

ABOUT AIRPORT AUTHORITY HONG KONG

Established in 1995, Airport Authority Hong Kong (AAHK) is a statutory body that is wholly owned by the HKSAR Government and governed by the Airport Authority Ordinance (Chapter 483, The Laws of Hong Kong). Guided by the Ordinance and the objective of maintaining Hong Kong's competitiveness as a global and regional aviation hub, AAHK is responsible for the provision, operation, development and maintenance of Hong Kong International Airport (HKIA), and may also engage in airport-related activities in trade, commerce or industry. AAHK is required to conduct its business according to prudent commercial principles and with due regard for the safe and efficient movement of aircraft, air passengers and air cargo.

Located on the island of Chek Lap Kok, HKIA currently operates two terminals and two primary runways on a site of 1,255 hectares. Served by 106 airlines that collectively reach 191 destinations worldwide, HKIA handled 69.7 million passengers and 4.3 million tonnes of cargo in 2015/16.

AAHK partly owns Aviation Security Company Limited (AVSECO), which is our aviation security service provider, and SkyLink Passenger Services Company Limited, which provides passenger check-in services at various ports in the Pearl River Delta. AAHK wholly owns HKIA Precious Metals Depository Limited, which offers storage space and related services at HKIA.

Beyond Hong Kong, AAHK is involved in the operation and management of three airports in the Mainland via joint ventures: Shanghai Hongqiao International Airport, Hangzhou Xiaoshan International Airport and Zhuhai Airport.

Together with its airport business partners (including franchisees and licensees) and Government departments, AAHK conducts a range of business activities at HKIA, including passenger services, cargo and aviation services, apron management, airfield operations, airport property and facilities management, airport safety and security, retail and advertising, and other terminal commercial activities.

Primary Services for Airport Management and Development

Airport Planning & Development

- ◆ Airport master planning & land use planning[^]
- ◆ Design & construction work[^]

Safety & Security

- ◆ Airport safety management[#]
- ◆ Airport security service[^]
- ◆ Customs, immigration & quarantine formalities^{*}

Ground Handling

- ◆ Aircraft catering^{*}
- ◆ Aircraft fuel supply & refueling^{*}
- ◆ Aircraft maintenance^{*}
- ◆ Cargo handling^{*}
- ◆ Ground service equipment maintenance^{*}
- ◆ Ramp handling^{*}

Airside, Terminal & Landside Operations

- ◆ Apron management[^]
- ◆ Baggage handling & reconciliation[#]
- ◆ IT & communications[^]
- ◆ Landscaping[^]
- ◆ Passenger service[#]
- ◆ Road traffic & car park management[^]
- ◆ Terminal & facilities management[^]
- ◆ Local & cross border transportation^{*}
- ◆ Airline service^{*}
- ◆ Air traffic control^{*}

Retail & Consumer Activities

- ◆ Customer service[^]
- ◆ Retail, catering & advertising^{*}

Responsible party:

[^] AAHK (including its subsidiaries and contractors)

^{*} Airport business partners (including franchisees and licensees) and Government departments

[#] Both AAHK and airport business partners

Level of control:

◆ Control - activities/services that AAHK (including its subsidiaries and contractors) is directly responsible for

◆ Guide - activities/services that AAHK can guide through contractual agreements with business partners

◆ Influence - activities/services that AAHK can influence through engagement and partnerships with business partners and Government departments

ABOUT THIS REPORT

Report Profile

AAHK has produced this sustainability report as part of its commitment to greater transparency and accountability. This is AAHK's fourth annual sustainability report and covers the fiscal year 2015/16 that ended 31 March 2016.

This report provides a comprehensive account of AAHK's sustainability performance and management

approach in 2015/16 and a summary of its future plans and targets for key areas of sustainability. It focuses on the issues that are most material to AAHK and its stakeholders, and how HKIA contributes to the sustainable development of Hong Kong as a leading international aviation hub.

Report Scope and Boundary

This report mainly covers AAHK's core business in Hong Kong over which it has direct management control. It does not include information on AAHK's joint ventures in the Mainland. However, reference is made to AAHK's subsidiaries and outsourced operations where relevant. The report also explains how AAHK engages with its stakeholders and collaborates with its business partners in addressing sustainability issues and improving HKIA's overall sustainability performance.

This report is prepared 'in accordance' with the internationally-recognised Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines and the Airport Operators Sector Disclosures: Core Option. Please refer to the '[GRI Content Index](#)' for details, including references to the general and specific standard disclosures made in this report. The content

of this report has been informed by a materiality assessment, which included direct engagement with a wide range of stakeholders. Details are set out in the '[Materiality Assessment](#)' section.

The performance data presented in this report is for the 2015/16 fiscal year unless otherwise stated. Where available, data for previous fiscal years has been included to facilitate comparison and analysis. The financial data used in this report was extracted from AAHK's audited consolidated financial statements for the year ended 31 March 2016. Other data is provided in accordance with the GRI G4 disclosure requirements unless otherwise stated. Standards and methodologies for compiling the data, as well as explanations of any restatements, are given where appropriate.

Report Format

This report has been produced in print and electronic formats. The online version can be accessed via our [website](#).

The online version contains more detailed information on our objectives and targets, performance data, the GRI Content Index and links to other AAHK publications. It also includes short videos on AAHK's sustainability approach and performance.

Assurance

This report has been independently verified by the Hong Kong Quality Assurance Agency. Separately, AAHK's greenhouse gas emissions data, as disclosed in this report, has been independently verified by TÜV Rheinland Hong Kong Ltd.

MATERIALITY ASSESSMENT

Materiality is determined by considering AAHK's most significant economic, environmental and social impacts, as well as the issues that are of most interest or concern to stakeholders. AAHK directly engaged with internal and external stakeholders as part of the materiality assessment process to identify and prioritise the most important issues to be covered in the report.

This year, AAHK engaged with the following stakeholder groups based on their expertise, relationship to AAHK and their power to influence AAHK's decision-making process:



AAHK's Materiality Assessment Process

Identify potential issues

1

- ◆ In 2014/15, we compiled a list of 41 relevant issues from various sources, including engagement with stakeholders, internal policies and management reports, media opinions and trends analysis, and the GRI G4 indicators.
- ◆ In 2015/16, we reviewed the list based on any updates from these sources and concluded that all the issues were still relevant.

Prioritise issues

2

- ◆ Conducted 6 focus groups (51 organisations, 80 participants) and 6 individual interviews to collect their views and suggestions on specific sustainability topics.
- ◆ Conducted two online surveys (368 responses, 56% response rate) to rate the importance of each relevant issue from a stakeholder or a business perspective, using a scale of 1 to 6 (1= not at all important, 6=extremely important).
- ◆ Developed the materiality matrix based on the scores of the surveys.

Senior management validation

3

- ◆ AAHK's management reviewed the materiality matrix, set the threshold for materiality and determined where the impact of each issue occurred (boundary mapping).
- ◆ The threshold for materiality was set at a score of 5 (i.e. very important).
- ◆ As a result, 19 of the 41 issues, with an overall score of 5 or above from a stakeholder or a business perspective, were prioritised as the most important sustainability issues for AAHK to address and report on.

Materiality Matrix and Boundary Mapping



Categories:

- Economic and Society
- Environment
- Operating Practices
- People

Boundary mapping for the most important issues:

- Inside and outside AAHK
- Inside AAHK only

*Issues newly considered as most important this year

List of Important Sustainability Issues

The materiality matrix shows the 41 identified issues (as listed below) according to their importance to stakeholders and importance to business. The 19 issues plotted in the shaded area of the materiality matrix are ranked as the most important.

Economic and Society

- 1 Connectivity
- 2 Economic contribution
- 3 Air cargo strategy
- 4 Branding and reputation
- 5 Infrastructure development
- 6 Labour shortage
- 7 Financial management
- 8 Local community engagement
- 9 Community investment
- 10 Development of Lantau

Environment

- 1 Environmental management
- 2 Air quality
- 3 Green construction
- 4 Noise
- 5 Carbon and energy management
- 6 Waste
- 7 Water
- 8 Biodiversity
- 9 Material use
- 10 Climate change

Operating Practices

- 1 Airport safety and security
- 2 Compliance with laws and regulations
- 3 Capacity constraints
- 4 Contingency planning
- 5 Customer experience
- 6 Facilities management
- 7 Business partner engagement
- 8 Information security
- 9 Innovation and technology
- 10 Human rights
- 11 Accessibility
- 12 Supply chain management

People

- 1 Ethics and integrity
- 2 Occupational health and safety
- 3 Retention and turnover
- 4 Succession planning
- 5 Attracting talent
- 6 Employee well-being
- 7 Training and development
- 8 Equal opportunities and diversity
- 9 Grievance mechanisms

Comparison with 2014/15

The following table shows the differences in the results of this year's materiality assessment compared to last year. The results reflect changes in AAHK's business and airport operation, progress in airport development and wider sustainability trends in the past year.

Issues newly considered as most important	Issues no longer considered as most important*	Issues renamed
<ul style="list-style-type: none"> ◆ Air cargo strategy ◆ Infrastructure development ◆ Branding and reputation ◆ Facilities management ◆ Information security 	<ul style="list-style-type: none"> ◆ Economic contribution ◆ Labour shortage ◆ Environmental management ◆ Air quality 	<ul style="list-style-type: none"> ◆ Local community engagement (from Impacts of operation on communities)

*These issues are still important to AAHK and are covered in the report, but to a lesser extent.

SUPPLY CHAIN SUSTAINABILITY

In 2014/15, we developed and launched a five-year plan for managing sustainability matters in our supply chain. Details of the progress made in 2015/16 and future actions are set out below.

Planned action	What we did in 2015/16	What's next
1. Revise AAHK's procurement policy and communicate its procurement values and principles	<ul style="list-style-type: none"> ◆ Published the new procurement policy, procurement procedures and procurement operating instructions ◆ Organised two staff communication sessions and a series of roadshows for user departments to explain the changes 	<ul style="list-style-type: none"> ◆ Continue to organise annual staff communication sessions on the procurement policy, procedures and operating instructions to reinforce staff understanding of AAHK's procurement values and principles
2. Revamp the existing green procurement policy	<ul style="list-style-type: none"> ◆ Revised the green procurement policy 	<ul style="list-style-type: none"> ◆ Develop a green procurement process map and establish guidelines for implementing the green procurement policy
3. Establish a supplier's code of practice, covering economic, social and environmental aspects	<ul style="list-style-type: none"> ◆ Drafted a supplier's code of practice 	<ul style="list-style-type: none"> ◆ Incorporate implementation of the supplier's code of practice as part of AAHK's sustainability strategy
4. Review specification, contract terms and conditions related to environmental aspects	<ul style="list-style-type: none"> ◆ Reviewed the environmental specifications internally with relevant departments ◆ Revised the environmental terms and conditions for invitation to tender supplier contracts 	<ul style="list-style-type: none"> ◆ Revise the requirements based on supply chain sustainability risk assessment
5. Embed sustainability performance criteria in the products, materials and services selection process	<ul style="list-style-type: none"> ◆ Incorporated sustainability performance criteria on contract-specific basis 	<ul style="list-style-type: none"> ◆ Establish guidelines for different types of purchases according to their sustainability risk profiles
6. Develop a supplier assessment framework to include sustainability matters and supply chain grievances	<ul style="list-style-type: none"> ◆ Considered the mechanism and framework to establish common performance evaluation criteria across departments 	<ul style="list-style-type: none"> ◆ Develop the supplier evaluation framework and implement an IT-aided system to facilitate the evaluation processes
7. Streamline and automate procurement activities	<ul style="list-style-type: none"> ◆ Fine-tuned ePROS, the electronic tendering platform launched in 2014/15, to improve utilisation rate ◆ Conducted a comprehensive study on the entire procurement-to-pay process to identify improvement needs 	<ul style="list-style-type: none"> ◆ Evaluate recommendations of the study and instigate implementation plan

Mapping Sustainability Risks

Process

To better understand the risks in our supply chain, we conducted a self-assessment of the key sustainability risks related to the main categories of goods and services we procure, and developed a preliminary risk map. The process involved the following steps:

- ◆ Assessed the profile of the goods and services that we purchase to identify the potentially high risk areas against key GRI aspects. In the analysis, we considered the nature of procurement (such as labour and resource intensive, involving manufactured goods or equipment, highly specialised and unique to the airport, health and environmental impact) and the value of spend.
- ◆ Set out the supply chain stages of those procured goods and services that were identified as potentially high risk.
- ◆ Conducted an internal workshop with relevant departments responsible for procuring those goods and services to map out the potential sustainability impacts and the associated risks and risk-levels along our supply chain.

Impacts considered in the assessment			
Environmental		Social and Governance	
<ul style="list-style-type: none"> ◆ Pollution ◆ Waste ◆ Energy ◆ Water 	<ul style="list-style-type: none"> ◆ Use of materials ◆ Greenhouse gas (GHG) emissions ◆ Ecology ◆ Noise 	<ul style="list-style-type: none"> ◆ Wages and benefits ◆ Workplace health and safety ◆ Working conditions ◆ Discrimination in the workplace 	<ul style="list-style-type: none"> ◆ Exploitative or illegal labour ◆ Infringement of human rights ◆ Community health and safety ◆ Corruption and bribery
<p>For each impact identified, we considered the potential reputational, financial, operational and compliance risk to AAHK and assessed whether the level of risk is critical, high or moderate, according to the risk assessment approach taken in AAHK’s internal control review process.</p>			

Findings

The findings of the mapping exercise are set out below.

Types of goods and services	Impacts with significant risk		How the impact is managed
	Environmental	Social and Governance	
Airport-specific equipment	<ul style="list-style-type: none"> ◆ Pollution ◆ Waste ◆ Use of materials 	<ul style="list-style-type: none"> ◆ Workplace health and safety 	<p>Environmental</p> <p>Environmental management is one of the key prequalification and evaluation criteria we consider in our tender process when assessing contractors and suppliers delivering services at HKIA.</p> <p>Contractors are required to implement an Environmental Management Plan to handle potential environmental impacts arising from the execution of the works in compliance with statutory requirements.</p> <p>Social and Governance</p> <p>Where the contract involves health and safety-related labour issues, we have tender and contractual requirements such as a contractor safety offence points system, prohibiting the use of materials that are deleterious to health and safety, and the submission of health and safety management plans to explain how the supplier will handle health, hygiene and safety matters.</p> <p>We manage all workplace health and safety risks, including those associated with work performed by suppliers and contractors on the airport premises, through our comprehensive Aerodrome Safety Management System as detailed in 'Safety and Security'.</p> <p>In addition, our service contracts require the provision of minimum wage and benefits and prescribed working conditions in line with statutory requirements.</p> <p>All contracts include clear terms on zero tolerance for corruption and bribery, leading to immediate contract termination. We also conduct regular staff training and have internal procedures in place to prevent bribery and corruption in the procurement process.</p>
Maintenance and engineering works	<ul style="list-style-type: none"> ◆ Pollution ◆ Energy ◆ GHG emissions ◆ Ecology ◆ Noise 	<ul style="list-style-type: none"> ◆ Workplace health and safety ◆ Wages and benefits ◆ Corruption and bribery 	
Operation-related goods and services	<ul style="list-style-type: none"> ◆ Pollution ◆ Energy ◆ GHG emissions ◆ Waste 	<ul style="list-style-type: none"> ◆ Workplace health and safety 	
General goods and services	<ul style="list-style-type: none"> ◆ Waste ◆ Use of materials 	<ul style="list-style-type: none"> ◆ Workplace health and safety ◆ Corruption and bribery ◆ Community health and safety 	

STAKEHOLDER ENGAGEMENT

Stakeholder engagement is an integral part of our daily operation and future development. We define stakeholders as groups that interact with us and are influenced by, have an influence over or have a vested interest in the airport or AAHK. Key stakeholder groups are those who have high vested or direct interest and high influence, particularly concerning the most important issues to AAHK.

We continue to adopt various engagement approaches to take into account the different types of stakeholders, engagement objectives and any existing engagement mechanisms and commitments.

Examples of our engagement can be found throughout the report:

- ◆ With **internal and external stakeholders** as part of the materiality assessment process for the development of this report ('[Materiality Assessment](#)' section)
- ◆ With **business partners, the airport community and the wider aviation sector** to address issues including environmental practices, labour shortage and airport development ('[Building our Future Airport](#)', '[Strengthening our Contribution to Hong Kong](#)', '[Becoming the World's Greenest Airport](#)' sections)
- ◆ With **airport staff, business partners, contractors and passengers** to create a safe, comfortable and unique passenger experience ('[Operating a World-class Airport](#)' section)
- ◆ With **our employees** to better understand their needs and provide opportunities for their growth ('[Valuing our People](#)' section)
- ◆ With **the community we serve and young people** to become an airport that Hong Kong people will continue to take pride in ('[Strengthening our Contribution to Hong Kong](#)' section)

The table below sets out AAHK's key stakeholder groups, their key interests, and the regular engagement methods adopted.

Stakeholder groups	Engagement methods	Key interests
Airport business partners	<ul style="list-style-type: none"> ◆ Regular and ad hoc meetings ◆ Committees and liaison groups ◆ Audits and inspections ◆ Drills, exercises and training workshops ◆ E-mails and circulars ◆ Environmental and community activities ◆ Sharing of survey results and intelligence ◆ Awards and recognition schemes 	<ul style="list-style-type: none"> ◆ Airport planning and development ◆ Airport safety and security ◆ Business continuity and contingency planning ◆ Collaboration on application of new technologies ◆ Customer feedback and consumption trends ◆ Environmental issues and compliance ◆ Operational issues ◆ Planning for major events ◆ Staff transport

Stakeholder groups	Engagement methods	Key interests
Contractors and suppliers	<ul style="list-style-type: none"> ◆ Regular and ad hoc meetings ◆ Audits and inspections ◆ Briefings and workshops ◆ E-mails and circulars ◆ Tendering process ◆ Performance review meetings ◆ Awards and recognition schemes ◆ Company website 	<ul style="list-style-type: none"> ◆ Airport planning and development ◆ Airport safety and security ◆ Ethics and integrity ◆ Environmental management ◆ Occupational health and safety ◆ Operational issues ◆ Service performance standard ◆ Supply chain management
Employees	<ul style="list-style-type: none"> ◆ Regular and ad hoc meetings ◆ Committees and liaison groups ◆ Conferences, briefings and town hall meetings ◆ Drills, exercises and training workshops ◆ E-mails, circulars and manuals ◆ Environmental and community activities ◆ Surveys ◆ Awards and recognition schemes ◆ Employee relations activities 	<ul style="list-style-type: none"> ◆ Business continuity and strategic planning ◆ Corporate governance and internal controls ◆ Environmental management ◆ Legal compliance ◆ Occupational health and safety ◆ Operational issues ◆ Staff remuneration, benefits and well-being ◆ Staff transport
Passengers	<ul style="list-style-type: none"> ◆ Customer service counters ◆ Telephone response centre ◆ Airport Ambassadors ◆ Leaflets and exhibitions ◆ Website and mobile apps ◆ Surveys 	<ul style="list-style-type: none"> ◆ Connectivity ◆ Environmental impact of the airport ◆ Passenger experience ◆ Passenger safety ◆ Retail offers and incentives ◆ Terminal facilities and services
Government departments and regulatory authorities	<ul style="list-style-type: none"> ◆ Training workshops ◆ Audits and inspections ◆ Forums, committees and liaison groups ◆ Annual and interim reports and results announcements ◆ Working groups ◆ Briefings and airport visits ◆ Regular and ad hoc meetings 	<ul style="list-style-type: none"> ◆ Airport planning and development ◆ Airport safety and security ◆ Contribution to Hong Kong's economy ◆ Corporate governance and internal controls ◆ Emergency response and business continuity ◆ Environmental impact of the airport ◆ Financial and operational performance ◆ Public health and safety ◆ Transportation and road management
Legislative and district councillors, and political groups	<ul style="list-style-type: none"> ◆ Committees and liaison groups ◆ Briefings and airport visits ◆ Regular and ad hoc meetings 	<ul style="list-style-type: none"> ◆ Airport planning and development ◆ Airport services ◆ Environmental impact of the airport ◆ Corporate governance ◆ Financial performance ◆ Transportation and road management

Stakeholder groups	Engagement methods	Key interests
Industry associations and professional bodies	<ul style="list-style-type: none"> ◆ Forums and exhibitions ◆ Briefings and airport visits ◆ Participation in sub-committees ◆ Regular and ad hoc meetings 	<ul style="list-style-type: none"> ◆ Airport planning and development ◆ Capacity constraints ◆ Climate change ◆ Contribution to Hong Kong's economy ◆ Customer experience ◆ Environmental impact of the airport ◆ Innovation and technology ◆ Market information ◆ Occupational health and safety ◆ Operational efficiency ◆ Procurement practices ◆ Transportation and road management
Non-governmental organisations	<ul style="list-style-type: none"> ◆ Regular and ad hoc meetings ◆ Liaison groups ◆ Briefings and airport visits ◆ HKIA Environmental Fund 	<ul style="list-style-type: none"> ◆ Airport accessibility ◆ Airport planning and development ◆ Airport safety ◆ Capacity constraints ◆ Environmental impact of the airport ◆ Occupational health and safety ◆ Operational efficiency ◆ Social and community issues
Local community	<ul style="list-style-type: none"> ◆ Briefings and airport visits ◆ AA Staff Club's Social Service Group ◆ Community liaison groups ◆ Meetings with village representatives 	<ul style="list-style-type: none"> ◆ Environmental impact of the airport ◆ Social and community issues
Media	<ul style="list-style-type: none"> ◆ Workshops, briefings and airport visits ◆ Meetings with media heads, editors, opinion leaders ◆ Press releases and publications ◆ Media hotline and email 	<ul style="list-style-type: none"> ◆ Airport operation and development ◆ Corporate governance ◆ Environmental impact of airport development ◆ Financial performance ◆ Noise ◆ Terminal facilities and services
Young people	<ul style="list-style-type: none"> ◆ Workshops, briefings and airport visits ◆ Forums and exhibitions ◆ Management Trainee programme ◆ Graduate Engineer programme ◆ Summer internship programme ◆ Partnership with community organisations that engage youth ◆ Surveys ◆ Social media 	<ul style="list-style-type: none"> ◆ Airport planning and development ◆ Attracting talent ◆ Economic contribution ◆ Environmental management ◆ Social and community issues

MEMBERSHIPS, EXTERNAL PRINCIPLES AND CHARTERS

Memberships (AAHK's role in organisations)*

Chair / Co-chair / Vice-chair

- ◆ Airports Council International (ACI) World Environment Standing Committee
 - ◆ ACI Asia-Pacific Regional Board
 - ◆ ACI Asia-Pacific Regional Environment Committee
 - ◆ Aviation Fuel Facility Management Association of HKIA
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Member

- ◆ ACI
 - ◆ ACI Asia-Pacific
 - ◆ Association for Project Management
 - ◆ Aviation Security Committee, Security Bureau
 - ◆ Business Environment Council
 - ◆ Energy Liaison Group, HKSAR Government
 - ◆ Hong Kong Association for Customer Service Excellence
 - ◆ Hong Kong General Chamber of Commerce
 - ◆ Hong Kong Logistics Development Council
 - ◆ Hong Kong Trade Development Council – Logistics Services Advisory Committee
 - ◆ Occupational Safety and Health Council – Logistics and Freight Transport Industry Safety and Health Committee
 - ◆ Occupational Safety and Health Working Group of the Commerce, Industry and Housing Committee of Tuen Mun District Council
 - ◆ The Hong Kong Green Building Council
 - ◆ The Lighthouse Club Hong Kong
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Trustee

- ◆ The International Air Cargo Association
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* AAHK does not provide substantive funding beyond routine membership dues, if any, to these organisations.

External Principles and Charters (Year of adoption by AAHK)

Airport- / Aviation-related

- ◆ Airport Authority Ordinance, Chapter 483, The Laws of Hong Kong* (1995)
- ◆ Aerodrome Licensing Requirements Document, Civil Aviation Department* (1998)
- ◆ ICAO International Standards and Recommended Practices* (1998)

Corporate Governance

- ◆ Companies Ordinance, Chapter 622, The Laws of Hong Kong (1998)
- ◆ Corporate Governance Code and Corporate Governance Report, Appendix 14 of the Listing Rules of Hong Kong Stock Exchange (2002/03)

Environment

- ◆ Clean Air Charter, Hong Kong General Chamber of Commerce & Hong Kong Business Coalition on the Environment (2007)
- ◆ Hong Kong Green Purchasing Charter, Green Council (2007)
- ◆ Programme on Source Separation of Commercial and Industrial Waste, Environmental Protection Department (EPD) (2007)
- ◆ Aviation Industry Commitment to Action on Climate Change, Enviro.aero (2008)
- ◆ Carbon Reduction Charter: Carbon Audit • Green Partner, EPD (2008)
- ◆ Manifesto for Energy Efficiency in Buildings, World Business Council for Sustainable Development (2012)
- ◆ Energy Saving Charter on 'No ILB', Electrical and Mechanical Services Department (2013)
- ◆ Food Wise Charter, EPD (2013)
- ◆ 'Let's Save 10L Water' Campaign, Water Supplies Department (2013)
- ◆ The Greening Partner Charter, Development Bureau (2013)
- ◆ Wood Recycling & Tree Conservation Scheme, Hong Kong Environmental Protection Association (2013)
- ◆ Waste Check Charter, EPD (2015)
- ◆ Hong Kong Cooking Oil Registration Scheme, Hong Kong Quality Assurance Agency (HKQAA) (2015)
- ◆ Hong Kong Zero Carbon Partnership, The University of Hong Kong (2015)
- ◆ HKQAA Hong Kong Registration - Recycling Services, HKQAA (2015)
- ◆ Innovation Partner of CarbonCare Open Innovation Lab, CarbonCare InnoLab (2015)

Safety

- ◆ Occupational Safety Charter, Hong Kong Occupational Safety and Health Council (2001)

Social Responsibility

- ◆ Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme, Labour and Welfare Bureau (2013)
- ◆ 2013/14 Family-Friendly Employers Award Scheme, Family Council (2013)

Others

- ◆ Agreement on Government Procurement of the World Trade Organization* (1998)

* AAHK has an obligation to comply with these principles and charters.

AWARDS AND RECOGNITION

Organiser	Award / Recognition
Corporate Governance	
Hong Kong Institute of Certified Public Accountants	◆ 2015 Best Corporate Governance Disclosure Awards – Public Sector/Not-for-profit Category – Gold Award
Customer Experience	
Hong Kong Association for Customer Service Excellence	◆ HKACE Customer Service Excellence Award 2015 – Service Appreciation Award – Bronze Award
Environment	
ACI	◆ Airport Carbon Accreditation programme – “Optimisation” Level
Carbon Care Asia	◆ CarbonCare® Label 2015 – Level 2
CLP Power Hong Kong Limited	◆ GREEN ^{PLUS} Recognition Award 2015 – Prestige Honour Award
Environmental Campaign Committee	◆ Hong Kong Green Organisation Certification ◆ Wastewi\$e Certificate: Excellence Level ◆ Energywi\$e Certificate: Excellence Level (one of the top three biggest energy-saving organisations) ◆ IAQwi\$e Certificate: Good Level ◆ Carbon Reduction Certificate
Federation of Hong Kong Industries & Bank of China (Hong Kong)	◆ BOCHK Corporate Environmental Leadership Awards – Service Sector – Silver Award
Friends of the Earth (Hong Kong)	◆ Power Smart 2015 – Biggest Unit Saver (Organisation) – Champion
MORS Group	◆ Asia Corporate Excellence & Sustainability Awards (ACES) 2015 – Top Green Companies in Asia
Responsible Travel	◆ 2015 World Responsible Tourism Awards – Best Innovation for Carbon Reduction – Silver Award
World Green Organisation	◆ The Sustainable Business Award 2015 ◆ Green Office Award Labelling Scheme – “Green Office” Label ◆ United Nations Sustainable Development Goals’ “Better World Company” Label
CMO Asia	◆ 6 th Asia Best CSR Practices Awards 2016 – Carbon Footprint Accounting category – winner

Organiser	Award / Recognition
CSRWorks International	◆ Asia Sustainability Reporting Awards 2015 – Asia’s Best Carbon Disclosure
Operation	
<i>Business Traveller China</i>	◆ 2015 Business Traveller China Awards – Best Airport in China
SmartTravelAsia.com	◆ 2016 Best in Travel Poll – Second Best Airport (Worldwide)
Air Transport Research Society	◆ The 2016 ATRS Global Airport Benchmarking Report – Top Asian Airport Efficiency Excellence Award
<i>Air Transport World</i>	◆ ATW Airline Industry Achievement Awards 2016 – Airport of the Year
<i>Air Cargo World</i>	◆ Air Cargo Excellence Award 2016 – Certificate of Excellence (Airports Asia – 1,000,000 or more tonnes)
<i>Asia Cargo News</i>	◆ 2016 Asian Freight, Logistics and Supply Chain Awards – Best Global Airport
Australian Business Traveller	◆ Best International Airport
Hong Kong Wireless Technology Industry Association	◆ Asia Smartphone Apps Contest 2016 – Advertising and Marketing category – Certificate of Merits
<i>Payload Asia</i>	◆ Payload Asia Awards 2015 – Asia Pacific Airport of the Year (Industry Choice Awards)
<i>Marketing magazine</i>	◆ Mob-Ex Awards 2016 – Best Location-based Marketing Category – Gold Award
Safety	
Occupational Safety and Health Council	◆ 14 th Hong Kong Occupational Safety and Health Award ◆ Safety Performance Award – Other Industries ◆ Safety Promotion Award – Bronze
Social Responsibility	
Community Investment and Inclusion Fund, Labour and Welfare Bureau	◆ 2014 Social Capital Builder Award – Social Capital Builder Logo
Employees Retraining Board (ERB)	◆ 6 th “ERB Manpower Developer Award Scheme” – “Manpower Developer”
Family Council	◆ 2013/14 Family-Friendly Employers Award Scheme (Organisations Category)
JobMarket	◆ Employer of Choice Award 2015
The Hong Kong Council of Social Service	◆ Caring Company Scheme ◆ 10 Years Plus Caring Organisation ◆ Barrier Free Company/Organisation
The Office of the Government Chief Information Officer and the Equal Opportunities Commission	◆ Web Accessibility Recognition Scheme 2016 ◆ Website Stream – Gold Award ◆ Mobile App Stream – Triple Gold Award ◆ Easiest-to-use Mobile Apps (HKG My Flight)