1. Letters from the Chairman and CEO

Letter from the Chairman

Dear Stakeholders,

I am delighted to present AAHK’s first sustainability report. This report serves as the principal vehicle for communicating our sustainability agenda with our staff, business partners and all relevant stakeholders. It outlines the various ways we implement sustainability, both in our day-to-day work in managing Hong Kong International Airport (HKIA), and in our long-term plans for the future.

This sustainability report has made reference to the internationally-recognised GRI reporting framework, which enables us both to report the progress we have made on sustainability issues and to set benchmarks and targets based on global best practice.

HKIA is one of the significant pieces of infrastructure in sustaining Hong Kong’s status as a world city, enabling it to thrive in the key industries of financial services, logistics and trading, tourism and professional services. This report outlines the contribution made by the airport towards “quality growth”, which we define as development that aims to deliver economic benefit to people at every level of the community, while minimising and, wherever possible, avoiding any associated environmental and social impacts.

HKIA is Hong Kong’s window to the world. We aim to provide our passengers with a welcome that is safe, friendly and efficient, and we have received many awards for service excellence in recognition of our efforts. Protecting the environment has also been an important, but less well-known, issue for AAHK. That changed in May 2012 when we set a new target – to become the world’s greenest airport – to motivate ourselves to achieve a similarly high level of excellence in environmental performance.

An important challenge is to sustain HKIA as a world-class airport in the face of rising demand for air travel. To that end, we are working on a plan to build a third runway for HKIA, an issue we will touch on briefly in this report, but discuss at greater length in other AAHK publications.

I hope this report will provide you with a better understanding of our sustainability performance. We welcome your suggestions on how we can improve both our reporting and our performance in the years ahead.

Dr Marvin Cheung Kin-tung
Chairman
Hong Kong, August 2013
Dear Stakeholders,

Hong Kong International Airport (HKIA) plays a pivotal role in contributing to Hong Kong’s economy. In this first sustainability report by AAHK, we outline the progress we have made in supporting the city’s economic growth and our initiatives to better manage the social and environmental impacts of our operation.

Some 65,000 people work at HKIA and AAHK aims to provide a workplace that is safe, equitable and fair. A good example is our “hire-back” practice, under which incoming contractors such as providers of cleaning and baggage handling services are encouraged to retain at least 40% of the frontline staff of the out-going contractor. This practice provides job security, which strengthens relations between the staff and the incoming contractor. At the same time, retaining experienced staff helps us maintain our high level of service quality.

Ensuring high level environmental performance has been integral to the way AAHK has managed the airport since its opening in 1998. An example of this is our long-standing practice of using seawater for cooling and sanitation. In addition to helping us reduce our freshwater demand by over 50%, this approach provides significant cost saving and carbon reduction over more typical water management systems.

More recent environmental initiatives include our 2010 pledge to deliver a 25% reduction in airport-wide carbon intensity by 2015 against the 2008 baseline. This year we achieved a cumulative reduction of 13.5%, and we remain on track to achieve that target. I am also pleased to report that in March 2013 we became the first airport in Asia Pacific to secure the “Optimisation” level of the Airports Council International Airport Carbon Accreditation Scheme.

In addition to our environmental initiatives, we have continued to invest in maintenance and upgrade programmes for our core systems and facilities, as well as in new infrastructure projects such as the Midfield Concourse. These improvements will enable us to sustain our award-winning level of service quality and maintain our position as an international transport hub.

I am proud to be a part of AAHK, which over the past 15 years has contributed so much to Hong Kong’s social and economic development. I hope you enjoy reading our first sustainability report and look forward to receiving your comments.

Stanley Hui Hon-chung
Chief Executive Officer
Hong Kong, August 2013