

PERFORMANCE INDICATORS

	Unit	2014/15	2013/14	2012/13	2011/12
Economic Performance¹⁰					
Economic value generated					
- Revenue	HK\$ million	16,367	14,810	13,134	12,154
Economic value distribution					
- Operating costs	HK\$ million	5,053	4,872	4,282	3,928
- Employee wages and benefits [§]	HK\$ million	1,786	1,669	1,438	1,287
- Payments to providers of funds ¹¹	HK\$ million	5,434	4,613	4,164	3,372
- Payments to government ¹²	HK\$ million	1,099	785	1,156	1,259
- Financial donations	HK\$ million	2	3	2	1
Economic value retained*	HK\$ million	4,779	4,537	3,530	3,594
Operational Performance					
Passenger traffic ¹³	Millions of passengers	64.7	60.7	57.2	54.9
Cargo throughput ¹⁴	Millions of tonnes	4.4	4.2	4.0	3.9
Aircraft movements ¹⁵	Thousands	396	377	355	339
Airlines operating at HKIA	Number	105	106	107	101
Scheduled destinations served from HKIA ¹⁶	Number	180	179	176	160

¹⁰ Economic performance data was extracted from AAHK's audited consolidated financial statements.

¹¹ Includes dividend paid to the HKSAR Government, AAHK's sole shareholder (2014/15: HK\$5,300 million, 2013/14: HK\$4,400 million, 2012/13: HK\$3,900 million, 2011/12: HK\$3,100 million).

¹² Hong Kong Profits Tax paid to the HKSAR Government.

¹³ Total number of passengers includes originating, terminating, transfer and transit passengers. Transfer and transit passengers are counted twice. The number of passengers broken down by passengers on international and domestic flights is not relevant for AAHK as all passengers are classified as international. Origin-and-destination and transfer and transit data is not reported as it is considered commercially sensitive.

¹⁴ Cargo tonnage includes import, export and transhipment (counted twice) cargo. Air mail is excluded. Cargo tonnage broken down by cargo transported on all-cargo flights and on passenger flights is not reported as the data is considered commercially sensitive.

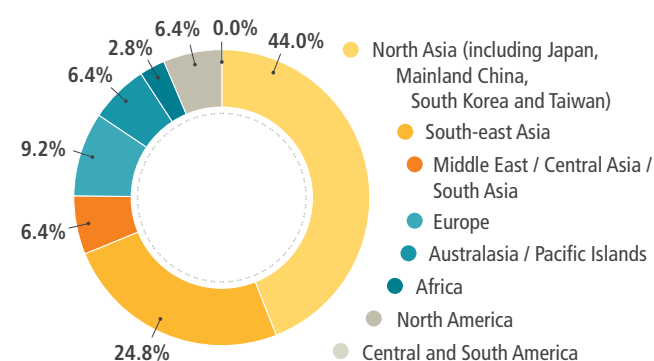
¹⁵ Aircraft movements include civil international passenger, cargo and non-revenue flights. Military and local flights are excluded. Aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation is not reported as the data is considered commercially sensitive.

¹⁶ The breakdown of destinations by frequency and airline customers is not reported as the data is considered commercially sensitive.

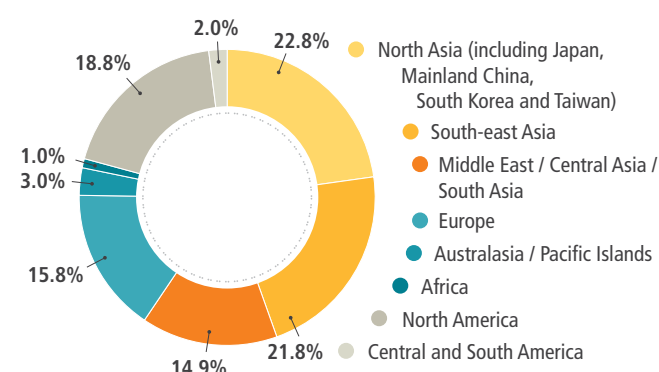
[§] In 2014/15, AAHK began to disclose total staff costs and related expenses, which included staff costs capitalised into assets under construction in its Annual Report. As a result, the 2011/12, 2012/13 and 2013/14 figures have been restated to facilitate comparison with the 2014/15 figure.

* 'Economic value retained' is derived by subtracting 'Operating costs', 'Payments to providers of funds', 'Payments to government' and 'Financial donations' from 'Economic value generated'. 'Operating costs' includes 'Employee wages and benefits'. The 2011/12, 2012/13 and 2013/14 figures have been restated to reflect this computation.

• Passenger flight destinations by region •
as at March 2015 (Total: 141)



• Cargo flight destinations by region •
as at March 2015 (Total: 101)



	Unit	2014/15	2013/14	2012/13	2011/12
Connectivity					
Passengers using SkyPier	Thousands of passengers	2,809	2,667	2,622	2,469
Passengers using land cross boundary transport	Thousands of passengers	2,035	2,005	1,955	1,903
Cross border sea ports served	Number	8	8	8	8
Cross border land destinations	Number	110	110	110	115
Airport safety and business continuity					
Airport Composite Safety Index ¹⁷	Injury rate per million passengers	4.85	5.32	5.72	6.21
Availability of airfield ground lighting ¹⁸	Percentage	100.00	100.00	100.00	99.99
Index of birdstrikes per 10,000 aircraft movements	Number	0.43	0.29	0.37	0.38
Training / seminars conducted on contingency measures and handling procedures	Number	90	78	42	29
Drills undertaken on emergency response and business continuity	Number	30	30	33	20
- Field	Number	15	22	23	19
- Desktop	Number	15	8	10	1
Customer satisfaction					
ASQ overall satisfaction score ¹⁹	Score (out of 5)	4.85	4.84	4.82	4.80
Annual mean score of passengers feeling safe and secure ²⁰	Score (out of 5)	4.80	4.79	4.77	4.78
Index of complaints received per million passengers	Number	29.9	31.9	32.2	31.1
Percentage of passengers clearing security screening within 4.5 minutes	Percentage	99.8	99.5	99.3	98.7

¹⁷ Airport Composite Safety Index is a safety performance indicator that measures the number of injuries arising from passengers and staff, with respect to the number of passengers.

¹⁸ The availability of airfield ground lighting is determined in accordance with the requirements of ICAO's Annex 14 to the Convention on International Civil Aviation. The percentage of availability = [(Total operation hour – System down time) / Total operation hour] x 100%. The percentages are rounded to two decimal points for reporting purposes. However, in 2013/14 and 2014/15, there were incidents which resulted in system down time and the overall availability was not precisely 100%.

¹⁹ According to ACI's ASQ Survey, which is based on performance in a calendar year (i.e. 1 January to 31 December).

²⁰ This is an aspect covered in ACI's ASQ Survey.

	Unit	2014/15	2013/14	2012/13	2011/12
Environmental Performance					
Material use					
Paper	Tonnes	46	43	45	45
Energy consumed by type					
Diesel	Litres	1,087,730	841,982	822,722	760,659
Petrol	Litres	107,837	122,186	144,504	160,492
LPG	Litres	15,923	9,476	5,019	23,808
B100 Biodiesel ^{21†}	Litres	8,711	13,034	-	-
Total fuel consumption²²	GJ	43,131	36,892	36,363	35,036
Electricity	kWh ('000)	280,777	266,997	278,604	279,157
Total electricity consumption²²	GJ	1,010,797	961,189	1,002,974	1,004,965
Electricity consumption per passenger	kWh per passenger	4.34	4.40	4.87	5.08
	Unit	2014	2013	2012	2011
Greenhouse gas (GHG) emissions²³					
Scope 1 – Direct emissions					
- Stationary combustion	Tonnes ('000) of CO ₂ e	0.1	0.07	0.13	0.23
- Mobile combustion	Tonnes ('000) of CO ₂ e	2.79	2.5	2.44	2.25
- Fugitive emissions	Tonnes ('000) of CO ₂ e	5.84	5.75	10.71	9.54
Scope 2 – Indirect emissions					
- Electricity ²⁴	Tonnes ('000) of CO ₂ e	178.43	169.64	161.45	163.96
Scope 3 – Other indirect emissions ²⁵					
- Other indirect emissions	Tonnes ('000) of CO ₂ e	0.53	0.60	0.44	0.38
Emissions avoided					
- By tree planting and paper recycling	Tonnes ('000) of CO ₂ e	0.35	0.37	0.34	0.32
GHG net emissions					
- Absolute	Tonnes ('000) of CO ₂ e	187.34	178.19	174.83	176.04
- Intensity-based	kg CO ₂ e/WLU ²⁶	1.75	1.76	1.81	1.89

²¹ AAHK uses B5 biodiesel in its vehicles which is 5% B100 biodiesel mixed with 95% conventional diesel.

²² Excludes B100 biodiesel as the corresponding conversion factor is not available. Relevant conversion factors sourced from '2014 Key World Energy Statistics of International Energy Agency' and 'BP Statistical Review of World Energy June 2015' were applied.

²³ GHG emissions are reported for the calendar year. The methodologies and emission factors applied for the development of GHG emissions inventory 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 Electrical and Mechanical Services Department (EMSD) and EPD. AAHK follows the operational control approach in defining its organisational boundary which covers buildings and facilities that AAHK has control over. The inventory covered seven types of GHG, namely carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and chlorodifluoromethane (HCFC-22). The inventory of GHG emissions has been verified by SGS Hong Kong Limited. Please refer to the Greenhouse Gas Verification Statement on page 90.

²⁴ The emission factor for each respective year as provided by CLP Power Hong Kong Limited, AAHK's electricity provider, was applied.

²⁵ Scope 3 emissions are the GHG generated from paper disposal at landfill and electricity consumption for processing fresh water and sewage.

²⁶ One WLU is equal to one passenger or 100kg of cargo.

† As part of its commitment to disclose relevant sustainability data to its stakeholders, AAHK commenced reporting on these indicators in 2013/14.

	Unit	2014/15	2013/14	2012/13	2011/12
Waste management					
Waste sent to landfill	Tonnes	21,934	21,167	18,196	17,054
Waste collected for recycling					
- Paper and cardboard	Tonnes	2,578	2,474	1,840	1,599
- Plastic	Tonnes	142	128	78	53
- Metal and cans	Tonnes	97	82	58	48
- Wooden pallets and boxes	Tonnes	5	10	14	52
- Glass	Tonnes	2	5	7	11
- Food waste					
- To compost	Tonnes	87	83	77	73
- To fishmeal ²⁷	Tonnes	1,150	1,352	1,180	1,061
- Surplus food via the HKIA Food Rescue Programme ²⁸	Tonnes	17.5	8.7	-	-
- Waste cooking oil	Litres	29,295	47,168	19,108	53,196
Chemical waste collected ²⁹	Tonnes	10	21	19	9
Water management³⁰					
Water withdrawal by source					
- Seawater	m ³ ('000)	85,788	78,988	79,333	83,050
- Municipal water	m ³ ('000)	656	709	438	424
Water recycled / reused	m ³ ('000)	179	154	210	199
Total water discharge ³¹	m ³ ('000)	477	555	228	225
Other					
Aircraft fuel spillage	Number of spills	12	24	15	2

²⁷ Includes food waste collected by AAHK from its own facilities and from airport business partners.

²⁸ The HKIA Food Rescue Programme was launched in August 2013.

²⁹ AAHK adopts the 'chemical waste' categorisation as specified under the Waste Disposal Ordinance (Chapter 354, The Laws of Hong Kong).

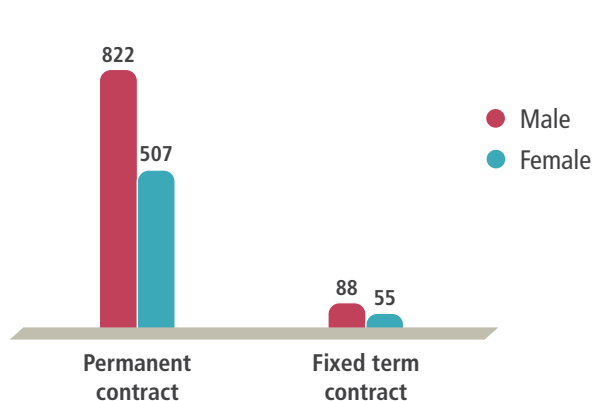
The figure includes waste lubricating oil and used mercury-containing fluorescent tubes collected by registered chemical waste collector for disposal.

³⁰ AAHK adopts a "triple water system" to improve the efficiency of its three major water sources: freshwater, seawater and treated wastewater, details of which are available on our [website](#) (page 97).

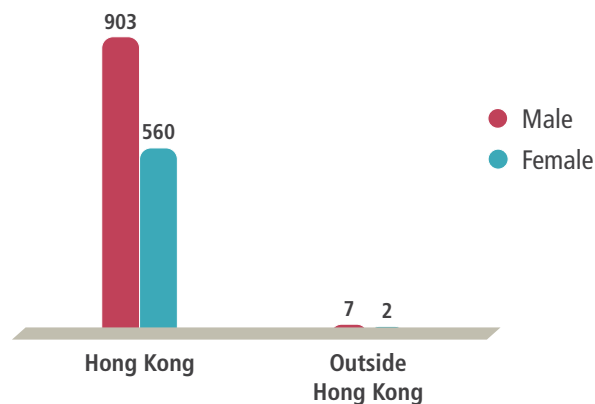
³¹ The volume of water discharge is estimated by subtracting the volume of water recycled from AAHK's municipal water consumption. Under the Water Pollution Control Ordinance (Chapter 358, The Laws of Hong Kong), AAHK holds a number of licences which require the monitoring of water quality using the following parameters: flow rate (m³/day), total residue chlorine, amines, temperature, antifoulant, suspended solids, chemical oxygen demand, oil and grease, surfactants (total), biochemical oxygen demand, total phosphorus and formaldehyde. In 2014/15, all discharges were in compliance with licence discharge limits.

	Unit	2014/15	2013/14	2012/13	2011/12
Workplace Performance					
Analysis of workforce					
Total employees ³²	Number	1,472	1,372	1,284	1,118
By employee category					
- Senior management	Number	38	34	35	30
- Professional / Managerial staff	Number	507	463	419	369
- Supporting staff	Number	927	875	830	719
By employment contract					
- Permanent	Number	1,329	1,241	1,165	1,071
- Fixed term	Number	143	131	119	47
By gender					
- Male	%	62	62	63	62
- Female	%	38	38	37	38
By age group					
- Below 30	%	17	16	15	13
- 30 to 39	%	27	27	26	26
- 40 to 49	%	31	33	36	39
- 50 or above	%	25	24	23	22
By location [†]					
- Hong Kong	%	99	99	-	-
- Outside Hong Kong	%	1	1	-	-

• Number of employees by employment contract and gender as at 31 March 2015



• Number of employees by location and gender as at 31 March 2015



³² Includes employees of AAHK's wholly owned subsidiary, HKIA Precious Metals Depository Limited (2014/15: 3) and excludes temporary staff (2014/15: 6). All employees are full-time employees.

[†] As part of its commitment to disclose relevant sustainability data to its stakeholders, AAHK commenced reporting on these indicators in 2013/14.

• Ratio of basic salary[#] of women to men •
by employee category in 2014/15



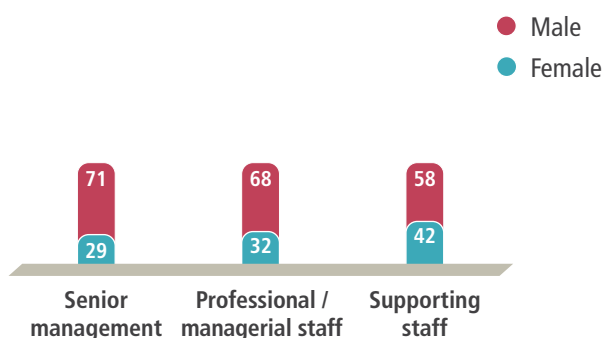
[#] Basic salary is a fixed, minimum amount paid to an employee for performing his/her duties. This does not include any additional remuneration.

• Ratio of basic remuneration[^] of women to men •
by employee category in 2014/15

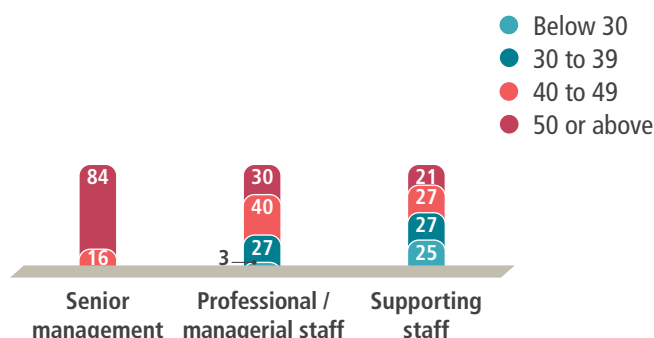


[^] Remuneration is basic salary plus additional amounts such as those based on years of service, bonuses, benefit payments, and any additional allowance.

• Percentage of employees by employee category •
and gender as at 31 March 2015



• Percentage of employees by employee category •
and age group as at 31 March 2015



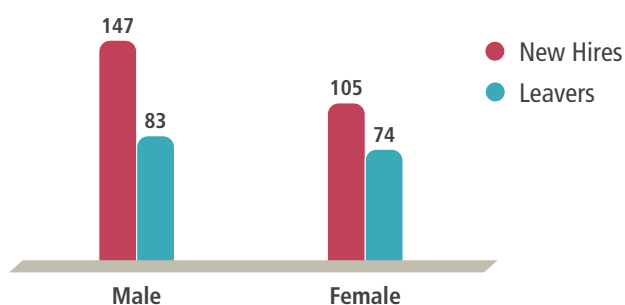
• Percentage of employees by employee category •
and ethnic origin as at 31 March 2015



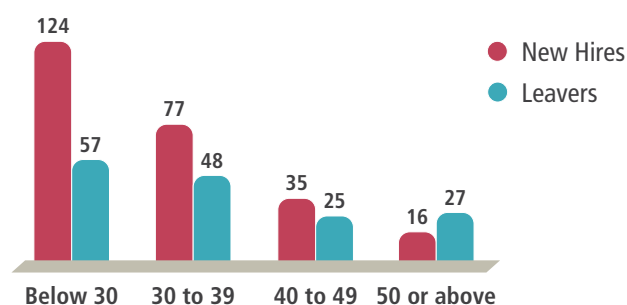
	Unit	2014/15	2013/14	2012/13	2011/12
New hires and leavers³³					
New hires	Number	252	208	288	157
New hire rate	%	17.1	15.2	22.4	14.0
Turnover	Number	157	103	115	91
Turnover rate	%	11.1	7.6	9.4	8.4

³³ All new hires and leavers in 2014/15 were based in Hong Kong. The number of leavers and turnover rate exclude involuntary termination and temporary staff. New hire rate is calculated using the total number of employees at the end of the reporting period. Turnover rate is calculated using the average number of employees for the fiscal year.

• Number of new hires and leavers •
by gender in 2014/15

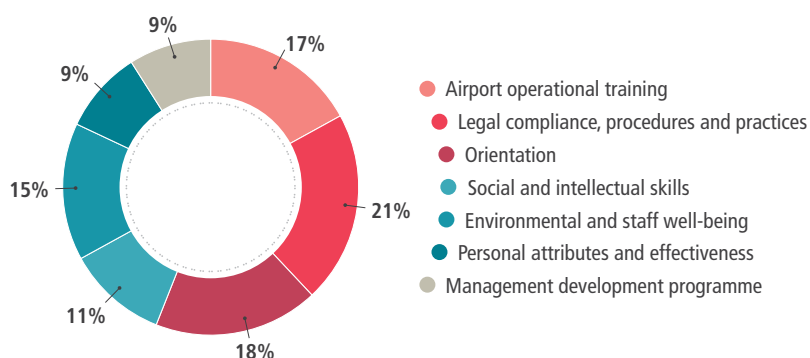


• Number of new hires and leavers •
by age group in 2014/15



	Unit	2014/15	2013/14	2012/13	2011/12
Employee training					
Total hours of employee training	Hours	26,284	32,011	28,427	16,803
Average hours of employee training ³⁴	Hours	18.5	23.8	23.2	15.4
By training type					
- In-house training programmes	Hours	7,062	14,442	9,439	5,215
- E-learning programmes	Hours	3,077	3,653	3,512	2,171
- Operational and technical (external) training	Hours	16,144	13,916	15,476	9,417
Human rights training ^{35†}					
- Total hours of human rights training provided	Hours	751	1,829	-	-
- Percentage of employees trained	%	60.5	98.3	-	-
Anti-corruption training [†]					
- Percentage of management employees trained during the year	%	10.7	10.3	-	-
- Percentage of non-management employees trained during the year	%	21.0	13.0	-	-

• In-house training hours by training category in 2014/15 •



³⁴ The figures reflect the total hours of employee training during the year (which include training hours of both active staff and leavers) per the average headcount of the fiscal year.

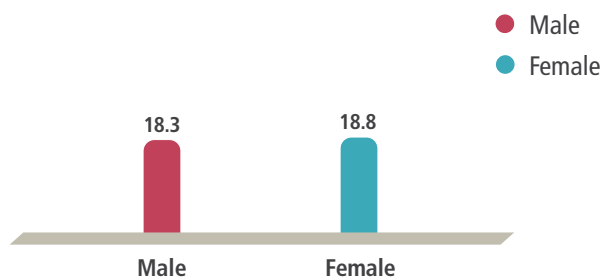
³⁵ Training topics include corporate governance, code of conduct, data privacy, equal opportunities and anti-discrimination.

[†] As part of its commitment to disclose relevant sustainability data to its stakeholders, AAHK commenced reporting on these indicators in 2013/14.

• Average hours of training per employee •
by employee category in 2014/15



• Average hours of training per employee •
by gender in 2014/15



2014/15

Unit

Male

Female

Total

Occupational health and safety³⁶

Injuries ³⁷	Number	2	2	4
Injury rate	%	0.2	0.4	0.3
Lost days	Number	67	196	263
Lost day rate	%	0.02	0.10	0.05
Absentee rate	%	1.0	1.9	1.4

Family-friendly practice

Employees who took maternity / paternity leave ³⁸	Number	21	10	31
Return to work rate after leave	%	100	100	100
Retention rate after 12 months ³⁹	%	100	100	100

Unit

2014/15

2013/14

2012/13

2011/12

Social Performance

Financial donations ⁴⁰	HK\$'000	1,654	3,418	2,287	684
Employee volunteers [†]	Number	90	104	-	-
Volunteer hours contributed [†]	Hours	1,165	1,406	-	-
Volunteer activities organised [†]	Number	5	9	-	-

³⁶ There were no occupational disease cases or work-related fatalities during the reporting period. The injury rate indicates the number of occupational injuries as a percentage of the total number of employees during the reporting period. The lost day rate and absentee rate indicate respectively the number of lost days (as a result of occupational injuries) and the number of absentee days (as a result of occupational injuries and other illnesses) as a percentage of the total number of employees working throughout the year (365 calendar days).

³⁷ The four injuries included a slip injury at Integrated Airport Centre (#1), stepping on loose formwork materials at the construction site (#1), being injured by a cabinet door (#1) and an injury sustained while closing a counter door (#1).

³⁸ Male and female employees who have been in continuous employment with AAHK for six months and not less than 40 weeks respectively prior to the commencement of the parental leave are eligible for paid parental leave.

³⁹ Retention rate is the total number of employees retained 12 months after returning to work following a period of parental leave over the total number of employees returning from parental leave in the previous reporting period (i.e., 2013/14).

⁴⁰ Donations made were funded partly from the sales of "lost & found" items at the airport. Funds donated through the HKIA Environmental Fund are included.

[†] AAHK employees serve the community by participating in the volunteer activities organised by AAHK's social service group. Volunteer hours include the hours contributed by employees and their guests. As part of its commitment to disclose relevant sustainability data to its stakeholders, AAHK commenced reporting on these indicators in 2013/14.