternative fuel vehicles at airport sites which have resulted in a trial of full electric vehicles at each airport site and subsequent purchase of 5 full electric vehicles.

Our Group Procurement team are active participants in Business in the Community Ireland's Sustainable Procurement Group. This Group arranges workshops and events which bring Procurement professionals together to discuss and share knowledge on best practice in sustainable procurement.

In November 2011, DAA was awarded the title of: "Best Procurement Team" at the National Procurement Awards which are designed as a celebration of excellence in public and private procurement in Ireland.

NOISE

OBJECTIVES

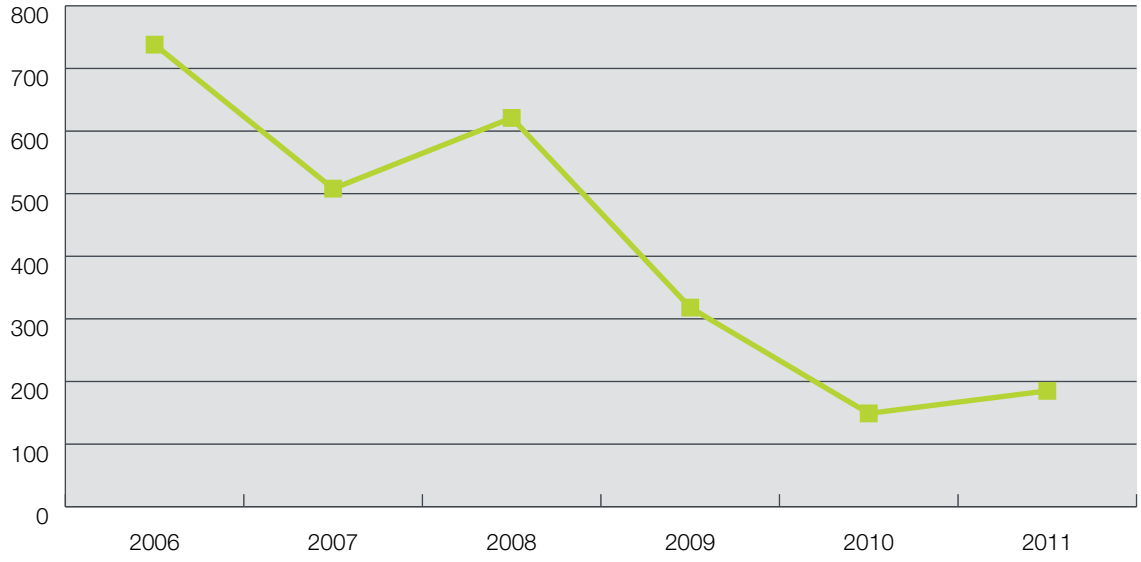
- **To track and monitor flight paths of departing and arriving aircraft;**
- **To publish a monthly Noise & Flight Track Monitoring Report;**
- **To log, investigate and respond to noise complaints received from the local community; and**
- **Work in close collaboration with the Irish Aviation Authority on all noise issues.**

As a good neighbour, we aim to minimise negative effects of aircraft arriving and departing at our airports. Issues relating to aircraft noise are actively managed at Cork and Shannon airports.

At Dublin Airport, we operate a flight tracking system which enables us to analyse aircraft movements and respond to any complaints relating to aircraft noise.

Noise complaints for the year 2011 were slightly up from 2010 but still show a marked decline over previous years.

The small increase in 2011 can be directly attributed to runway usage, especially the use of Runway 16. In 2010 Runway 16 was used for 2.4% of total movements while in 2011 it was used for 4.7% of movements.



To combat this trend the noise abatement procedures in the Aeronautical Information Publication (AIP) were re-written to include a trigger mechanism for the introduction of Runway 16 into service.

Track keeping improved in 2011 with just short of 99% of category C/D aircraft flying on track an increase from 98.25% the previous year. This figure is improving as airlines bring more modern aircraft into their fleets with more advanced navigational equipment.

We are 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.

For more information on aircraft noise at Dublin Airport please visit our website at:

http://www.dublinairport.com/gns/about-us/community-affairs/aircraft-noise.aspx

Note: Flight Track Monitoring activities are confined to Dublin Airport

SUSTAINABILITY IN ACTION

BIODIVERSITY

OBJECTIVES

- **Promote and maintain existing biodiversity at the airports whilst safeguarding the operational environment at all times.**

DAA must maintain safe operational environments at the airports and our maintenance programme on the airfield is focussed on managing birds and other animals that pose a risk to aviation. We actively discourage wildlife on the airfield in line with best aviation safety practice and manage the airfield accordingly.

On the landside, we manage the green areas to ensure a positive visual experience for passengers. We also aim to minimise our impact on the landside habitats.

- We only use chemical products where absolutely required and minimise their use.
- At Dublin Airport, a groundwater well is utilised for the watering of plants which reduces the potable water usage.
- We have installed more efficient water systems in our greenhouses where we grow some of our own plants for the site.
- We also reuse our grass clippings by placing them on flower beds.
- We have also replaced most of our plastic pots with biodegradable pots which degrade in the soil.
- DAA also maintains a significant amount and range of trees and grassed areas on the landside areas of the three airports and we also maintain a large amount of hedgerows while minimising the impact on the habitats.

ECONOMIC IMPACT

IMPACT OF AIRPORTS

The 22.7 million passengers that used Dublin, Cork and Shannon airports last year directly supported an estimated 22,000 Irish jobs at our three Irish airports. This level of traffic also indirectly supported an additional 46,000 jobs in the Irish economy, bringing the total number of jobs sustained to an estimated 68,000.

DAA has a mandate to manage, operate and develop its Irish airports, and the group's vision is to deliver a quality airport travel experience to the best international standards. We do this while managing our airport business profitably and sustainably, serving our customers needs and creating the appropriate airport infrastructure required for the current and future needs of the Irish economy.

Air access is essential to Ireland's current and future economic wellbeing. Dublin, Cork and Shannon airports are important elements of national infrastructure and a vital facilitator for economic development. Foreign direct investment remains a key driver of the Irish economy and the immediate proximity of a well-connected airport continues to be one of the main criteria when a multinational company decides on location.

The airport facilities that DAA operates are an integral element of Ireland's economic infrastructure. The improvement in quality and additional capacity that has now been delivered, particularly with the opening of Terminal 2 at Dublin Airport, has positioned the airports well to support future Irish economic growth.

DAA is a fully commercial business that receives no funding or financial support from the State. The airports are funded through a combination of airport charges and non-aeronautical revenues.

We make our investment decisions in the best long term interests of the shareholder, the Irish economy and the travelling public. The Group's business strategy for the current period has clear goals, which are aligned with the company's mandate from our shareholder.

DAA is focused on increasing passenger numbers in our airports and trading its way out of the current economic challenges; we aim to sustain our financial stability by maintaining the financial strength required to maintain investment grade rating to support future access to capital; and we intend to continue to develop our airports sustainably to make a strong and lasting contribution to Irish economic development.

> **"Last year DAA's three airports handled 96% of all international air traffic in the Republic of Ireland and 76% of the air traffic into and out of the island of Ireland.**

THE GREEN WAY – DUBLIN'S CLEANTECH CLUSTER

The Green Way
Dublin's Cleantech Cluster

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 Institutes;
- The joint venture capabilities of the founding organisations in areas such as renewable energy, green procurement and building retrofitting.

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.

'QUANTUM' DEMONSTRATION PROJECT

The Green Way is facilitating the pilot deployment of the Irish developed 'Quantum' space and water heating system. The Green Way is in the process of identifying and making available up to 1,000 demonstration properties for Glen Dimplex, who are headquartered beside the airport. The key objective of the pilot project is to demonstrate how a distributed population of energy storage devices can be switched on and off remotely in response to an operational command from the grid operator, for the purpose of allowing more intermittent renewable energy onto the grid.

SOCIAL CONTRIBUTION

COMMUNITY

DAA 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 within a close radius of the airport, particularly in areas such as sport and the arts.

- DAA is proud to continue its partnership with the Junior Achievement programme. Since 1996, DAA has reached thousands of students in local schools, bringing work experience into the classroom.
- Through 'Business in the Community', Ireland's School's Business Partnership initiative, DAA is proud to facilitate the 'Skills@Work' Programme, teaming up with St. Finian's Community College again for 2011/2012.
- DAA has a long association with the Young Musician of the Year programme. In particular with the Malahide Young Musician and the Swords Young Musician of the Year Competitions, which are aimed at encouraging young people to achieve their own potential and to enjoy making music. Since its inception, contestants of the Young Musician of the Year Competitions have progressed to develop successful careers in their chosen musical talent. Additionally, the three airports seek to facilitate a wide variety of schools visits / arts programmes that include choirs / bands and the airports provide a unique platform for them to showcase their talents.
- DAA staff raised a staggering €225,000 for their charity of the year, 3Ts – Turning the Tide of Suicide during 2011. The 3Ts Charity was the fifth charity to be nominated by DAA staff as part of annual scheme that has also raised significant funds for the Irish Hospice Foundation, Crumlins Children's Hospital, Beaumont Foundation, and Irish Autism Action. The charity is selected each year by a staff vote and is managed by a staff committee.

SOCIAL CONTRIBUTION

DAA Statistics:	
No. of Community Organisations	77
Cash Donations	€207,740
Employee Fundraising	€225,000

BUSINESS IN THE COMMUNITY

DAA became a member of the Business in the Community Ireland's network for socially responsible business during 2012. BITC encourages its members to develop and enhance their activities in relation to corporate social responsibility and provides access to a range of resources, including peer-to-peer networking, to help organisations accomplish their aims.

Note: The Business Impact Map for DAA depicted, is produced and managed by Business in the Community Ireland and is available at: http://maps.bitc.ie/

WORKPLACE

With 3,000 direct employees, DAA is a major employer in Ireland supporting both direct and indirect employment particularly at Dublin, Cork and Shannon. Our people are our most important resource in terms of delivering a quality travel experience and facilitating the year round operation of the airports, which are some of the country's most critical pieces of national infrastructure. As such, DAA is committed to continual investment in our people and ensuring that the three airports remain a safe and enjoyable place to work.

DAA invests in our people at Dublin, Cork and Shannon airports through:

EMPLOYEE ENGAGEMENT:

- There are four worker directors on the Board of DAA, they are directly elected by our people and work in partnership with the range of unions at the airports representing the various staff groups;
- Regular communication and dialogue – Regular briefings take place with our people and their representatives on all key issues that impact the business.

EMPLOYEE DEVELOPMENT:

Our approach to learning and development has three dimensions:

- Individual;
- Department; and
- 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.

DAA's Human Resources Department were recently recognised at two separate award ceremonies. DAA were successful in the category for: "Outstanding Best Practice in HR Leadership and Innovation" awarded by the Chartered Institute of Personnel and Development.

The Irish Institute of Training and Development gave two separate awards to DAA, one for Learning and Development initiatives in the "Large Enterprise" category, and the second for the DAA's Graduate Development Programme.

WORKPLACE

WORKPLACE 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 of various backgrounds.

WORKPLACE HEALTH & SAFETY:

DAA continued its focus on occupational health and safety throughout 2011 with reductions in lost time injury frequency rates across the three airports. An updated version of the company Safety Statement was issued in March 2011 and a new Senior Management Health and Safety Group was established to help drive safety goals and communications throughout the organisation.

A new training initiative, "Building Capability in Health and Safety Programme", was launched in conjunction with Human Resources, This initiative focuses on equipping managers and staff with recognised qualifications in Health & Safety.

Throughout 2011, DAA continued to introduce measures to improve attendance and targeted annual savings in excess of €1 million per annum. The Absence Management Strategy which was implemented brought about changes to sick pay arrangements and introduced a system of "Back to Work" discussions in order to help manage long term absence due to occupational injuries.

DAA has exceeded the targets and reduced absence rates by 25% and is now seeking to sustain this reduction and improve performance going forward through a sustainable approach to the management of occupational health & safety.

NEXT STEPS

DAA continues to make significant progress in reducing the overall footprint associated with the airports in areas such as energy, waste and water. From an economic and social standpoint, the airports continue to play an important role both nationally and locally and remain committed to supporting local communities in a positive manner.

DAA will seek to further embed the principles of sustainability within the business over the coming years. Through increasingly sustainable and greener procurement, the airports will seek to influence suppliers and service providers to maximise efficiency and innovation. DAA will also work internally and externally to communicate and raise awareness on sustainability which in turn will help to deliver increasingly sustainable performance at Dublin, Cork and Shannon airports.

We would be interested to hear from you and welcome any feedback. You can email us at: sustainability@daa.ie

This document is available online at:

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

Summary Indicators over period 2009 to 2011

Topic	Indicator	Performance		
		2009	2010	2011
Carbon	**Tonnes CO_2**			
Emissions	Dublin	26,437	25,800	24,112*
	Cork	6,570	5,945	5,239
	Shannon	8,691	8,800	7,918
Water	**m^3**			
	Dublin	766,510	538,493	470,176
	Cork	56,194	54,330	64,160
	Shannon	362,950	366,255	318,945
Waste	**Tonnes**			
	Dublin	4,059	4,046	3,626
	Cork	No data	273	235
	Shannon	678	477	551
	% Recycled			
	Dublin	17	18	34
	Cork	22	34	31
	Shannon	17	10	13

*Dublin footprint 35,099 (including T2)


energy efficiency
carbon footprint
sustainable
climate change
energy reduction and waste management
positive benefits
a responsible airport operator
responsibility
maintaining good air quality
minimising our impact on the environment
a good neighbour
transport
biodiversity
economic growth
energy

FURTHER INFORMATION

For further information on DAA, our approach to Sustainability or to offer feedback, you can visit our website at:

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