About Airport Authority Hong Kong

Airport Authority Hong Kong (AAHK) is a statutory body wholly owned by the Hong Kong SAR Government. Established in 1995, AAHK is responsible for the operation and development of Hong Kong International Airport (HKIA).

AAHK is governed by the Airport Authority Ordinance (Chapter 483, The Laws of Hong Kong). Its Board comprises a Chairman, CEO and between 8 and 15 other members. Led by a management team comprising experts from different sectors, AAHK’s nearly 1,300-strong staff strives to strengthen HKIA’s status as an international and regional aviation hub and an engine of economic growth for Hong Kong.

About this Report

As a statutory organisation, AAHK recognises its responsibility to be transparent about its performance and operation. This report is intended to provide a balanced view of our sustainability initiatives and to invite feedback on our performance.

Scope of the Report

In this report, we focus on sustainability initiatives over which we have direct management control. We also discuss how we work with our business partners to increase the overall sustainability of HKIA, in particular on environmental management, staff and passenger safety and labour relations.

Following our financial reporting cycle, this report covers the period from 1 April 2012 to 31 March 2013. Future reports will be published on an annual basis.

This report does not address the plan to develop a third runway at HKIA in detail. For a comprehensive overview of this future development plan, please refer to our dedicated website at http://www.threerunwaysystem.com/en/.

Reporting Guidelines

This report was prepared with reference to the Global Reporting Initiative (GRI) G3.1 Sustainability Reporting Guidelines and the Airport Operators Sector Supplement, and the Environmental, Social and Governance Reporting Guide (ESG Reporting Guide) issued by The Stock Exchange of Hong Kong Limited. We have made every effort to provide balanced coverage of our economic, social and environmental activities. We place particular emphasis on priority issues identified through the materiality assessment.

Please refer to the GRI Content Index on the inside back cover of this report to locate contents corresponding to each GRI indicator and the recommended disclosures of the ESG Reporting Guide.
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
2. How Sustainability is Managed

Sustainability Challenges Facing Hong Kong

Although Hong Kong is one of the world’s financial centres, it faces a number of significant challenges in maintaining a good quality of life for the wider community.

Chief among these concerns are sustaining the city’s competitiveness as a centre of commerce and business, which underpins the economic well-being of all Hong Kong people, and the state of our environment. In particular poor air quality and the growing amount of waste generated both undermine the city’s essential livability.

AAHK aims to support economic growth that benefits every level of society, while minimising the environmental and social impacts of our daily operation and new development.

Our Sustainability Vision

Airport Authority Hong Kong (AAHK) aims to strengthen its ability to operate and grow profitably in a changing and challenging economic, ecological, technological and social environment while developing a robust culture of sustainability throughout the organisation.
Our Approach to Sustainability

HKIA is a two-terminal, two-runway airport facility which connects to some 180 destinations worldwide. In 2012/13, HKIA handled more than 4 million tonnes of cargo and served over 57 million passengers.

As the operator of HKIA, AAHK employs some 1,300 staff. Together with the employees of our business partners, who provide the great majority of services to travellers and airlines in areas such as retail and catering, maintenance and repair, some 65,000 people work at HKIA.

AAHK’s primary responsibilities are to design and maintain HKIA’s facilities and to manage and coordinate the overall operation of the airport. Our sustainability efforts are managed at three levels:

i) AAHK’s own sustainability initiatives;
ii) the conditions we set for our business partners through contractual agreements; and
iii) the issues on which we engage and co-operate with our business partners and the wider community.

In all of these, our objective is to deliver the greatest economic benefit while minimising any adverse impacts of our operation.

Environmental and social considerations have been important elements in our planning and day-to-day operations since the opening of the airport at Chek Lap Kok in 1998. This report marks our first step in developing a more structured sustainability strategy and reporting framework. We have identified three key areas of focus, which reflect our particular circumstances as an airport operator:

Safety and Security
Maintaining a safe and secure environment for passengers and employees is a top priority for AAHK. We have adopted international best practices and the latest proven technologies to ensure a safe, worry-free experience for all users of our airport.

Economy
We aspire to support quality growth by stimulating employment opportunities, both at the airport and in the wider community, and, by operating a world-class airport, to contribute to the economic well-being of all sectors of society.

Quality of Life
As a responsible corporate citizen, and to support quality growth in Hong Kong, we must address a range of environmental and social issues surrounding the operation of the airport.

2012/13 Operating Snapshot

- Connected to 176 destinations worldwide
- Handled 4.04 million tonnes of cargo
- Hosted 57.2 million passengers
- Served 107 regional and international airlines
How Sustainability is Managed

Sustainability Management Structure

Sustainability at AAHK is supervised by the Executive Committee of the AAHK Board, which includes the Chairman and CEO. The Executive Director of Corporate Development (EDCD) spearheads and oversees the development and implementation of sustainability strategies within the organisation.

In 2012, the Environmental Section, which was formerly a section under the Airport Management Division, was established as an independent department under the Corporate Development Division. The department, now under the direction of EDCD, is responsible for developing and rolling out AAHK’s environmental and sustainability strategy.

Identifying Sustainability Issues

To identify the issues of material importance to AAHK’s operations, we conducted a materiality assessment during the year. This process began with a desktop review of local media reports, industry reports by our peers, and the GRI and ESG reporting guidelines. This review was followed by internal interviews with the heads of key departments that identified key stakeholder groups, the sustainability issues likely to have an impact on our operations, and the issues of greatest concern to their respective departments.

Through these processes we determined which issues would have the most impact on our business, and how important they were to our key stakeholders. This report focuses on the issues highlighted in the materiality assessment process. It also takes into account the views of external stakeholders received during our ongoing engagement activities.

Looking forward, we intend to broaden our engagement with external stakeholder groups in order to gain a better understanding of the issues that concern them.

The Materiality Matrix illustrates the key sustainability issues for AAHK.
Our Commitment to Corporate Governance

Good corporate governance is essential to attaining the long-term sustainable growth of AAHK. Although we are not a listed company, we voluntarily comply with the Corporate Governance Code issued by the Hong Kong Stock Exchange in order to demonstrate that our operations are fair, ethical, accountable and transparent.

Our approach to sustainability is also reflected in our long-standing commitment to a high standard of corporate governance, which provides the foundation for our day-to-day operation.

In January 2013, we completed a review of our Code of Conduct. Several areas of the Code were updated and strengthened to ensure its comprehensiveness. Staff are required to complete an e-Learning programme to familiarise themselves with the revised Code of Conduct, and to take the refresher course via the e-Learning platform on an annual basis. We will also continue to provide briefings for all newly-recruited staff to ensure they gain a basic understanding of the Code and its underlying principles.

To further reinforce AAHK’s corporate governance culture, we have developed a 6-month programme which contains a series of workshops on corporate policies, procedures and practices, and legal compliance such as equal opportunities, data privacy and anti-corruption. As of 31 March 2013, over 2,900 participants had attended these workshops. These workshops will be added to the regular training curriculum for our staff members in the future.

In recognition of achieving the highest standards in transparency and disclosure, AAHK was awarded the Platinum Award in the Public Sector/Not-for-profit Category at the 2012 Best Corporate Governance Disclosure Awards organised by the Hong Kong Institute of Certified Public Accountants. We have received the Platinum Award eight times since the inception of this award in 2001.

Details of AAHK’s corporate governance structure, Board composition, practices and committees can be found in the Annual Report 2012/13 on pages 24 to 41.
Engaging our Stakeholders

AAHK consults with stakeholders on a regular and continuing basis to elicit their views and suggestions on the airport’s day-to-day operation and future development. We employ a wide variety of communication channels, ranging from one-on-one interviews to meetings, forums and social media, so that we may gain a better understanding of stakeholder concerns. What we learn enables us to improve our performance and better reflect the needs of the community in our operation and future plans.

The diagram outlines the key stakeholder groups and the ways we engage them.
3. Safety and Security
Keeping our Airport Safe

Maintaining a safe environment for passengers and airport employees is key to managing HKIA successfully. This is enshrined in AAHK’s mission statement, which includes a commitment to operate the airport while upholding high standards in safety and security. For this purpose we have put in place a comprehensive safety management system. Year on year, this system is designed to help AAHK promote safety across HKIA and meet stakeholders’ safety expectations.

We also publish a Safety Management System Manual that outlines in detail our safety policy and responsibilities. This manual contains policy statements on safety management and procedures for conducting hazard management, safety audits, accident investigations, fire safety and safety training.

Ongoing communication with regulatory authorities, including Buildings Department, Fire Services Department, Civil Aviation Department and Labour Department, ensures that we comply with all relevant safety and occupational health standards.

One important safety issue is ensuring that the runway is kept free of any debris that may affect flight operation. To supplement the current requirement for regular visual inspection imposed by the International Civil Aviation Organisation (ICAO), we are in the process of acquiring a radar-based automated foreign object detection system that scans the runway with much greater frequency.

**Our approach to safety not only meets international standards but in some areas surpasses them.**
Airport Composite Safety Index

Although it is not possible to eliminate all the risks associated with running an airport operation of HKIA’s size and complexity, we nevertheless achieved a record low injury rate in 2012/13. This year, the Airport Composite Safety Index, which measures the injury rate among passengers and staff, dropped from 6.21 injuries per million passengers in 2011/12 to 5.72.

Contingency Planning

Although AAHK meets international safety standards, we recognise the need to prepare ourselves for any emergency situation.

Every year, as part of the aerodrome licensing requirements, we work together with government departments, business partners and all relevant organisations to hold a large-scale crash exercise at HKIA. This exercise involves testing airport emergency procedures to deal with an aircraft accident. The scenario for this year’s exercise simulated a passenger aircraft crashing into an airport concourse. More than 400 representatives from 30 organisations took part. This exercise marked the culmination of AAHK’s annual cycle of exercises, drills and training seminars, all of which are designed to rehearse and improve airport response capabilities.

Case Study Stormy Weather at HKIA

Although our contingency plan for typhoons is being constantly reviewed and tested, extreme weather events can still disrupt our operations and service when flights are grounded in typhoon conditions and passengers are stranded. Typhoon Vicente, a severe typhoon that struck Hong Kong on 23 July 2012, was a case in point.

As Typhoon Signal No. 10 was raised, aircraft were unable to land or depart over a period of six hours, causing delays to 58 arrivals and 63 departures. At least 11 flights were cancelled. When the weather began to improve, many arriving flights queued up on the taxiways waiting for parking stands, while all the parking bays on the apron were filled with aircraft, causing inconvenience and delay to passengers.

Although no accidents occurred, the typhoon showed us that we need to continue learning from experience and to better manage service and operational disruptions brought about by rough weather conditions. Following the typhoon, several rounds of review were conducted with the airlines, and planning improvements were agreed.

To prepare for this year’s upcoming typhoon season, Exercise Summer Blow was conducted in April 2013. This is the annual exercise to test the airport’s co-ordinated disruption preparedness and response capabilities.
Business Continuity Management System

With some 15 years of operational experience at HKIA, AAHK has developed a comprehensive set of preventive plans to avoid disruptions to airport services. There are also several crisis management and contingency plans to maintain airport operations during a crisis, and a post-incident plan to recover airport operations after such an event.

Airport Security

HKIA complies fully with the global standards for airport security as stipulated by ICAO and the Hong Kong SAR Government’s aviation security framework.

Over the years, AAHK has continued to invest in the latest security technologies to ensure that passengers and hold baggage are screened in line with international standards. In 2012, we finalised plans to complete the current round of hold baggage technology upgrades, based on multi-view X-ray and CTX technologies.

For airport staff, AAHK has incorporated a biometric component into HKIA’s Access Control System. While this technology provides important security information about employees, we adhere strictly to data privacy guidelines and do not share information with outside parties.

AAHK’s subsidiary, Aviation Security Company Limited, provides more than 3,000 security personnel who support our mission by upholding the airport security programme. Working on behalf of AAHK, these personnel perform round-the-clock security services to safeguard civil aviation at HKIA.

In addition to following best practices, AAHK invests in the latest security technologies.
4. Economic Prosperity through Quality Growth
Quality Growth in the Community

AAHK pursues quality economic growth that benefits the whole community by maintaining Hong Kong as a competitive place to do business in Asia. This is achieved in part by creating jobs at the airport and by operating HKIA as a world-class aviation hub that serves as a key facilitator for Hong Kong’s economic activities.

Our Economic Performance

As a statutory body, we are mandated to operate on prudent commercial principles. During the year, we recorded increased revenue and steady profit growth. The profits we make allow us to invest in improvements to the airport and the service we provide. For example, we have reinvested more than HK$30 billion in expanding our capacity and enhancing our facilities over the last 15 years.

In the 15 years since the airport opened in 1998, AAHK will have returned a total of HK$30 billion to the Hong Kong SAR Government in repaid capital and dividends.

<table>
<thead>
<tr>
<th>Economic Value Generated</th>
<th>2012/13</th>
<th>2011/12</th>
<th>% Change</th>
</tr>
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<tbody>
<tr>
<td>Revenue (HK$ Million)</td>
<td>13,134</td>
<td>12,154</td>
<td>+8.1%</td>
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<tr>
<th>Economic Value Distributed</th>
<th></th>
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<tbody>
<tr>
<td>Operating costs (HK$ Million)</td>
<td>4,270</td>
<td>3,919</td>
<td>+9.0%</td>
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<tr>
<td>Employee wages and benefits (HK$ Million)</td>
<td>1,403</td>
<td>1,272</td>
<td>+10.3%</td>
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<tr>
<td>Payments to providers of funds (HK$ Million)</td>
<td>4,164</td>
<td>3,372</td>
<td>+23.5%</td>
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<tr>
<td>Payments to government (HK$ Million)</td>
<td>1,156</td>
<td>1,259</td>
<td>-8.2%</td>
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<tr>
<td>Financial donations (HK$ Thousand)</td>
<td>2,287</td>
<td>684</td>
<td>+234.4%</td>
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We target quality growth that benefits the wider community within environmental constraints.
## AAHK’s Impact on the Hong Kong Economy

### Employment

One of the main contributions of our work is to provide employment opportunities in Hong Kong and to create prosperity that can be shared by all levels of the community.

In addition to the nearly 1,300 people employed directly by AAHK, HKIA depends on some 65,000 people working for our business partners to provide essential services such as airline services, aircraft maintenance, cargo and baggage handling, aviation security services, retail, food and beverage and hospitality services.

<table>
<thead>
<tr>
<th>Airline services</th>
<th>Airline maintenance</th>
<th>Cargo</th>
<th>Baggage handling</th>
<th>Aviation security services</th>
<th>Retail</th>
<th>Food &amp; beverage</th>
<th>Hospitality services</th>
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<td>1,300</td>
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<td>65,000</td>
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<td>employed by AAHK’s business partners</td>
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**HKIA is an essential part of our transport infrastructure that serves four key industries – tourism, trading and logistics, financial services and the delivery of professional services.**


**Connectivity**

HKIA is an essential part of Hong Kong’s transport infrastructure, connecting people and businesses in Hong Kong and the rest of the world. Our services are particularly crucial to four key industries – tourism, trading and logistics, financial services, and professional services and other producer services. All these industries rely heavily on air travel and the efficient flow of people and goods. They account for almost 60% of Hong Kong’s GDP and support almost half of the jobs in Hong Kong.

<table>
<thead>
<tr>
<th>2011*</th>
<th>Share of GDP</th>
<th>Share of Employment</th>
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<tbody>
<tr>
<td>Trading and logistics</td>
<td>25.5%</td>
<td>21.6%</td>
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<tr>
<td>Financial services</td>
<td>16.1%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Tourism</td>
<td>4.5%</td>
<td>6.5%</td>
</tr>
<tr>
<td>Producer and professional services</td>
<td>12.4%</td>
<td>13.1%</td>
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<tr>
<td>4 key industries in total</td>
<td>58.5%</td>
<td>47.5%</td>
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* Source: Census and Statistics Department Hong Kong

**Case Study Faster, More Convenient Cross-border Connection**

As an international and regional aviation centre, HKIA serves a wider community than the seven million people of Hong Kong. Through our SkyPier ferry service, cross-border coaches and SkyLimo services, we also provide direct connection to major cities in the Pearl River Delta (PRD) and Southern China.

SkyPier connects HKIA to eight ports in the PRD and Macao, allowing both international passengers and PRD residents to enjoy seamless transfers without having to go through immigration and customs formalities at HKIA. This arrangement cuts journey times and simplifies air-to-sea and sea-to-air transfers.

Regular cross-border coach services also link HKIA to 110 destinations across the PRD and Guangdong, as well as to more distant cities such as Xiamen, Guilin and Nanning. About 550 scheduled services depart daily.

The SkyLimo service provides passengers with the option of a door-to-door chauffeured limousine service between mainland cities and HKIA. Some 580 trips run from HKIA every day.

In 2012/13, these services enabled over four million passengers to enjoy hassle-free transport to and from the airport.
Sustaining Service Quality

Since its opening in 1998, HKIA has been named the world’s best airport more than 50 times by different international organisations and media such as Skytrax, IATA and Condé Nast Traveller. Our challenge is to maintain this level of service and our position as a regional and international transport hub, despite the pressures of growing demand.

Although there are constraints in increasing HKIA’s capacity, we have been successfully maintaining service levels by increasing our operational efficiency through process optimisation and expansion of high quality passenger facilities. In this respect, we are meeting key service performance indicators and, in many instances, improving service levels.

We also organise a range of customer service programmes to maintain our award-winning service quality. For example, the annual HKIA Customer Service Excellence Programme (CSEP), which was launched in 2002, reinforces our commitment to customer service excellence at HKIA and recognises airport staff for their outstanding customer service.

Since the opening of the airport 15 years ago, we have conducted structured maintenance of all of our facilities. For example, our current HK$500 million rejuvenation programme sets out a framework for upgrading or replacing facilities, such as the airfield ground lighting systems, baggage handling systems and terminal buildings.

Case Study Maintaining Quality Service — Midfield Development

AAHK is developing the new Midfield Concourse to enable HKIA to maintain its present level of service quality as passenger numbers continue to grow.

Located west of Terminal 1 between the two existing runways, the Midfield development will provide the following facilities:

- A 105,000 square-metre, five-level concourse
- 20 parking stands (including 19 full service frontal stands)
- An extended automated people mover, connecting Midfield with Terminal 1 and other passenger facilities
- A new cross-field taxiway

The Midfield development will feature a concourse with an annual capacity of 10 million passengers and increase the number of frontal stands from 59 to 78, enabling passengers to embark and disembark aircraft directly via air bridges, rather than by connecting through terminal buses.

Over 35 green features have been incorporated into the design of the Midfield Concourse. Key environmental features that will minimise the building’s environmental footprint include enhanced natural lighting and installation of one of the city’s largest solar panel arrays, carbon-efficient concrete works and the use of Forest Stewardship Council certified timber. We aim to have 10% of building materials made of recycled materials and 20% sourced locally in order to achieve BEAM Plus Gold certification requirements.
Planning for the Future

As demand for aviation services grows in Asia’s dynamic economies, we anticipate a corresponding rise in our future capacity requirements.

Increasing Hong Kong’s air connectivity will make the city more attractive to foreign investment and increase the potential for business efficiency. This is supported in China’s national development strategy, which recognises Hong Kong’s efforts in consolidating and enhancing our competitive advantage as an international centre for financial services and as a regional and international transport and logistics hub.

In March 2012, the Hong Kong SAR Government gave AAHK approval in principle to adopt, for planning purposes, the three runway-system (“3RS”) as the future development direction for HKIA. We are now in the planning phase, during which an Environmental Impact Assessment study, associated design and funding options analysis will be conducted before a final decision is made.

More information can be found on our dedicated website at http://www.threerunwaysystem.com/en/.
5. Quality of Life – Environmental and Social Issues
Environmental Challenges Facing HKIA

Hong Kong and, by extension, HKIA must address a series of environmental challenges.

One of the most critical environmental issues is Hong Kong’s air quality. Even though most air pollution originates outside the airport, HKIA nevertheless has a role to play in reducing pollutants that may be harmful to airport workers, passengers and the public.

Aircraft noise is another issue we must address. We have been working with the Civil Aviation Department (CAD) the regulatory authority for air traffic management to review measures that could minimise noise levels in communities surrounding HKIA.

We are also addressing other environmental challenges facing Hong Kong, such as energy and waste management, through a series of innovative technologies and measures. These include improving our energy efficiency, greening our procurement and reducing our carbon footprint. We are also monitoring and managing the impact of our present operation on the surrounding ecosystem and assessing the potential impact of planned developments on biodiversity.

Reducing HKIA’s Environmental Footprint

In May 2012, AAHK and its business partners pledged to make HKIA the world’s greenest airport. The key to realising this objective is the implementation of a rigorous rolling Three-year Environmental Plan. The plan contains more than 120 initiatives covering carbon emissions, air quality, water management, energy efficiency, biodiversity, green procurement, and waste management. It also sets benchmarks and measurable targets to reduce HKIA’s environmental footprint and includes mechanisms for monitoring and reporting progress.

In addition, we require our tenants and franchisees to produce, implement and update their own environmental management plans, which are reviewed periodically by AAHK.

Hong Kong and, by extension, HKIA must address a series of environmental challenges that undermine our quality of life.
Climate Change and Carbon Reduction

Recognising that airports have a role to play in combating climate change, HKIA has pledged to reduce its carbon emissions by 25% per workload unit (WLU) (one workload unit is either one passenger or 100 kg of cargo) by the year 2015 from the 2008 baseline level.

In 2008, we conducted our first carbon audit of all AAHK-owned facilities at the airport. The success of the first carbon audit laid the foundation for AAHK to develop an airport-wide carbon reduction programme for our business partners in 2009. This programme includes three key components:

1. engagement with stakeholders at the airport through a series of educational workshops on climate change and carbon auditing;
2. development of an online carbon audit system to allow business partners to calculate, analyse and report their annual carbon footprints; and
3. development and implementation of over 400 carbon reduction initiatives across the airport since 2008.

In March 2013, AAHK was awarded the “Optimisation” level in the Airports Council International’s (ACI) Airport Carbon Accreditation scheme in recognition of the work we have done with our 43 airport business partners to map and reduce HKIA’s carbon footprint. “Optimisation” is the second-highest of four progressively demanding accreditation levels under the scheme. HKIA was the first airport in Asia-Pacific to achieve this rating, which is also the highest level achieved in this region.

Greenhouse Gas (GHG) Emissions from AAHK’s Facilities*

<table>
<thead>
<tr>
<th>Year</th>
<th>Absolute GHG emissions (in tonnes of CO2e)</th>
<th>Intensity-based GHG emissions (in kgCO2e/WLU)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>176,045</td>
<td>1.89</td>
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<tr>
<td>2012</td>
<td>174,833</td>
<td>1.81</td>
</tr>
</tbody>
</table>

* Includes AAHK’s facilities such as Terminal 1, Terminal 2, North Satellite Concourse, SkyPier, HKIA Tower, Airport World Trade Centre, etc. The operational boundary covers Scope 1, Scope 2 and selected Scope 3 emission.
Energy Savings

Closely related to carbon reduction is our comprehensive series of programmes to reduce energy consumption. These include large-scale optimisation projects such as the reconfiguration of our chillers and the installation of a network of temperature and humidity sensors that ensure comfort with minimal energy wastage. Another important initiative, the first of its kind in Hong Kong, is the large-scale replacement of conventional lighting with 100,000 LEDs in our terminal buildings.

In 2012/13, our electricity consumption per passenger was 4.87 kilowatt hours (kWh), a 4.13% reduction compared with 2011/12.

We are conducting Hong Kong’s largest LED conversion project, replacing 100,000 conventional lights in our terminal buildings with LEDs.

<table>
<thead>
<tr>
<th>Electricity Consumption per Passenger</th>
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<tbody>
<tr>
<td>Electricity consumption per passenger (kWh per passenger)</td>
</tr>
<tr>
<td>2010/11</td>
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<tr>
<td>5.37</td>
</tr>
</tbody>
</table>

Case Study How AAHK is Lighting the Way

Since lighting accounts for 10% of the energy consumed at the airport, AAHK recognised that replacing conventional lights with LEDs would offer a significant opportunity for energy savings.

During the initial phase of the LED conversion programme in 2009, the market was still undeveloped and the supply of available LEDs limited. To overcome this challenge, our Technical Services Department worked with the Government’s Energy Liaison Group to develop the specifications for LED lighting in Hong Kong. Now part of our procurement standards, these specifications have opened the way for other large organisations to embark on their own LED replacement programmes.

Hong Kong’s largest LED conversion project, now underway, will eventually replace conventional lights in the passenger terminals with LEDs. Although the initial cost of the programme was high, we were able to demonstrate an acceptable financial payback when assessing the full lifecycle costs as LEDs have a longer replacement and maintenance cycle. When completed, the project will provide an estimated 15 million kWh in electricity savings. This equates to reducing 9,000 tonnes of CO₂ equivalent emissions per year.

In addition to replacing our own lighting, we are now sharing our expertise in LED technology with our airport tenants in order to encourage them to carry out their own lighting conversion programmes. This will achieve even greater energy savings for the airport as a whole.
Waste Management

AAHK aims to reduce the absolute amount of waste generated on the airport island and to promote recycling of waste through a number of measures designed to encourage separation of waste at source.

In 2012/13, the amount of waste generated from areas controlled by AAHK was 318 grammes per passenger (g/pax), an increase of 2.5% compared with 2011/12 (i.e. 311 g/pax). Our efforts in promoting recycling are reflected in the increase in the amount of waste recycled per passenger from 40 g/pax in 2011/12 to 44 g/pax in 2012/13. In addition to managing its own waste, AAHK also recycled over 1,300 tonnes of food waste generated by our business partners.

We plan to improve our waste management further so that we can reach our target of recycling 50% of the waste generated at HKIA by 2021.
Air Quality Monitoring and Control

HKIA continuously tracks outdoor air quality through two air quality monitoring stations on the airport island and a third control station on Sha Chau. The data collected helps AAHK monitor regional air quality and track our pollution reduction initiatives. Appreciating the public’s concerns and the desire to increase transparency, we began publishing data on individual criteria pollutants on our website alongside the Air Pollution Index in 2012. This information can be found at http://www.hongkongairport.com/eng/csr/environmental-management/air-quality/current-api.html.

We also make our air quality data available to academics seeking to better understand Hong Kong air quality issues, and to consultants conducting EIAs for other proposed developments.

While the greatest emitters – moving aircraft and general road traffic on Chek Lap Kok and north Lantau – are outside AAHK’s direct control, we have taken actions and set targets to control and reduce emissions from airside vehicles and stationary aircraft.

Vehicle Emissions

AAHK rolled out its Airside Saloon Electric Vehicles (EVs) Replacement Programme and installed over 50 EV chargers in 2012. We have set a requirement that by July 2017, all saloons on the airside must be EVs.

There is also a need to replace the older diesel-powered heavy vehicles and special ground service equipment that contribute the majority of emissions by the vehicle fleet. EV replacements are not yet available in the market for some of these, and may not be for several years. In order to accelerate the retirement of older vehicles, AAHK allows alternative technologies to be employed, including hybrids and Euro V diesel vehicles.

Aircraft Emissions

We have also set a target to ban the use of auxiliary power units (APUs) for aircraft at frontal stands in 2014. APUs are small jet engines in the tail of an aircraft that are used to deliver electrical power and air conditioning to the cabin while the aircraft is on the ground and the main engines are switched off. In order to facilitate this ban, we have been upgrading pre-conditioned air (PCA) units and fixed ground power (FGP) facilities. Since PCA and FGP units are powered by electricity instead of the jet fuel used by APUs, this ban will greatly reduce polluting emissions. In 2012/13, we upgraded 11 PCA units and replaced 112 FGP units. Another 37 PCA units and 24 FGP units will be upgraded by end of 2013.
Other Key Environmental Aspects

Water Management
HKIA has used seawater for its toilets and air-cooling systems as a standalone component of its innovative triple water system (TWS) since the airport opened in 1998. The TWS also uses potable water for drinking, catering and aircraft washing, and reclaimed water for landscape irrigation. Using seawater for sanitation and cooling delivers substantial cost, energy and carbon savings over more traditional “dual water systems”, which typically use potable water for these purposes.

In 2012, AAHK’s water usage was 15.6 litres per passenger. This compares favourably with the best performing European airports.

Reuse of Wastewater
Greywater from aircraft catering kitchens
Greywater from aircraft washing
Greywater from restaurants and hand basins in terminals
Wastewater Treatment Plant

Green Procurement and Retailing
AAHK aims to minimise its ecological footprint through careful procurement of office and cleaning supplies. We are also sourcing environmentally-friendly construction materials for major projects, including carbon-efficient concrete works and Forest Stewardship Council certified timber. Working closely with our many retailers and caterers, we are encouraging “green retailing” through our green fit-out guide and promotion of recycling.

To further reduce our footprint, we are reviewing our procurement guidelines to require the use of a greater range of sustainable materials where these are available.

Noise
AAHK considers noise-related issues in planning and assessing the potential impacts of our future infrastructure developments. Indeed, one of the main considerations in relocating the airport from Kai Tak to Chek Lap Kok was to minimise noise disturbance by selecting a remote and less populated site. As the demand for housing in Hong Kong continues to grow, a number of sites on north Lantau that are close to the flight path have been identified for potential residential development. In order to avoid disturbance to future residents, AAHK works closely with the Civil Aviation Department and other government departments concerned to explain the potential impacts of aircraft-related noise on the proposed developments, to explore possible measures that have successfully been taken by other airports to address noise issues and evaluate the feasibility of adopting such measures at HKIA.

Ecology and Biodiversity
In addition to the key environmental aspects covered above, our operations may have impacts on local ecosystems and biodiversity. In addition to our on-going environmental control measures, we are formulating strategies and initiatives to support the conservation of species on which HKIA has had an impact. We recognise that we have a demonstrable duty of care to these species, particularly the Chinese White Dolphin and Romer’s Tree Frog. In particular, we will outline the measures to be taken to protect Chinese White Dolphin in the Environmental Impact Assessment for the proposed three-runway system.
Social Issues – People and Community

Our Airport, Our People
AAHK is a fair and equal opportunity employer, offering long-term career development opportunities for staff members. AAHK also helps create work opportunities at the airport, ranging from basic frontline services to highly skilled technical and professional jobs.

Training and Development
People development is of paramount importance to the personal growth of our staff as well as the continuous success of AAHK. In 2009, we initiated a people development and succession planning framework for the senior management staff. Since then, we have been building a wider pool of airport management generalists for middle and senior management positions. Candidates are equipped to be well-rounded managers through regular job rotation and development programmes. From 2012 onwards, we have cascaded down the framework to include staff at the entry managerial level with the aim of identifying staff with potential in the early stage of their careers.

In addition to the people development and succession planning framework, we provide a wide range of training to keep staff abreast of airport developments and to meet changing business and operational needs. Regular informal lunchtime seminars on personal development topics such as staff wellness and self enhancement are also organised.

In 2012/13, we refined the Staff Training Curriculum and expanded the use of e-Learning courses. Through these efforts, we increased the total number of training hours by over 50% to more than 28,000 hours in 2012/13.

Case Study Job Security for Frontline Workers

Frontline service workers are essential for keeping the airport clean, comfortable and working efficiently around the clock. However, service contract renewals may result in the possibility that workers might lose their jobs between contracts.

AAHK has therefore instituted a hire-back practice which requires incoming service contractors to retain at least 40% of workers from the outgoing service provider at no less than the same pay levels.

This practice enhances job stability for frontline workers and benefits contractors as workers are already familiar with the unique requirements of the airport. Retaining experienced staff also enables AAHK to maintain its high service standards, especially during the transitional phase.
Labour Challenges at HKIA
One of the critical challenges faced by AAHK, and especially our business partners, is the general shortage of workers in the Hong Kong labour market.

The challenge of hiring personnel to fill management, professional and frontline positions at HKIA is compounded by the relatively remote location of the airport that requires staff to spend extra time and money in travelling to and from their workplace. This is particularly true for some of HKIA’s business partners, who have reported difficulties in finding suitable candidates for frontline service and technical jobs. Many of these jobs require shift duty to meet the airport’s requirement to provide round-the-clock service. AAHK maintains regular liaison with our business partners and has put in place different initiatives to help them to promote job opportunities on the airport island.

Apart from formal employment opportunities, AAHK also provides a Summer Internship Programme for undergraduates from local universities. The programme not only helps AAHK to identify talent for future job openings, it also helps raise interns’ interest and understanding of the aviation industry.

Case Study The Airport Comes to Wanchai at HKIA Job Expo
For the second year, AAHK co-organised a job expo with the Labour Department at the Hong Kong Convention and Exhibition Centre. The objective of the expo was to help our business partners address labour shortage challenges by attracting potential applicants for available positions at the airport and to introduce a wide range of job opportunities to the general public.

The HKIA Job Expo 2012, held from 3 to 5 August 2012, presented a wide range of employment opportunities at the airport. More than 5,900 vacancies from over 50 companies were showcased. The many vacancies available included positions ranging from cabin service and aircraft maintenance to baggage handling, retail sales and engineering. Many of the participating companies also gave career talks and offered on-the-spot job interviews during the fair. The job expo attracted about 10,200 visitors and over 600 positions were filled.
Community Engagement

We support the community through a wide range of engagement programmes. In addition to building closer
relationships with neighbouring communities, these programmes give our staff a better understanding of the
challenging social issues faced by many Hong Kong people.

Community and Charitable Activities

During the year, we supported a number of community
activities through donations, sponsorships and volunteering.
These activities included events organised by local green
groups, and youth education and elderly services run by
social service organisations. Some of the highlights of our
activities in 2012/13 were:

- A spring reception for the elderly in Tung Chung
  in cooperation with the Hong Kong Sheng Kung Hui
  Tung Chung Integrated Services and the
  Neighbourhood Advice-Action Council Tung Chung
  Integrated Service Centre
- A banquet for the elderly in Tuen Mun in cooperation
  with the Tuen Mun Respect for the Aged Association
- A toys and books drive for less well-off families in
  cooperation with the Hong Kong Sheng Kung Hui
  Tung Chung Integrated Services
- Participation in the Community Chest’s Skip Lunch Day
  with donations going to the Services for Street Sleepers
  and Cage Residents programme
- Better Air Quality 2012 Conference co-organised by
  Clean Air Asia, the Environmental Protection Department
  and Hong Kong Polytechnic University
- Clean Air Drive organised by Clean Air Network
- International Coastal Cleanup 2012 organised by
  the Green Council
- Island District Healthy City Tree Planting Festival –
  Green Lantau arranged by the Island District Healthy
  City Working Group
- Lai See Packet Recycling Programme organised by
  Greeners Action
- Sunday Green Market held by the Hong Kong Outlying
  Islands Women’s Association at Eco Expo Asia
- Tree Planting Challenge 2012 and Green Festival 2012
  by Friends of the Earth (HK)
- WWF-Hong Kong’s Walk for Nature @ Mai Po 2012 and
  WWF-Hong Kong’s Corporate Membership Programme
- Green Power Hike 2013 organised by Green Power
Airport Ambassador Programme
Established in 2002, the Airport Ambassador Programme is an initiative that provides assistance to passengers in need while providing employment opportunities for young people and the elderly.

The programme enables young people to receive on-the-job training and senior citizens to continue playing a meaningful role as volunteers.

Supported by the Labour Department, the Airport Ambassador Programme is a unique social partnership that benefits both participants and the airport through the provision of more friendly and personal service to passengers.

Hong Kong International Airport Environmental Fund
To encourage community participation in environmental projects, AAHK has set up an environmental fund for projects, activities and initiatives that promote environmental protection and sustainable living in Hong Kong.

All local non-profit organisations, such as environmental groups, community bodies and academic institutions that address the same environmental concerns as AAHK, are welcome to apply. Current activities sponsored by the fund include the following:

- Hong Kong Kids Ocean Week, organised by Ocean Recovery Alliance
- Micro Carbon Operation, organised by The Climate Group
- Finding Pipefish in Hong Kong 2012, organised by Eco-Education & Resources Centre
- ClimateWatch Community Engagement Programme, organised by EarthWatch Institute

We also provide environmental NGOs with free space at the airport for exhibitions on environmental awareness and green living.

Community engagement programmes give our staff a better understanding of the challenging social issues faced by many Hong Kong people.
This report marks the formal commencement of AAHK’s sustainability programme, providing a baseline of our current policies, practice and performance. The measures outlined below provide an indication of some of the key areas we will address in the development and execution of our sustainability strategy and programmes in the coming years.

**Safety and Security**
- To improve the safety of airport operations by further reducing injuries to passengers and airport staff.
- To install additional passenger screening channels in the departure hall, and new security screening facilities for the Midfield Concourse.

**Economic**
- To continue the ongoing development of the Midfield and Western Apron and other enhancement initiatives as required.
- To complete the Environmental Impact Assessment (EIA) for the three-runway system in 2013/14.
- To continue enhancing passenger processing capacity and customer service.

**Environment**
- To work towards becoming the world’s greenest airport by initiating a benchmarking study to establish HKIA’s greenest airport status and set key performance indicators and measurable targets.
- To continue the execution of the newly revamped Three-year Environmental Plan.

**Social – People and Community**
- To increase AAHK’s manpower alongside the expansion of HKIA.
- To implement corporate-wide people development and succession planning strategies.
- To continue upgrading staff competencies and skills to enhance our overall corporate capabilities.
- To continue to participate in community service projects and to initiate activities tailored to the needs of neighbouring communities.
### Sustainability Performance Indicators

<table>
<thead>
<tr>
<th>Operational Performance</th>
<th>Units</th>
<th>2012/13</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of airlines operating at HKIA</td>
<td>Number</td>
<td>107</td>
<td>101</td>
</tr>
<tr>
<td>Number of scheduled destinations served from HKIA</td>
<td>Number</td>
<td>176</td>
<td>160</td>
</tr>
<tr>
<td>Annual total number of passengers¹</td>
<td>Number ('000)</td>
<td>57,176</td>
<td>54,915</td>
</tr>
<tr>
<td>Annual total amount of cargo tonnage²</td>
<td>Tonnes ('000)</td>
<td>4,038</td>
<td>3,923</td>
</tr>
<tr>
<td>Annual total number of aircraft movements³</td>
<td>Number</td>
<td>354,980</td>
<td>339,133</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Connectivity</th>
<th>Units</th>
<th>2012/13</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of passengers using SkyPier</td>
<td>Number ('000)</td>
<td>2,622</td>
<td>2,468</td>
</tr>
<tr>
<td>Number of passengers using Land Cross Boundary Transport</td>
<td>Number ('000)</td>
<td>1,955</td>
<td>1,903</td>
</tr>
<tr>
<td>Number of cross border sea ports served</td>
<td>Number</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Number of cross border land destinations</td>
<td>Number</td>
<td>110</td>
<td>115</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Market Presence</th>
<th>Units</th>
<th>2012/13</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of active suppliers who are local companies⁴</td>
<td>%</td>
<td>91</td>
<td>91</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Satisfaction</th>
<th>Units</th>
<th>2012/13</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual mean score from Airport Service Quality (ASQ) survey</td>
<td>Score (out of 5)</td>
<td>4.82 (for 2012)⁵</td>
<td>4.80 (for 2011)⁵</td>
</tr>
<tr>
<td>Index of complaints received per 1 million passengers</td>
<td>Number</td>
<td>32.2</td>
<td>31.1</td>
</tr>
<tr>
<td>Percentage of passengers clearing security screening within 4.5 minutes</td>
<td>%</td>
<td>99.3</td>
<td>98.7</td>
</tr>
<tr>
<td>Annual mean score of passengers feeling safe and secure⁶</td>
<td>Score (out of 5)</td>
<td>4.77</td>
<td>4.78</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety and Business Continuity</th>
<th>Units</th>
<th>2012/13</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Composite Safety Index⁷</td>
<td>Injury rate per million passengers</td>
<td>5.72</td>
<td>6.21</td>
</tr>
<tr>
<td>Index of birdstrikes per 10,000 aircraft movements</td>
<td>Number</td>
<td>0.37</td>
<td>0.38</td>
</tr>
<tr>
<td>Number of training / seminars conducted on contingency planning preparedness</td>
<td>Number</td>
<td>42</td>
<td>29</td>
</tr>
<tr>
<td>Number of drills undertaken on contingency planning preparedness</td>
<td>Number</td>
<td>33</td>
<td>20</td>
</tr>
<tr>
<td>– Field</td>
<td></td>
<td>23</td>
<td>19</td>
</tr>
<tr>
<td>– Desktop</td>
<td></td>
<td>10</td>
<td>1</td>
</tr>
</tbody>
</table>

¹ Total figure for passengers includes originating, terminating, transfer and transit passengers. Transfer and transit passengers are counted twice.
² Cargo tonnage includes import, export, and transshipment (counted twice) cargo. Air mail is excluded.
³ Aircraft movements include civil international passenger, cargo and non-revenue flights. Military and local flights are excluded.
⁴ “Active suppliers” are defined as business entities that have been engaged by or are currently working with AAHK in the respective financial years.
⁵ “Local companies” are defined as companies that have a business registration in Hong Kong with a Hong Kong correspondence address.
⁶ The ASQ survey relates to AAHK’s performance in the calendar year (i.e. 1 January to 31 December).
⁷ This is a question within the ASQ survey.
⁸ The ASQ survey relates to AAHK’s performance in the calendar year (i.e. 1 January to 31 December).
Sustainability Performance Indicators

<table>
<thead>
<tr>
<th>Environmental Management</th>
<th>Units</th>
<th>2012/13</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy consumption</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electricity</td>
<td>kWh ('000)</td>
<td>278,600</td>
<td>279,000</td>
</tr>
<tr>
<td>Diesel</td>
<td>Litre</td>
<td>851,600</td>
<td>798,000</td>
</tr>
<tr>
<td>Petrol</td>
<td>Litre</td>
<td>78,100</td>
<td>104,300</td>
</tr>
<tr>
<td>LPG</td>
<td>Litre</td>
<td>5,150</td>
<td>23,808</td>
</tr>
<tr>
<td>GHG emissions(^8)</td>
<td>Tonnes in CO(_2)e ('000)</td>
<td>(for 2012)(^9)</td>
<td>(for 2011)(^9)</td>
</tr>
<tr>
<td>Direct emissions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Stationary combustion</td>
<td></td>
<td>0.13</td>
<td>0.23</td>
</tr>
<tr>
<td>– Mobile combustion</td>
<td></td>
<td>2.44</td>
<td>2.25</td>
</tr>
<tr>
<td>– Fugitive emissions</td>
<td></td>
<td>10.71</td>
<td>9.54</td>
</tr>
<tr>
<td>Indirect emissions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Electricity</td>
<td></td>
<td>161.45</td>
<td>163.96</td>
</tr>
<tr>
<td>– Other indirect emissions</td>
<td></td>
<td>0.44</td>
<td>0.38</td>
</tr>
<tr>
<td>Total GHG emissions</td>
<td>Tonnes in CO(_2)e ('000)</td>
<td>175.17</td>
<td>176.36</td>
</tr>
<tr>
<td>GHG emissions avoided by tree planting and paper recycling</td>
<td>Tonnes in CO(_2)e ('000)</td>
<td>0.34</td>
<td>0.32</td>
</tr>
<tr>
<td>GHG net emissions (absolute)</td>
<td>Tonnes in CO(_2)e ('000)</td>
<td>174.83</td>
<td>176.04</td>
</tr>
<tr>
<td>GHG net emissions (by intensity)</td>
<td>kgCO(_2)e / Workload Unit(^10)</td>
<td>1.81</td>
<td>1.89</td>
</tr>
</tbody>
</table>

Waste Management

| Waste sent to landfill | Tonnes | 18,196 | 17,054 |
| Recyclables collected by AAHK | Tonnes | 2,527  | 2,170  |
| Hazardous waste collected by AAHK\(^11\) | Tonnes | 19     | 9      |
| Food waste collected from AAHK's business partners | Tonnes | 1,393  | 786    |

Water management

| Total water withdrawal by source | m\(^3\) | 79,333,000 | 83,050,000 |
| – Seawater                  |       | 438,000  | 423,500  |
| Total water recycled        | m\(^3\) | 210,066  | 198,860  |
| Total water discharge\(^12\) | m\(^3\) | 227,934  | 224,640  |

Other

| Number of aircraft fuel spillage | Number | 15 | 2 |

\(^8\) The methodologies and emission factors applied for the quantification of GHG emissions and removals were in accordance with the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, 2010 Edition issued by EMSD and EPD.
\(^9\) GHG emissions are reported for the calendar year (i.e. 1 January to 31 December).
\(^10\) One workload unit is equal to one passenger or 100kg of cargo.
\(^11\) Hazardous waste collected by AAHK included waste lubricating oil and used mercury-containing fluorescent tubes.
\(^12\) The volume of wastewater discharge is estimated by subtracting the volume of wastewater recycled from our municipal water consumption.
### Sustainability Performance Indicators

<table>
<thead>
<tr>
<th>Category</th>
<th>Units</th>
<th>2012/13</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee Management</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total workforce</td>
<td>Number</td>
<td>1,284</td>
<td>1,118</td>
</tr>
<tr>
<td>By employment category</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Senior management staff</td>
<td>Number</td>
<td>35</td>
<td>30</td>
</tr>
<tr>
<td>- Professional / Managerial staff</td>
<td></td>
<td>419</td>
<td>369</td>
</tr>
<tr>
<td>- Supporting staff</td>
<td></td>
<td>830</td>
<td>719</td>
</tr>
<tr>
<td>By type of employment</td>
<td>Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Permanent</td>
<td></td>
<td>1,165</td>
<td>1,071</td>
</tr>
<tr>
<td>- Fixed term contract</td>
<td></td>
<td>119</td>
<td>47</td>
</tr>
<tr>
<td>By age group</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Below 30</td>
<td></td>
<td>15</td>
<td>13</td>
</tr>
<tr>
<td>- 30 to 39</td>
<td></td>
<td>26</td>
<td>26</td>
</tr>
<tr>
<td>- 40 to 49</td>
<td></td>
<td>36</td>
<td>39</td>
</tr>
<tr>
<td>- 50 or above</td>
<td></td>
<td>23</td>
<td>22</td>
</tr>
<tr>
<td>By gender</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Male</td>
<td></td>
<td>63</td>
<td>62</td>
</tr>
<tr>
<td>- Female</td>
<td></td>
<td>37</td>
<td>38</td>
</tr>
<tr>
<td>Company-wide turnover rate</td>
<td>%</td>
<td>9.4</td>
<td>8.4</td>
</tr>
<tr>
<td>Number of new hires</td>
<td>Number</td>
<td>288</td>
<td>157</td>
</tr>
<tr>
<td><strong>Employee Training</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number of training hours</td>
<td>Hour</td>
<td>28,427</td>
<td>16,803</td>
</tr>
<tr>
<td>By training type</td>
<td>Hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- In-house training programmes</td>
<td></td>
<td>9,440</td>
<td>5,215</td>
</tr>
<tr>
<td>- E-Learning programmes</td>
<td></td>
<td>3,512</td>
<td>2,171</td>
</tr>
<tr>
<td>- Operational &amp; technical training</td>
<td></td>
<td>15,476</td>
<td>9,417</td>
</tr>
<tr>
<td>Average hours of training per employee</td>
<td>Hour</td>
<td>22.14</td>
<td>15.80</td>
</tr>
<tr>
<td><strong>Social Contribution</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment disbursed through HKIA Environmental Fund</td>
<td>HK$</td>
<td>1,233,350</td>
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## GRI Content Index

AAHK’s first sustainability report was prepared with reference to GRI G3.1 Guidelines and the Airport Operators Sector Supplement. We have self-assessed this report to meet the GRI Application Level B requirements. The GRI Content Index found below shows the sections where relevant GRI indicators are covered in this report. For full descriptions of our disclosure against GRI indicators, please refer to the detailed GRI Content Index at [http://www.hongkongairport.com/eng/media/publication/sustainability-report/index.html](http://www.hongkongairport.com/eng/media/publication/sustainability-report/index.html).

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### Your Feedback

We welcome your views on both our sustainability initiatives and reported performance. Please submit your views to us as follows:

**By email:** corporatesustainability@hkairport.com

**By post:** Environment Department

Airport Authority Hong Kong

HKIA Tower, 1 Sky Plaza Road,

Hong Kong International Airport

Lantau, Hong Kong

Printed in August 2013

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