



Sustainability Report 2020

Introduction

Welcome to daa's 2020 Sustainability Report, which outlines the actions we undertook throughout the year to ensure our business operated in a sustainable fashion.

2020 was a year like no other. Passenger numbers at Dublin and Cork airports dropped to 7.9 million, a 78% decrease on 2019 numbers and far below the projected passenger levels for the year. COVID-19 had significant negative impacts on daa staff, passengers, local communities and the business as a whole.

For the first time in the 80 years of the company, all flights except those delivering vital PPE, medical equipment and those enabling people to travel home, were grounded. We had to adjust the way our business operated almost immediately, with remote working implemented for those staff that could complete their responsibilities virtually, and operational changes becoming the norm. 2020 was also notable from the standpoint of consumer sentiment, with a significant shift in focus on sustainability and corporate responsibility.

Sustainability is one of the pillars of daa's corporate strategy 'Creating Our Future'. As part of the strategy, daa has been working over the past decade to make our operations more sustainable for the long-term. We have undertaken several campus wide projects to improve our environment, including the introduction of several wildflower areas around Dublin and Cork airports: and major infrastructure projects to improve the sustainability of our operations, such as the rollout of smart metering and the installation of Fixed Electrical Ground Power (FEGP) units on the airfield.

In our 2019 Sustainability Report, we outlined a number of future aims and targets for our business, across key priority areas for 2020. Unfortunately, the unprecedented COVID crisis meant the business could not operate as anticipated and many of the planned sustainability initiatives were subsequently postponed. As a result, some of the targets we had set out to achieve were unable to be delivered. However, not all activity came to a standstill and this report details the sustainability initiatives we did undertake across our four business areas: Dublin Airport, Cork Airport, ARI and daa International.

We want to re-build our business sustainably whilst ensuring that we communicate transparently on our ambitions across all environmental, social and economic indicators. In 2021, we took a positive step forward in this space by publishing our very first Environmental, Social and Governance (ESG) Strategy.

Moving forward, we will be reporting our progress against our commitments under our ESG Strategy.



Environmental
Sustainability

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Environmental Sustainability

daa acknowledges the environmental challenges that exist across our operational footprint. We are committed to taking a leadership position both nationally and internationally, to transform our business sustainably.

Notwithstanding the challenges associated with COVID-19, we have delivered a number of initiatives aimed at decarbonising our operations across seven priority areas in 2020. Summarised below are some of our key achievements in each of these areas:



Carbon

Carbon

The ultimate target for both Dublin and Cork airports is to achieve net zero carbon emissions by 2050. Incremental achievements to reduce our emissions will be critical to reaching this overarching goal.

In 2020, daa made positive strides in this space despite the ongoing pressures of the pandemic on the business. Dublin Airport became the first airport in Ireland to achieve Level 3+ (Carbon Neutrality) under the Airports Council International (ACI) Airport Carbon Accreditation Programme (ACA). To accomplish this, Dublin Airport took active steps to reduce our direct emissions, engaged our stakeholders to do likewise and invested in Gold standards carbon offsets against the residual emissions. daa is now focused on ensuring both Dublin and Cork airports achieve ACA Level 4+ by 2025.

Another carbon reduction measure being employed by daa is the expansion of new Light Electric Vehicles (LEVs) within its fleet of commercial light vehicles. The negative impact of the Covid-19 pandemic resulted in delays to the programme of replacement with LEVs. However, in 2020, almost a quarter of the company's commercial light vehicle fleet (22%) has been converted, with a firm look towards achieving 100% conversion by 2025.



Energy

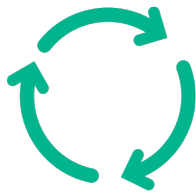
Energy

Over the course of 2020, Dublin and Cork airports both outperformed their public sector efficiency target of a 33-point reduction in energy usage for the period 2016-2020, achieving an estimated 55-point decrease in Dublin Airport and 52-point decrease in Cork Airport against a 2006-2008 baseline.

When the public sector target was implemented, daa recognised the need to achieve even more, and applied a culture of energy savings. We were able to exceed the targets set by delivering several key energy efficiency projects, such as lighting and thermal upgrades. Staff training on energy management and regular communication on energy issues were fundamental to the programme's success.

We are committed to driving even more energy efficiency, with a target of a further 50-point reduction for Dublin and Cork airports by 2030. This will be achieved by implementing programmes that deliver absolute reductions in energy usage through improved power and utilisation, as well as a forward-looking approach with on-site renewables at its core.

Energy efficiency initiatives were also implemented in retail stores operated by ARI internationally. For example, ARI operations in Cyprus underwent a significant refit and upgrade; sustainability was at the forefront in terms of the selection of materials and use of technology. The upgraded shops are now fitted with low energy LED lighting and are fully metered.



Waste

Waste

daa is committed to ensuring the level of waste generated by the company's activities is minimised and whatever waste is produced is managed correctly, driving increased recycling.

Our target for 2020 was to achieve 50% waste recycling at Dublin Airport and 30% at Cork Airport. Recycling rates at Dublin Airport at year end was 29.8%. In Cork, recycling levels were at 26% which was a 2-point increase from the previous year and was a result of increased recycling awareness on campus and the installation of new bins.

There were a number of reasons why waste and recycling targets could not be met in 2020. A significant amount of PPE and other single use plastics were introduced. The pandemic also brought an increased focus on sanitisation and cleaning which contributed to lower recycling and higher waste which were not possible to reduce.

CASE STUDY

Cork Airport:

When the Irish Government announced a national lockdown and travel ban in March 2020, passenger traffic at Cork Airport was significantly reduced, with the campus practically empty. As a result of the reduction in throughput of passengers, Cork Airport made the decision to shut down all non-essential equipment to improve energy savings and efficiency. As well as the benefit of a reduced energy usage which enabled daa's primary energy usage to decrease by 21.3-points compared to 2019 levels, it also had the added benefit of enabling the airport to undergo a significant energy efficiency lighting project. In the course of 2020, Cork Airport was able to replace 230 high pressure sodium lamps with energy efficient LED fittings.



Water

Water

A reduction in water usage across our organisation is an important and significant target for daa, particularly in Dublin Airport where there is, under normal circumstances, a high volume of throughput passenger traffic.

daa had targeted a 10-point reduction in water consumption per passenger by 2020, compared to the 2016 baseline of 13.1 litres per passenger. Good progress was being made early in the year through the improvement of daa's water network and the implementation of more efficient operational and control equipment. However, due to the

decrease in passenger numbers, the consumption expressed as litre/passenger increased at Dublin Airport to 26.3 litre/passenger from 15.3 litre/passenger in 2019.

Despite this setback, we will continue to target a reduction in water usage. By 2030, we are aiming for a 15-point decrease in water usage compared to the 2016 baseline per passenger.

CASE STUDY

ARI:

ARI Cyprus introduced 'Life-Time Bags' in September 2020 to help achieve the 2020 target of a 52-point reduction in the use of plastic bags in store. Currently, 'Life-Time Bags' are available in sizes medium and large however the ultimate aim is to introduce a range of paper bags to replace single-use plastic bags in ARI shops located in Larnaca and Paphos Airports. The 'Life-Time Bags' have the added benefit of including inside pockets for the protection of liquor purchases, which will end the need for single-use plastic sleeves. The aim is to eliminate all single-use plastic bags and bottle sleeves by 2022.



Air Quality



Noise Management

Air Quality & Noise Management

Throughout 2020, daa regularly undertook voluntary monitoring of the ambient air quality of Dublin and Cork airports, with results showing that there is generally good air quality on both campuses and the surrounding areas.

The continuous air monitoring system at Dublin Airport reported an annual mean value under the 40 µg m³ limit set by the Ambient Air Quality Standards Regulations. Notably, there was a reduction in NO₂ and PM₁₀ in the environs of both airports which was reflective of a national trend. This reduction has been largely linked to the reduction in vehicular traffic over the course of the year.

daa will continue to maintain compliance with national air quality limit values and will also continue to publish its air quality monitoring results.

In 2020 daa worked with the Aircraft Noise Competent Authority (ANCA) to develop a noise regulatory framework for Dublin Airport. As per targets set out in 2019, Dublin Airport also regularly published on its website aviation noise data and statistics relating to noise complaints. Looking forward, daa intends to implement enhanced noise monitoring systems at both airports and to increase the accessibility of relevant data for local communities and the public.

People



Our people are at the forefront of our business and we believe a supported and engaged workforce is critical. When the COVID-19 pandemic hit Irish shores in 2020, daa operations came to a standstill almost overnight. Enforced travel restrictions were implemented, resulting in the terminals emptying and bringing international travel to a halt. The way we worked also changed overnight, with remote working becoming the new normal for the majority of our non-frontline workers.

Due to the significant unknowns, there were clear concerns from our people about the impact of COVID from both a personal and business perspective. The business recognised this and developed a comprehensive communications plan to ensure regular updates for all our people. The safety and security of our staff was the utmost priority and the company committed to sharing all new information in an open and honest way as soon as it became available.

daa ensured that all employees had an active Company email account, with email adoption jumping from 70% to 94% in a six-week period from March to April. Updates were shared every day from March to October and moved to five updates a week from November. There were weekly CEO videos to explain key business developments and daily calls with the daa Leadership Team to ensure complete understanding of the changes happening throughout the business. Regular calls took place with People Leaders and virtual Town Hall sessions were also held over the course of several days.

As well as ensuring regular, direct and clear communication with daa staff, the company also worked on several other initiatives to ensure a continued focus on our people's health, wellbeing and engagement:

- 1. Focus on You** – Established in 2018, this programme delivers wellbeing initiatives for all people working with daa. As a result of the pandemic, many Focus on You initiatives had to be held in a virtual setting including yoga classes, charity challenges and mental health first aid courses.
- 2. Staff Screening Programme** – In order to ensure employees were as safe as possible, daa introduced a COVID staff screening programme with the aim of limiting the spread of COVID in the workplace. The screening programme began in November 2020 in both Dublin and Cork Airports and 1,022 COVID tests and 130 antibody tests were completed by the end of the year.
- 3. Career Support Services** – In 2020, daa undertook a right-sizing programme, part of which was to provide career support services to those who were displaced as a result. Those who availed of the services were provided with the tools they needed to secure a new role (internally or externally). Those who opted for voluntary severance were provided with information on state-supported upskilling and training options.



Diversity and Inclusion

Diversity and Inclusion is significantly valued at daa. We respect individual differences and value the contributions individuals make to the success of the organisation. We aim to create an equitable workplace where each person can feel a true sense of belonging. daa recognises that each staff member has a unique contribution to make and seeks to develop the full potential of all its employees.

One of the key focus areas for 2019/2020 was to build a sense of community within the organisation. As part of these efforts, focus groups were facilitated with employees at all levels across the organisation to understand what they see as 'community'. These focus groups gave us great insight into daa, and we learned that daa is a community of people who were born in more than 50 countries and come from diverse backgrounds, sexualities, experience, ethnicities and capabilities.

As part of this effort, Community Awareness Talks were rolled out, with a focus on:

- > **LGBTQIA+ History and Awareness**
- > **Diversity and Inclusion Awareness**
- > **Literacy Awareness**
- > **Mental Health Awareness**
- > **Work-Life Balance**

In addition, Unconscious Bias training was undertaken by the daa Executive team.

To ensure a continued focus on diversity, the annual talent management process includes monitoring the level of female representation across all levels of the organisation and we will continue to focus on the progression of women at all levels.

CASE STUDY

daa International

daa International has been managing Terminal 5 in King Khalid International Airport in Riyadh, Saudi Arabia since 2016. In 2018, Saudi Arabia initiated social reforms which allowed women to enter the workforce in the aviation sector and front-line roles.

daa International took this opportunity and began promoting women working in Terminal 5 and in 2019, 25% of roles in Terminal 5 were filled by women in frontline, administration, supervisory and managerial roles. In 2020, daa International committed to improving the gender balance further.

COVID-19 unfortunately had an impact on the total initiatives we wanted to deliver; however overall female representation rose by 3-points and in back of house local staff, 40% of the roles are held by women. For the last two roles advertised, daa International only sourced and hired women.



Community

Dublin Airport's €10 million Community Fund, which was launched in 2017, has allocated over €1.2 million to support local community initiatives from 13 eligible areas ranging from Santry to the south of the airport, Swords to the north, Portmarnock to the east and Tyrrelstown to the west.

The Fund supports social, educational and sustainable initiatives, whilst recognising and valuing diverse needs in local communities. Supported projects focus on environment and sustainability, sports and recreation, social inclusion and community development, health and well-being, and culture and heritage.

In 2020, over €250,000 was allocated to 64 successful applicants which included local sports clubs, schools, community projects and services. The Fund also supports up to 10 students per year to attend Dublin City University (DCU) via its Access Programme.

DCU's Access Programme, which is the largest such programme in the State, supports about 1,200 Access Scholars to study at either undergraduate or postgraduate level. The programme specifically targets groups such as students residing in North Dublin in communities with the lowest progression to third level education, students with no history of third level education in the family, and students experiencing the double disadvantage of disability and socio-economic disadvantage.

daa has operated a Charity of the Year scheme since 2007 and, since then, more than three million euro has been raised for 27 Irish charities. Funds are generated through a combination of staff fundraising activities, donations from members of the public via collection boxes at Dublin Airport, and a large supporting donation from the Company.

The charities are selected directly by employees and the 2020 staff charity partners were Feed Our Homeless, The Mater Foundation and St. Francis Hospice. The COVID-19 pandemic meant that our employees were unable to organise the normal fundraising events

Community

during the year. In tandem with this, the very significant fall in passenger numbers, coupled with a move away from cash towards card and virtual payments, had a detrimental impact on our ability to collect funds at the airport on behalf of our charity partners.

We therefore decided that the three 2020 charity partners would rollover into 2021 in the hope that a potential return to a more normal way of life would enable an increase in the generation of much-needed funds for the charities in question.

During 2020, we also donated 30 old laptops to the Tech2Students programme, which is operated by the charity Camara Ireland in association with Trinity College Dublin. This initiative helps address the digital divide in education in Ireland, by making IT equipment available to the schools and students that need it most in our community. The laptops were refurbished and then donated to schools in communities that are at risk of disadvantage and social exclusion.

CASE STUDY

Dublin Airport Community Fund

In 2020, Dublin Airport's Community Fund gave over €5,500 in sustainability projects to St. Margaret's National School. The funding was for two separate projects including a greenhouse and large weather-proof tables which are used to expand the school's outdoor education activities. Both projects provide opportunities to educate students in basic gardening techniques as well as increasing awareness about sustainability and the environment.

