G4 SECTOR DISCLOSURES

Global Reporting Initiative™

AIRPORT OPERATORS

AIRPORT OPERATORS

CONTENTS

Legend

Chapters with a full color flag present sector content developed following GRI's due process

The contents of chapters with an outlined flag assist reporters when using the Sector Disclosures in conjunction with the G4 Guidelines

1 HOW TO USE THE SECTOR DISCLOSURES

The Airport Operators Sector Disclosures document is based on the 'GRI Airport Operators Sector Supplement'.

This Sector Supplement was issued in 2011 and developed based on the G3.1 Guidelines (2011). Following the launch of the G4 Guidelines in May 2013, the complete Sector Supplement content is now presented in the 'Airport Operators Sector Disclosures' document, in a new format, to facilitate its use in combination with the G4 Guidelines.

The contents of the Sector Supplement have been re-organized and streamlined to fit the G4 Guidelines' content, structure and requirements. New contents have not been added.

This document has been prepared by the GRI Secretariat under the direction of the Technical Advisory Committee.

The Airport Operators Sector Disclosures document contains a set of disclosures for use by all organizations in the Airport Operators sector. The disclosures cover key aspects of sustainability performance that are meaningful and relevant to the Airport Operators sector and which are not sufficiently covered in the G4 Guidelines.

The Airport Operators Sector Disclosures should be used by all organizations in the Airport Operators sector that wish to prepare a report 'in accordance' with the G4 Guidelines, either Core or Comprehensive. Please consult the 'in accordance' criteria on pages 11-14 of the _G4 Guidelines – Reporting Principles and Standard Disclosures_.

The Airport Operators Sector Disclosures should be used in addition to and not as a replacement of the G4 Guidelines. Together, the G4 Guidelines and the Airport Operators Sector Disclosures make up the reporting framework for the Airport Operators sector.

This document contains additional disclosure requirements and guidance on existing G4 content, and standalone Aspects, Indicators and guidance for the sector. The following tables summarize the types of Sector Disclosures that are found in this document:

GENERAL STANDARD DISCLOSURES FOR THE SECTOR

GENERAL STANDARD DISCLOSURES FOR THE SECTOR	
Type of Sector Disclosure	**Explanation**
Sector additions to G4 General Standard Disclosures	
Additional disclosure requirements for G4 General Standard Disclosures	There may be additional disclosure requirements for any of the 58 General Standard Disclosures included in the G4 Guidelines. If an additional disclosure requirement relates to a General Standard Disclosure required under the chosen 'in accordance' option, it should be reported. *(*) Reasons for omission may apply in exceptional cases.*
Additional Guidance to G4 General Standard Disclosures	There may be additional sector Guidance for any of the 58 General Standard Disclosures included in the G4 Guidelines. This Guidance is not a requirement to be 'in accordance', for neither Core nor Comprehensive. Organizations should consult this Guidance when preparing a sustainability report.

(*) **Please note:** If it is not possible to disclose certain information required by the Airport Operators Sector Disclosures, reasons for omission may apply in exceptional cases. Please consult the reasons for omission on page 13 of the *G4 Guidelines – Reporting Principles and Standard Disclosures*.

SPECIFIC STANDARD DISCLOSURES FOR THE SECTOR

SPECIFIC STANDARD DISCLOSURES FOR THE SECTOR	
Type of Sector Disclosure	**Explanation**
Sector specific Aspects	
Sector specific Aspects	There may be standalone Aspects for the sector. Organizations should consider the sector specific Aspects in this document together with the Aspects in the G4 Guidelines when defining the content of the report. The process for selecting material Aspects is described on pages 31-40 of the *G4 Guidelines – Implementation Manual*. The final selection of material Aspects may contain Aspects from the G4 Guidelines and sector specific Aspects from this Sector Disclosures document.
Sector specific Guidance for DMA	
Sector specific Guidance for DMA (Disclosures on Management Approach)	For each material Aspect identified (either from the G4 Guidelines or this Sector Disclosures document), organizations should report the Generic DMA (G4-DMA), for both Core and Comprehensive 'in accordance' options. The Generic DMA (G4-DMA) can be found on page 46 of the *G4 Guidelines – Reporting Principles and Standard Disclosures*. There may be sector specific Guidance for the DMA, for either G4 Aspects or sector specific Aspects. The sector specific Guidance for the DMA is designed to provide additional detail on the information to report for the Aspect. It is not a requirement to be 'in accordance', for neither Core nor Comprehensive. In the G3.1 Airport Operators Sector Supplement, the sector specific Guidance for the DMA is considered to be a requirement. For this reason, organizations should consult the sector specific Guidance for the DMA when preparing a sustainability report.
Sector additions to G4 Indicators	
Additional disclosure requirements for G4 Indicators	There may be additional disclosure requirements for any of the Indicators included in the G4 Guidelines. For the 'in accordance' Core option: organizations choose at least one Indicator related to each identified material Aspect in G4 to report against. Organizations should report the additional disclosure requirements for the sector, if available, related to the chosen G4 Indicator(s). For the 'in accordance' Comprehensive option: organizations should report all Indicators available for the identified material Aspects in G4. Organizations should report all additional disclosure requirements for the sector, if available, related to the chosen G4 Indicators. *(*) Reasons for omission may apply in exceptional cases.*
Additional Guidance to G4 Indicators	There may be additional sector Guidance for any of the Indicators included in the G4 Guidelines. It is not a requirement to be 'in accordance', for neither Core nor Comprehensive. Organizations should consult this Guidance when preparing a sustainability report.

(*) **Please note:** If it is not possible to disclose certain information required by the Airport Operators Sector Disclosures, reasons for omission may apply in exceptional cases. Please consult the reasons for omission on page 13 of the *G4 Guidelines – Reporting Principles and Standard Disclosures*.

↓ **SPECIFIC STANDARD DISCLOSURES FOR THE SECTOR CONTINUED**

SPECIFIC STANDARD DISCLOSURES FOR THE SECTOR	
Type of Sector Disclosure	**Explanation**
Sector specific Indicators	
Sector specific Indicators located under G4 Aspects	There may be standalone sector specific Indicators added to existing G4 Aspects. Indicators are reported for material Aspects only as follows: For the 'in accordance' Core option: for each of the G4 Aspects identified as material, organizations should report at least one Indicator from the G4 Guidelines and (if available) one Indicator from the Sector Disclosures document related to the material Aspects. For the 'in accordance' Comprehensive option: for each of the G4 Aspects identified as material, organizations should report all the Indicators from the G4 Guidelines and (if available) all the Indicators from the Sector Disclosures document related to the material Aspects. These Indicators are labeled AO1, AO2, AO3, etc. *(*) Reasons for omission may apply in exceptional cases.*
Sector specific Indicators located under sector specific Aspects	There may be standalone sector specific Indicators located under sector specific Aspects. Indicators are reported for material Aspects only as follows: For the 'in accordance' Core option: organizations should report at least one Indicator related to the sector specific Aspects identified as material. For the 'in accordance' Comprehensive option: organizations should report all the Indicators related to the sector specific Aspects identified as material. This Indicator is labeled AO7. *(*) Reasons for omission may apply in exceptional cases.*

(*) **Please note:** If it is not possible to disclose certain information required by the Airport Operators Sector Disclosures, reasons for omission may apply in exceptional cases. Please consult the reasons for omission on page 13 of the *G4 Guidelines – Reporting Principles and Standard Disclosures*.

NOTES FOR EXPERIENCED GRI REPORTERS

GRI has made available a series of resources to help GRI sector reporters in their transition from G3/G3.1 to G4:

• *G4 Frequently Asked Questions*
• *Overview of changes in Standard Disclosures from G3.1 to G4 Guidelines*
• *Overview of changes in Standard Disclosures from G3 to G4 Guidelines*

The naming conventions of the GRI Standard Disclosures (including Indicators) have changed in G4. Consult the above tables for an overview of the changes in Standard Disclosures.

Annex I of this document provides an overview of how the Sector Disclosures have been re-organized to fit the new structure of the G4 Guidelines and includes references to the original disclosures' location in the Airport Operators Sector Supplement (2011). For ease of reference, the Sector Disclosures' labels used in the Sector Supplement (AO1, AO2, AO3, etc.) have been retained.

NOTES FOR FIRST-TIME REPORTERS

First-time reporters are advised to consult and familiarize themselves with the contents of the G4 Guidelines before they start using the Sector Disclosures.

It is not necessary for first-time reporters to consult the Airport Operators Sector Supplement (2011).

Note to users of an electronic version of this document:

Throughout Section 3, page references to Section 4 are hyperlinked. Clicking on these page references takes the user to the relevant page. To return to the previous view, please right click and select "Previous View" or click "alt" + left arrow.

2 INTRODUCTORY SECTION FOR THE AIRPORT OPERATORS SECTOR

2.1 WHAT IS THE CONTEXT OF THESE SECTOR DISCLOSURES?

Airports are communities' gateways, and they are often the first impression visitors have of towns, cities and countries. They provide access to networks that can transport people and goods almost anywhere in the world, and play a key role in commerce, trade, development and cross-cultural understanding. Airports vary considerably in size and complexity, from small, remote outposts with a handful of takeoffs and landings per week to large-scale airport cities acting as hubs for major global airlines, with thousands of aircraft operations per day.

Ownership structures differ considerably by airport, with governments and private sector players taking on varying roles and responsibilities depending on the local objectives. Airlines and cargo operators are significant players at airports, and they too have widely differing roles and responsibilities in terms of terminal ownership and management, ground handling, and other key airport functions. In addition, airports increasingly are becoming key inter-modal hubs of transportation between air, sea and ground links.

The aviation, trade, infrastructure development, jobs and business activity that airports generate is of tremendous economic benefit to local communities. However, airports pose significant sustainability challenges too: carbon emissions, noise and air pollution, chemical spills, threats to biodiversity and wildlife, worker health and safety concerns, and human trafficking are among them.

Given the unique sustainability challenges and opportunities, and the high degree of organizational and operational complexity associated with airports, the Global Reporting Initiative (GRI) assembled a group of stakeholders in January 2009 for a two year multi-stakeholder dialogue. The membership represented airport operators, investors, labor, environmental organizations, community groups and consultants. The goal was to develop a companion to GRI's Sustainability Reporting Guidelines to aid airport operators in producing sustainability reports. The result is this document, the Airport Operators Sector Disclosures. While airport operators are the primary intended end users of these Sector Disclosures, other key stakeholders affected by airports, including civil society organizations, workers, airlines and governments, will find this document useful in engaging airport operators on a wide range of issues.

2.2 KEY ISSUES

Operational Boundaries

As outlined above, airports vary in size, scope and ownership structure. The definition of airport operators' operational boundaries, in contrast to the large number of external companies and other parties that converge within an airport, is one of the primary challenges facing airport operators when they decide to produce a sustainability report. Ownership and contractual ties play a key role in determining an airport operator's responsibility for, and ability to influence, a wide range of sustainability outcomes at the airport. For example, airport operators may be responsible for providing airport services and maintaining airport infrastructure, such as check-in, baggage-handling, flight-information and security systems. However, airport operators generally do not operate the aircraft that use their facilities for takeoffs and landings; this is the core activity of airlines, the airports' principal customers.

To help define the airport operator's role for reporting purposes, additional guidance has been included in the General Standard Disclosures section, enabling reporters to reflect operational boundaries more accurately. With this added guidance, the Airport Operators Sector Disclosures should serve as a useful tool for airport operators of all kinds worldwide, including those that are:
• Standalone or part of a group;
• Publicly or privately owned;
• Existing or newly developed "green-field" airports; and
• Also operators of non-aviation business lines.

Economic

Airports generally have a significant direct and indirect economic impact on local communities. While airports usually provide a considerable source of employment in their own right, they also play an essential role as a driver for local businesses by increasing connectivity and boosting trade and tourism. In direct relation to airports' importance for local businesses and populations, there is a public service element to the airport sector. For example, some airport operators subsidize loss-making airports with the proceeds from profitable ones to maintain air links to regions that would otherwise suffer from a lack of transport options.

Environmental

Environmental matters are significant concerns for airports and their stakeholders. There are many industry-specific issues. Consequently, sector-specific content has been added to many Aspects in the Environmental Category, to make them more applicable to the airport sector.

Noise is the principal environmental concern that is not addressed by the GRI Guidelines. Noise can adversely affect local populations, and airport operators often implement abatement measures. Therefore, noise was included as a new Aspect in the Environmental Category. Other significant issues addressed in these Sector Disclosures are water management (especially pertaining to the steps taken by airport operators to prevent the pollution of storm water runoff), and effluents (particularly in relation to systems for the handling of de-icing fluid in those airports where de-icing is required by climatic conditions).

Labor Practices and Decent Work

Although such issues as airborne pollutants, occupational disease, and the noise impact of products and services are addressed in the GRI Guidelines, additional guidance is helpful in addressing the sector-specific implications of these issues. These include exposure to contagious pandemic diseases, exposure to airport- or aircraft-sourced airborne pollutants, and potential harm caused by exposure to aircraft noise.

Human Rights

Human trafficking is an issue that is particularly relevant for airports and was therefore included as part of the Forced or Compulsory Labor Aspect. Additionally, airport security and screening processes have human rights implications, including the handling of personal passenger data (such as images obtained through CCTV systems) and the potential for discriminatory practices in security screening processes based on racial or other types of profiling.

Society

Social impacts of airport development or expansion projects, especially in relation to the possible involuntary resettlement of local communities, are considered.

Product Responsibility

Understanding customer expectations is the basis for providing the best possible service. Other fundamental considerations for airport operations are safety and security measures used to protect users and facilities from potential threats. Within the context of the GRI Guidelines, these considerations relate to product and service responsibility. A new Aspect has therefore been added to assess business continuity and emergency preparedness, with the aim of assisting airport operators in reporting on policies and associated systems and practices. Airports with construction and/or real estate management activities should also consult GRI's Construction and Real Estate Sector Disclosures.

2.3 ADDITIONAL AIRPORT OPERATORS REFERENCES

This is a non-exhaustive list of sources for Airport Operator reporting. These references do not have their origin in internationally adopted documents, conventions or protocols as do the formal references in the main text. However, they may be a useful source of guidance for reporting organizations:

• ACI – ACA Airport Carbon Accreditation Program

• ACI-World

• Environmental Noise Directive (2002/49/EC)/ ECAC Manual

• Federal Aviation Administration Manual. *www.faa.gov/library/manuals/*

• Integrated Noise Model (INM) Manual. *www.faa.gov/about/office_org/headquarters_offices/apl/research/models/inm_model/*

• ECAC-CEAC Document 29 Standard Method of Computing Noise Contours Around Civil Airports ICAO Guidance on the Balanced Approach to Noise Management (2007)

3 AIRPORT OPERATORS SECTOR DISCLOSURES

3.1 OVERVIEW OF CONTENT FOR THE AIRPORT OPERATORS SECTOR

GENERAL STANDARD DISCLOSURES	
• Strategy and Analysis • **Organizational Profile** + • Identified Material Aspects and Boundaries • Stakeholder Engagement	• Report Profile • Governance • Ethics and Integrity

SPECIFIC STANDARD DISCLOSURES		
Category	**Economic**	**Environmental**
Aspects[1]	• Economic Performance • **Market Presence** + • **Indirect Economic Impacts** + • Procurement Practices	• Materials • **Energy** + • **Water** + • **Biodiversity** + • **Emissions** + • **Effluents and Waste** + • Products and Services • Compliance • **Transport** + • Overall • Supplier Environmental Assessment • Environmental Grievance Mechanisms • **Inter-modality** ++ • **Noise** ++

Category	**Social**			
Sub-Categories	**Labor Practices and Decent Work**	**Human Rights**	**Society**	**Product Responsibility**
Aspects[1]	• **Employment** + • **Labor/Management Relations** + • **Occupational Health and Safety** + • Training and Education • Diversity and Equal Opportunity • Equal Remuneration for Women and Men • Supplier Assessment for Labor Practices • Labor Practices Grievance Mechanisms	• Investment • Non-discrimination • Freedom of Association and Collective Bargaining • Child Labor • **Forced or Compulsory Labor** + • **Security Practices** + • Indigenous Rights • Assessment • Supplier Human Rights Assessment • Human Rights Grievance Mechanisms	• **Local Communities** + • Anti-corruption • Public Policy • Anti-competitive Behavior • Compliance • Supplier Assessment for Impacts on Society • Grievance Mechanisms for Impacts on Society	• **Customer Health and Safety** + • Product and Service Labeling • Marketing Communications • Customer Privacy • Compliance • **Business Continuity and Emergency Preparedness** ++ • **Service Quality** ++ • **Provision of Services or Facilities for Persons with Special Needs** ++

1) The word **topic** is used in the Guidelines to refer to any possible sustainability subject. The word **Aspect** is used in the Guidelines to refer to the list of subjects covered by the Guidelines.

+ **G4 General Standard Disclosures and G4 Aspects where sector specific content has been added.**

++ **Sector specific Aspects.**

3.2 GENERAL STANDARD DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR

GENERAL STANDARD DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Section	**Sector Disclosures**
Organizational Profile	**SECTOR ADDITIONS TO G4 GENERAL STANDARD DISCLOSURES** **G4-4** ▤ **Additional disclosure requirements** Report operational boundaries regarding services that may be provided by the reporting organization or by third parties. Report operational boundaries with regard to the services that the reporting organization can control, services it can influence, and services over which it has no control or influence. ▤ *See entire G4-4 in the G4 Implementation Manual p. 25* **G4-7** ▤ **Additional disclosure requirements** Report on the regulatory framework within which the airport operates. Regulatory frameworks could be, for example: private or government owned, a public-private partnership or a Build- Operate-Transfer (BOT) model. ▤ **Additional Guidance** **Definition** ***Build-Operate-Transfer*** A model of airport operating where an organization builds and operates an airport with a prior agreement that after a specified concession period operations are transferred to the local government or authorities. ▤ *See entire G4-7 in the G4 Implementation Manual p. 25* **G4-8** ▤ **Additional disclosure requirements** Report on the catchment area for passengers and cargo originating in the vicinity of the airport. Report on other non-aviation business lines in which the airport is engaged. ▤ **Additional Guidance** With reference to reporting boundaries (see Standard Disclosures G4-20 and G4-21), report the destinations that are connected to the airport or airports, both for passengers and cargo, with a breakdown by continent or region, frequencies, and number of airline customers. ▤ *See entire G4-8 in the G4 Implementation Manual p. 25*

◇ General Standard Disclosures ⬡ Specific Standard Disclosures ▤ Disclosure Requirements ▤ Guidance

⬇ **GENERAL STANDARD DISCLOSURES FOR THE SECTOR CONTINUED**

| GENERAL STANDARD DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Section	**Sector Disclosures**
Organizational Profile (cont.)	**SECTOR ADDITIONS TO G4 GENERAL STANDARD DISCLOSURES (CONT.)** **G4-9** 📋 **Additional disclosure requirements** When reporting the number of employees in the reporting organization, include the estimated number of employees that work on the airport premises. Report: • Size of airport (km^2); • Number and length of runways, stating whether they are primary or crosswind runways; • Minimum connection time between flights at the airport; • Number of operations; • Number of airlines served during reporting period; and • Number of destinations served during reporting period. 📄 **Additional Guidance** In addition, organizations are encouraged to provide the following breakdowns: • Sales and revenues that make up 5% or more of total revenues, by airport • Costs that make up 5% or more of total costs, by airport These breakdowns are relevant for organizations with operations in several airports. 📄 *See entire G4-9 in the G4 Implementation Manual p. 26*

3.3 SPECIFIC STANDARD DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR

IMPORTANT NOTE

This section is organized by (sub-)Category and Aspect. For each (sub-)Category, G4 Aspects are presented first and the sector specific Aspects are presented last. Only G4 Aspects that contain sector additions are presented in this section.

The following Aspects and related disclosures should only be reported if they have been identified as material. The Reporting Principles for Defining Report Content have been designed to assist organizations in identifying material Aspects. (The description of these Principles, as well as Guidance on how to apply them, can be found in the *G4 Implementation Manual* on pp. 9-13 and pp. 31-40.)

CATEGORY: ECONOMIC

ECONOMIC DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Market Presence	**SECTOR ADDITIONS TO G4 INDICATORS** **G4-EC6** **PROPORTION OF SENIOR MANAGEMENT HIRED FROM THE LOCAL COMMUNITY AT SIGNIFICANT LOCATIONS OF OPERATION** ▤ **Additional Guidance** **Relevance** This issue is considered to be of particular relevance to the airport sector. Airports, especially those in emerging economies, are frequently operated by companies based overseas, for example under Build-Operate-Transfer (BOT) agreements. Given the unique nature of many airport operations, it may be necessary for airports to hire staff and senior members from outside the region where operations take place. ▤ *See entire G4-EC6 in the G4 Implementation Manual p. 77* **SECTOR SPECIFIC INDICATORS** **AO1** **TOTAL NUMBER OF PASSENGERS ANNUALLY, BROKEN DOWN BY PASSENGERS ON INTERNATIONAL AND DOMESTIC FLIGHTS, AND BROKEN DOWN BY ORIGIN-AND-DESTINATION AND TRANSFER PASSENGERS, INCLUDING TRANSIT PASSENGERS** See ▤ disclosure requirements and ▤ Guidance on pp. 30-31 **AO2** **TOTAL ANNUAL NUMBER OF AIRCRAFT MOVEMENTS BY DAY AND BY NIGHT, BROKEN DOWN BY COMMERCIAL PASSENGER, COMMERCIAL CARGO, GENERAL AVIATION, AND STATE AVIATION FLIGHTS** See ▤ disclosure requirements and ▤ Guidance on p. 32 **AO3** **TOTAL AMOUNT OF CARGO TONNAGE** See ▤ disclosure requirements and ▤ Guidance on p. 33

◇ General Standard Disclosures ◯ Specific Standard Disclosures ▤ Disclosure Requirements ▤ Guidance

⬇ **ECONOMIC DISCLOSURES FOR THE SECTOR CONTINUED**

ECONOMIC DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Indirect Economic Impacts	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 📄 **Additional Guidance** Report on maintenance of airport services in regions where operating is justified by public service rather than economic considerations. 📄 *See entire Aspect-specific Guidance for DMA in the* <u>G4 Implementation Manual</u> *p. 78* **SECTOR ADDITIONS TO G4 INDICATORS** **G4-EC7** **DEVELOPMENT AND IMPACT OF INFRASTRUCTURE INVESTMENTS AND SERVICES SUPPORTED** 📄 **Additional Guidance** **Relevance** This issue is considered to be of particular relevance to the airport sector. Airports increase the ease of access to locations, and so can have a particularly high impact on local economies and quality of life. The public service element of airport operations needs to be recognized, especially when airports are operated that do not provide an economic benefit for the company. 📄 *See entire G4-EC7 in the* <u>G4 Implementation Manual</u> *p. 79*

◇ General Standard Disclosures   ◯ Specific Standard Disclosures   ▤ Disclosure Requirements   📄 Guidance

CATEGORY: ENVIRONMENTAL

| ENVIRONMENTAL DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Energy	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 🗒 **Additional Guidance** Companies operating at the airport often have programs in place to reduce energy consumption. Report programs or initiatives and provide a summary of the results obtained to date and how the information has been used. For indirect energy consumption savings from initiatives made by the airport operator, refer to G4-EN6 (See _G4 Implementation Manual_ p. 94). 🗒 _See entire Aspect-specific Guidance for DMA in the G4 Implementation Manual p. 88_ **SECTOR ADDITIONS TO G4 INDICATORS** **G4-EN6** **REDUCTION OF ENERGY CONSUMPTION** 🗒 **Additional Guidance** **Relevance** It is important for airports to share sectoral best practice on initiatives to improve energy efficiency and energy conservation. 🗒 _See entire G4-EN6 in the G4 Implementation Manual p. 94_
Water	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 🗒 **Additional Guidance** Report storm water management and irrigation (quality, storage and discharge method of storm water, and sources and storage of irrigation water). Report initiatives to minimize the amount of pollutants and chemicals entering storm water (e.g., fuel and oil traps on apron, handling of discharges from rescue and firefighting operations). Report initiatives to capture and reuse storm water (e.g., reuse of gray water for toilets or landscaping, use of ponds to reduce siltation or flooding). **Definitions** _Apron_ The hard, often paved, surfaced area where aircraft park, adjacent to the terminal or hangers of an airport.

◇ General Standard Disclosures ⬡ Specific Standard Disclosures ▤ Disclosure Requirements 🗒 Guidance

⬇ **ENVIRONMENTAL DISCLOSURES FOR THE SECTOR CONTINUED**

ENVIRONMENTAL DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Water (cont.)	**SECTOR SPECIFIC INDICATORS** **AO4** **QUALITY OF STORM WATER BY APPLICABLE REGULATORY STANDARDS** See ▣ disclosure requirements and ▤ Guidance on p. 34
Biodiversity	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** ▤ **Additional Guidance** Based on the risk posed to aeronautical operations by potential wildlife strikes, identify policies and procedures to reconcile wildlife management with aviation safety at the airport, and to minimize the impact of airport development and operations on the natural landscape. Report on the management of buffer areas, land set aside for future airport expansion and the ecological value of land not in use, if applicable. ▤ *See entire Aspect-specific Guidance for DMA in the G4 Implementation Manual p. 100*
Emissions	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** ▤ **Additional Guidance** Report on the reduction of emissions from onsite transportation, and policies to encourage the airport community to reduce emissions. **References** • ACRP Project document on GHG for airports, 2009. • Airport Carbon Accreditation, ACI, 2009. • ISO 14064, 2006. • ISO 14065, 2007. • Airports Council International World Environment Standing Committee "Guidance Manual: Airport Greenhouse Gas Emissions Management", 2009. ▤ *See entire Aspect-specific Guidance for DMA in the G4 Implementation Manual p. 106*

◇ General Standard Disclosures   ◯ Specific Standard Disclosures   ▣ Disclosure Requirements   ▤ Guidance

↓ **ENVIRONMENTAL DISCLOSURES FOR THE SECTOR CONTINUED**

ENVIRONMENTAL DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Emissions (cont.)	**SECTOR ADDITIONS TO G4 INDICATORS** **G4-EN19** **REDUCTION OF GREENHOUSE GAS (GHG) EMISSIONS** 📄 **Additional Guidance** **References** • ACI-ACA Airport Carbon Accreditation Program. • ACI-World. Guidance Manual: Airport Greenhouse Gas Emissions Management, 2009. • IPCC Guidelines for National Greenhouse Gas Inventories, 2006. • IPCC Fourth Assessment Report, 2007. • IPCC Aviation and the Global Atmosphere, 1999. 📄 *See entire G4-EN19 in the G4 Implementation Manual pp. 116-117* **SECTOR SPECIFIC INDICATORS** **AO5** **AMBIENT AIR QUALITY LEVELS ACCORDING TO POLLUTANT CONCENTRATIONS IN MICROGRAM PER CUBIC METER (μg/m³) OR PARTS PER MILLION (ppm) BY REGULATORY REGIME** See 📋 disclosure requirements and 📄 Guidance on p. 35
Effluents and Waste	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 📄 **Additional Guidance** Report on responsibility for handling sources of waste. Include airport-specific issues such as, for example, the disposal of confiscated materials, de-icing effluent and the airline and service provider waste that is handled by the airport operator. Report on management of waste from international flights as opposed to waste from domestic flights (where waste management can inhibit the spread of pathogens and invasion of foreign species, but also hamper recycling efforts).

⬇ **ENVIRONMENTAL DISCLOSURES FOR THE SECTOR CONTINUED**

ENVIRONMENTAL DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Effluents and Waste (cont.)	**SECTOR ADDITIONS TO G4 INDICATORS** **G4-EN23** — **TOTAL WEIGHT OF WASTE BY TYPE AND DISPOSAL METHOD** ▦ **Additional disclosure requirements** Report on the weight of waste from international flights. 📄 **Additional Guidance** **Relevance** There are national regulations to prevent the spread of pathogens or the invasion of foreign species (particularly in relation to waste from international flights). This may require special treatment rendering it unsuitable for recycling. **Compilation** Identify the amount of waste from international flights. 📄 *See entire G4-EN23 in the G4 Implementation Manual p. 123* **SECTOR SPECIFIC INDICATORS** **AO6** — **AIRCRAFT AND PAVEMENT DE-ICING/ANTI-ICING FLUID USED AND TREATED BY m³ AND/OR METRIC TONNES** See ▦ disclosure requirements and 📄 Guidance on p. 36
Transport	**SECTOR SPECIFIC INTRODUCTION FOR THE ASPECT** With the growth of demand for mobility, airports have the responsibility to ensure that transportation services are enhanced while minimizing their negative impacts on the environment and local communities. This may include measures and initiatives to minimize the impact of airline operations and activities, and to improve modal choice for interconnectivity using rail and mass transit systems. **SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** — 📄 **Additional Guidance** Identify modes of ground transportation of passengers, staff, visitors and suppliers within, to and from the airport. Include initiatives to improve energy efficiency and reduce emissions (such as public transport and measures to promote the efficient use of private transportation).

⬇ **ENVIRONMENTAL DISCLOSURES FOR THE SECTOR CONTINUED**

ENVIRONMENTAL DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
Sector specific Aspects	
Inter-modality	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 📄 **Additional Guidance** Report policies on long-term plans and initiatives for reducing significant environmental impacts. This includes the interaction and integration with transport authorities and operators serving the airport as well as interconnection to destination via land transport (e.g., substitution for short haul air transportation via trains). **SECTOR SPECIFIC INDICATORS** *This sector specific Aspect does not contain Indicators.[2]*
Noise	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 📄 **Additional Guidance** Report on defining any noise targets or limits applicable to the airport, stating whether they are voluntary or legally binding, and provide an indication of progress; details of noise measurement and monitoring system; mix of aircraft (by noise classification, e.g., ICAO Annex 16, ACI Noise Rating Index); operational measures to minimize noise impact (e.g., Continuous Descent Approach, noise preferential routes, precision navigation, restricted use of reverse thrust, Auxiliary Power Unit restrictions, buffer zones, ground noise policies); flight restrictions (e.g., time and number of movements); systems and policies related to economic incentives/penalties/ surcharges (intended to encourage airlines to reduce aircraft noise); and compensation and noise protection schemes offered by the airport (e.g., number of residential housings with noise protecting windows, money spent on noise insulation schemes). Experience has shown that information on the number of significant noise events (aircraft movements generating noise above a given threshold at a specified point) can greatly aid local community understanding and improve communication. Such information can be collated from noise monitoring stations or generated using noise modeling software. Report the metric used and the reporting location. The reporting locations should reflect the most noise-sensitive locations. Provide a summary of the results obtained to date, and how the information has been used. For example, to what extent has this information influenced the management approach to noise issues? **SECTOR SPECIFIC INDICATORS** **AO7** **NUMBER AND PERCENTAGE CHANGE OF PEOPLE RESIDING IN AREAS AFFECTED BY NOISE** See 📊 disclosure requirements and 📄 Guidance on <ins>p. 37</ins>

2) To address this Aspect, the organization may use alternative indicators or develop their own indicators. Organization-specific indicators included in the report should be subject to the GRI Reporting Principles and have the same technical rigor as GRI's Standard Disclosures.

CATEGORY: SOCIAL

SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK

LABOR PRACTICES AND DECENT WORK DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Employment	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 📄 **Additional Guidance** Policies or programs regarding local hiring by the airport operator and the airport operator contractors, policies to reduce turnover among workers with access to secure areas of the airport, and policies that require the retention of employees by the next contractor. 📄 *See entire Aspect-specific Guidance for DMA in the G4 Implementation Manual pp. 144-145* **SECTOR ADDITIONS TO G4 INDICATORS** **G4-LA1** **TOTAL NUMBER AND RATES OF NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER BY AGE GROUP, GENDER AND REGION** 📄 **Additional Guidance** **Relevance** Turnover results in changes to the human and intellectual capital of the organization and can impact airport security. 📄 *See entire G4-LA1 in the G4 Implementation Manual p. 146*

◇ General Standard Disclosures   ○ Specific Standard Disclosures   ▤ Disclosure Requirements   📄 Guidance

↓ SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

LABOR PRACTICES AND DECENT WORK DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Labor/Management Relations	**SECTOR SPECIFIC GUIDANCE FOR DMA**

G4-DMA 📄 **Additional Guidance**

Airports typically include a collection of many employers that have an impact on the operations of the airport. Labor unrest by airport operator contractors (see definition below) can cause significant disruption to airport operations, which in turn can have security implications.

Policy on wages (such as minimum wage requirements), benefits, and working conditions for direct employees of the airport operator and its contractors.

Policies to mitigate the risk of strikes, picketing, and major disruptions of operations due to labor unrest.

Policies or programs concerning collective bargaining rights of employees of other airport employers.

Definitions
Airport Operator Contractors
Companies or organizations holding contracts to provide services and/or goods directly to the airport operator where their primary duties serve the functioning of the airport.

On-Airport Employees
Employees of companies or organizations holding contracts to provide services and/or goods directly to the airport operator where their primary duties serve the functioning of the airport.

◇ General Standard Disclosures   ◯ Specific Standard Disclosures   ▤ Disclosure Requirements   📄 Guidance

↓ **SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED**

LABOR PRACTICES AND DECENT WORK DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Occupational Health and Safety	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 🗉 **Additional Guidance** Programs that monitor direct employees' exposure to excessive levels of aircraft noise at work. Activities/programs that monitor direct employees' exposure to airborne pollutants and/or other hazardous substances, for example related to aircraft/apron/security operations, and measures to mitigate exposure of workers to those pollutants/substances. Report any safety-related permits or certification required of direct employees of the airport operator and airport operator contractors working at the airport to control the accident rate in the hazardous environment. Report policies and practices related to preventing direct employees' exposure to contagious pandemic diseases. Report policies, programs or initiatives relating to reduction of health and safety risks for other on-airport employees. 🗉 *See entire Aspect-specific Guidance for DMA in the* <u>*G4 Implementation Manual p. 151*</u>

◇ General Standard Disclosures   ◯ Specific Standard Disclosures   ▤ Disclosure Requirements   🗉 Guidance

⬇ **SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED**

LABOR PRACTICES AND DECENT WORK DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Occupational Health and Safety (cont.)	**SECTOR ADDITIONS TO G4 INDICATORS** ⬡ **G4-LA6** **TYPE OF INJURY AND RATES OF INJURY, OCCUPATIONAL DISEASES, LOST DAYS, AND ABSENTEEISM, AND TOTAL NUMBER OF WORK-RELATED FATALITIES, BY REGION AND BY GENDER** ▤ **Additional disclosure requirements** When reporting types of injury, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities, for the total workforce (that is, total employees plus supervised workers), provide a breakdown by: • cause of injury, e.g., baggage handling • cause of fatality When reporting types of injury, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities for independent contractors working on-site to whom the organization is liable for the general safety of the working environment, provide a breakdown by: • cause of injury, e.g., baggage handling • cause of fatality ▤ **Additional Guidance** **Relevance** Health and safety incidents may arise in connection with, for example, ramp work, work around aircraft, ground handling and aircraft servicing equipment, manual labor around baggage handling, jet blast, noise from operating engines, and emissions. ▤ *See entire G4-LA6 in the G4 Implementation Manual pp. 153-154*

↓ **SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED**

SUB-CATEGORY: HUMAN RIGHTS

HUMAN RIGHTS DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Forced or Compulsory Labor	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 📄 **Additional Guidance** Human trafficking, particularly of women and children, to fulfill needs for cheap labor, sexual exploitation or illegal adoption, often involves trafficking of people across international borders. While statistics about trafficking are unreliable because of the nature of the activity, rough estimates from the International Labor Organization and the United Nations Population Fund suggest that between 700,000 and 2 million women are trafficked across international borders annually. For that reason, multilateral institutions, governments and civil society organizations have targeted detection and education efforts to combat human trafficking at airports. In relation to human trafficking, report policies and programs to create public awareness, to engage authorities in efforts to combat, to train employees in the detection and proper responses to incidents, and to raise awareness among suppliers and other business partners. **Definitions** *Human trafficking* The recruitment, transportation, transfer, harboring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. **References** • United Nations Convention against Transnational Organized Crime, 2003.

↓ **SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED**

HUMAN RIGHTS DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Security Practices	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** 📄 **Additional Guidance** Report roles and responsibilities related to airport security. Airport security systems and practices require the collection and retention of personal passenger data, e.g., via Closed Circuit Television images. Identify policy and systems for records management and retention of sensitive data. (Refer to Indicator G4-PR8 under the Customer Privacy Aspect). Report the regulatory context for the screening of persons for security purposes at the airport. Where applicable, report policies and training on the prevention of discrimination in the execution of security screening, and the violation of basic human rights based on age, gender and gender identity, religion, social/national origin, ethnicity, sexual orientation and disability. Report any provisions for accommodating special needs (e.g., private rooms) for security screening purposes, for example on medical grounds or in response to cultural sensitivity concerns or disability.

◇ General Standard Disclosures   ◯ Specific Standard Disclosures   ▤ Disclosure Requirements   📄 Guidance

⬇ **SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED**

SUB-CATEGORY: SOCIETY

Aspects	Sector Disclosures
SOCIETY DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
G4 Aspects	
Local Communities	**SECTOR SPECIFIC GUIDANCE FOR DMA**

G4-DMA

📑 **Additional Guidance**

Airport development and operations have significant economic, environmental and social impacts on local communities.

Airport development can be highly scrutinized by members of the local community and other stakeholders.

Report stakeholder engagement to provide input for development projects.

Report airport development impacts, as well as operational impacts such as the building of new airports, the expansion of an existing airport and the building of new runways.

Report impacts on the local community from reductions of service or facility closures.

Report the legal context for displacement/ resettlement; policy on monitoring and assessment of psychological and social impacts to individuals and communities affected, and consideration of alternatives; policy on compensation and other assistance for resettlement, including comparison with prior living standards; and grievance mechanisms to address concerns about compensation and relocation or resettlement. This should include policies related to preserving culturally sensitive sites.

Report policies related to assessing the risks and managing the impacts of operations on local communities.

📄 *See entire Aspect-specific Guidance for DMA in the G4 Implementation Manual p. 199*

SECTOR ADDITIONS TO G4 INDICATORS

G4-SO2

OPERATIONS WITH SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE IMPACTS ON LOCAL COMMUNITIES

📑 **Additional Guidance**

Relevance

Airport development and operations have significant economic, environmental and social impacts on local communities.

📄 *See entire G4-SO2 in the G4 Implementation Manual pp. 202-203*

◇ General Standard Disclosures ⬡ Specific Standard Disclosures ▦ Disclosure Requirements 📑 Guidance

↓ **SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED**

SOCIETY DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Local Communities (cont.)	**SECTOR SPECIFIC INDICATORS**
	AO8 — **NUMBER OF PERSONS PHYSICALLY OR ECONOMICALLY DISPLACED, EITHER VOLUNTARILY OR INVOLUNTARILY, BY THE AIRPORT OPERATOR OR ON ITS BEHALF BY A GOVERNMENTAL OR OTHER ENTITY, AND COMPENSATION PROVIDED** See 🔲 disclosure requirements and 📄 Guidance on pp. 38-39

SUB-CATEGORY: PRODUCT RESPONSIBILITY

PRODUCT RESPONSIBILITY DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Customer Health and Safety	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** — 📄 **Additional Guidance** Report policies/programs in place to mitigate the risk of wildlife strikes. 📄 *See entire Aspect-specific Guidance for DMA in the G4 Implementation Manual p. 222*
	SECTOR SPECIFIC INDICATORS **AO9** — **TOTAL ANNUAL NUMBER OF WILDLIFE STRIKES PER 10,000 AIRCRAFT MOVEMENTS** See 🔲 disclosure requirements and 📄 Guidance on p. 40

◇ General Standard Disclosures   ◯ Specific Standard Disclosures   🔲 Disclosure Requirements   📄 Guidance

↓ **SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED**

PRODUCT RESPONSIBILITY DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Sector Disclosures**
Sector specific Aspects	
Business Continuation and Emergency Preparedness	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** Report policies/programs on business continuity in the event of an emergency (e.g., natural disasters, social or labor unrest, health threats, major infrastructure/critical systems failure). Any policy for mitigating risk that is reviewed and revised regularly should be included. Report on management of events affecting service quality (e.g., Flight Information Display system failure, public address system failure). Disclosures on these issues should include procedures for coordination with external agencies, training and awareness, testing and exercises, program reviews and program audits, measures of preventive controls. **SECTOR SPECIFIC INDICATORS** *This sector specific Aspect does not contain Indicators.³*
Service Quality	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** Report on procedure/process for quality control of service. Include the mechanism for how the airport establishes service level expectations for the airport customers (e.g., airlines, concessions, employees). Report the organization's method for measuring service quality, for example the Airports Council International (ACI) Airport Service Quality (ASQ) passenger survey. **SECTOR SPECIFIC INDICATORS** *This sector specific Aspect does not contain Indicators.⁴*
Provision of Services or Facilities for Persons with Special Needs	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** Report on programs/procedures for facilities for the use of persons with special needs. **SECTOR SPECIFIC INDICATORS** *This sector specific Aspect does not contain Indicators.⁵*

3) To address this Aspect, the organization may use alternative indicators or develop their own indicators. Organization-specific indicators included in the report should be subject to the GRI Reporting Principles and have the same technical rigor as GRI's Standard Disclosures.
4) To address this Aspect, the organization may use alternative indicators or develop their own indicators. Organization-specific indicators included in the report should be subject to the GRI Reporting Principles and have the same technical rigor as GRI's Standard Disclosures.
5) To address this Aspect, the organization may use alternative indicators or develop their own indicators. Organization-specific indicators included in the report should be subject to the GRI Reporting Principles and have the same technical rigor as GRI's Standard Disclosures.

◇ General Standard Disclosures   ◯ Specific Standard Disclosures   ▤ Disclosure Requirements   📄 Guidance

4
FULL TEXT FOR THE AIRPORT OPERATORS SECTOR DISCLOSURES

4.1 FULL TEXT FOR SPECIFIC STANDARD DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR

CATEGORY: ECONOMIC

G4 Aspect: Market Presence

Indicators

AO1

TOTAL NUMBER OF PASSENGERS ANNUALLY, BROKEN DOWN BY PASSENGERS ON INTERNATIONAL AND DOMESTIC FLIGHTS, AND BROKEN DOWN BY ORIGIN-AND-DESTINATION AND TRANSFER PASSENGERS, INCLUDING TRANSIT PASSENGERS

1. Relevance

An airport operator's passenger numbers provide an important indicator of economic performance, as passengers represent major revenue streams. Breaking down the numbers by domestic and international passengers indicates infrastructural, economic and customer service implications.

Transfer and transit passengers do not leave the airport facilities, and therefore mainly have an economic impact for the airport operator. Origin-and-destination passengers may have a significant impact both on the local economy and the airport operator.

2. Compilation

2.1 Identify the total annual number of arriving passengers, broken down by passengers on domestic and international flights.

2.2 Identify the total annual number of departing passengers, broken down by passengers on domestic and international flights.

2.3 Report the total number of passengers on domestic and international flights (the sum of the total numbers identified in 2.1 and 2.2).

TOTAL NUMBER OF ARRIVING AND DEPARTING PASSENGERS			
Passengers	**Domestic**	**International**	**Total**
Arriving Passengers			
Departing Passengers			
Total Passengers			

2.4 Identify the total number of passengers, broken down by origin-and-destination and transfer (including transit) passengers.

➡ **A01 CONTINUED**

2.5 Report the total annual number of origin-and destination and transfer (including transit) passengers.

TOTAL NUMBER OF PASSENGERS BY AIRPORT USE				
Passengers	Origin and Destination	Transfer	Transit	Total

3. Definitions

International flight

A flight stage with one or both terminals in the territory of a state (country) other than the state (country) in which the air carrier has its principal place of business.

Domestic flight

All flight stages flown between points within the domestic boundaries of a state by an air carrier whose principal place of business is in that state. Flight stages between a state and territories belonging to it, as well as any flight stages between two such territories, should be classified as domestic. This applies even though a stage may cross international waters or over the territory of another state.

Origin-and-destination passengers

Passengers originating or terminating their journey at the airport.

Transfer and transit passengers

Passengers who arrive at the airport and continue their journey on the same flight, or connect to another destination on another flight.

Embarked passengers

Number of revenue and non-revenue passengers whose air journey begins at the reporting airport, including the number of disembarked passengers, other than direct transit passengers, who are continuing their air journey.

Disembarked passengers

Number of passengers whose air journey terminates at the reporting airport, including the number of passengers, other than direct transit passengers, who will continue their air journey.

4. Documentation

Finance, treasury, accounting or planning departments should have the information required by this Indicator.

5. References
• ICAO, Terms used. *www.icaodata.com/Terms.aspx*

AO2

TOTAL ANNUAL NUMBER OF AIRCRAFT MOVEMENTS BY DAY AND BY NIGHT, BROKEN DOWN BY COMMERCIAL PASSENGER, COMMERCIAL CARGO, GENERAL AVIATION, AND STATE AVIATION FLIGHTS

1. Relevance
An airport operator's aircraft departures and arrivals provide an important indicator of economic performance and contribution to the local economy in the region of the airport.

2. Compilation
2.1 Identify the total number of arriving aircraft movements by day and night for the reporting period, broken down by the following flight categories: commercial passenger, commercial cargo, general aviation and state aviation. For each category, break down the number of movements by domestic and international.

2.2 Identify the total number of departing aircraft movements by day and night for the reporting period, broken down by the following flight categories: commercial passenger, commercial cargo, general aviation and state aviation. For each category, break down the number of movements by domestic and international.

2.3 Report the total annual number of aircraft movements by day and night, broken down by commercial passenger, commercial cargo, general aviation and state aviation (add the numbers identified in 2.1 and 2.2). For each category, break down the number of movements by domestic and international.

3. Definitions
Aircraft movements
An aircraft take-off or landing at an airport. For airport traffic purposes, one arrival and one departure is counted as two movements.
International: All flights of national or foreign aircraft whose origin or destination is located in the territory of a State other than that in which the airport being reported on is located.
Domestic: All flights of national or foreign aircraft in which all the airports used are located in the territory of the same State.

In both cases the flight is considered to consist of the total of its flight stages (i.e., from take-off to its next landing); technical stops are not taken into account.

Day and night
Airports should define start and end period.

Commercial passenger flight
Scheduled and non-scheduled passenger flights.

Commercial cargo flight
Flights transporting only cargo.

State aviation flights
State VIP transports, police/customs and military flights.

General aviation flight
All other flights (including business/corporate flights, private flights, and others).

Transfer passengers
Passengers who arrive at the airport and continue their journey by connecting to another destination on another flight.

Transit passengers
Passengers who arrive at the airport and continue their journey on the same flight.

4. Documentation
Finance, treasury, accounting or planning departments should have the information required by this Indicator.

5. References
• ICAO Terms used. *www.icaodata.com/Terms.aspx*

AO3

TOTAL AMOUNT OF CARGO TONNAGE

1. Relevance
An airport operator's cargo tonnage provides an important indicator of the airport's economic performance and direct and indirect economic impacts in the region.

2. Compilation
2.1 Identify the total amount of cargo tonnage arriving and departing at the airport by flights.

2.2 Report the total amount of cargo tonnage arriving at the airport, broken down by cargo transported on all-cargo flights and cargo transported on passenger flights (belly cargo).

2.3 Report the total amount of cargo tonnage departing at the airport, broken down by cargo transported on all-cargo flights and cargo transported on passenger flights (belly cargo).

3. Definitions
None.

4. Documentation
Finance, treasury, accounting or planning departments should have the information required by this Indicator.

5. References
None.

CATEGORY: ENVIRONMENTAL

G4 Aspect: Water

Indicators

AO4

QUALITY OF STORM WATER BY APPLICABLE REGULATORY STANDARDS

1. Relevance

Ensuring effective drainage systems to minimize the effects of storm water on the environment and the operability of the airport is a crucial challenge for airport operators. Storm water can be contaminated by leaks and spills of oil, diesel, and jet fuels during the operation and maintenance of ground service vehicles, and fuel storage and handling activities. The contaminants in storm water can also differ depending on the climatic zone in which an airport is based. Contaminated storm water can have major impacts on the environment by polluting the receiving water bodies, including reducing dissolved oxygen levels, decreasing the abundance of organisms and species diversity, contaminating drinking water sources, and other effects.

2. Compilation

2.1 Identify the sampling methods and parameters to measure the quality of storm water in accordance with the applicable regulatory standards. Where no standards exist refer to international standards and guidelines, such as the International Finance Corporation (IFC) Environmental, Health, and Safety Guidelines for Airports.

2.2 Report the sample data results.

2.3 Identify the quality of storm water using the metric for water quality defined in G4-EN22.

2.4 Report the quality of storm water by applicable regulatory standard.

3. Definitions
Storm water
Rain water that has run over the surface and paved areas of the airport, possibly collecting pollutants and chemicals, and which is released into the natural environment.

4. Documentation
Legal department, planning or water resource department, environment department for quality assurance.

5. References
- International Finance Corporation (IFC) Environmental, Health, and Safety Guidelines for Airports, 2007.
- Washington State Department of Transportation, *www.wsdot.wa.gov/aviation/AirportStormwaterGuidance Manual.htm*, 2008.

G4 Aspect: Emissions

Indicators

AO5

AMBIENT AIR QUALITY LEVELS ACCORDING TO POLLUTANT CONCENTRATIONS IN MICROGRAM PER CUBIC METER (μg/m³) OR PARTS PER MILLION (ppm) BY REGULATORY REGIME

1. Relevance

Airports contribute to air pollution through a variety of activities. In most countries, ambient air quality standards have been established to protect human health and the environment from the impacts of air pollution. These standards are developed based on health impact studies relevant to the country or as prescribed by the World Health Organization (WHO). These standards may cover Particulate Matter (PM), Sulphur dioxide (SO_2), Nitrogen dioxide (NO_2), Carbon monoxide (CO), Lead (Pb), Ozone (O_3) and hydrocarbons. Particulate Matter (PM) may range from coarse diameters known as Total Suspended Particulates (TSP) to finer particulates (PM10 or PM2.5).

Ambient concentration levels of regulated pollutants can affect health conditions for airport workers and neighboring communities. The purpose of this Indicator is to show the context in which the airport operates. The Indicator does not attribute sole responsibility for ambient concentrations to the operator. Emissions from aircraft can be estimated using the data reported under Indicator AO2. This Indicator further expands on the information reported in G4-EN21.

2. Compilation

2.1 Identify and specify the applicable standards by regulatory regime and the pollutants to be reported. In the absence of national or local ambient air quality standards, use the World Health Organization's (WHO) Ambient Air Quality Guidelines.

2.2 Report data on ambient pollutant levels in accordance with these standards. Define whether data is collected from within airport boundaries and/or from stations outside those boundaries.

2.3 Report the concentrations of monitored pollutants in μg/m³ or ppm. Chart progress with previous years. Define whether readings are averages or other.

2.4 Report compliance with relevant ambient air quality standards.

3. Definitions

Ambient air quality
State of the quality of surrounding air in a well mixed area.

μg/m³: microgram per m³

ppm: parts per million

4. Documentation

Potential sources of information include air quality monitoring stations operated by airports or nearby stations operated by local and national authorities. Air quality may be determined using continuous monitoring or manual monitoring methods and is expressed in units of concentration (μg/m³ or ppm).

5. References

- WHO Air Quality Guidelines for Particulate Matter, Ozone, Nitrogen Dioxide and Sulfur Dioxide, 2005.
- International Finance Corporation (IFC) Environmental, Health, and Safety Guidelines for Airports, 2007.

G4 Aspect: Effluents and Waste

Indicators

AO6

AIRCRAFT AND PAVEMENT DE-ICING/ANTI-ICING FLUID USED AND TREATED BY m³ AND/OR METRIC TONNES

1. Relevance

Aircraft de-icing and anti-icing fluids play a vital role in the removal and prevention of the accumulation of ice and snow on critical aircraft surfaces to ensure proper operation and public safety. Although airline companies typically arrange for the actual de-icing of the aircraft, it is generally the responsibility of the airport to provide the infrastructure necessary to collect, convey, and/or mitigate the impacts of aircraft de-icing and anti-icing fluid.

Pavement de-icing and anti-icing chemicals play a vital role in the removal and prevention of the accumulation of ice and snow on active airside surfaces, ensuring proper operation and safety. These chemicals, usually applied by the airport, are significantly different than the road salt used on groundside operations.

2. Compilation

2.1 Identify the amount in cubic meters and/or metric tonnes of de-icing and anti-icing fluid diluted to application concentration and applied to aircraft, broken down by type of de-icing fluid (Type-I) and anti-icing fluid (Type-IV) used.

2.2 Report the amount, in cubic meters and/or metric tonnes, of de-icing and anti-icing material applied to airside operational surfaces.

2.3 Report the percentage of the aircraft de-icing and anti-icing and pavement de-icing material captured for treatment and/or recycling, or discharged without treatment.

	Captured	Discharged
Aircraft de-icing/anti-icing		
Pavement de-icing		

3. Definitions

De-icing Fluids – Type I

Fluids used for removal of and short term protection against ice and snow on aircrafts and pavements.

Anti-icing Fluids – Type IV

Fluids that can be used for de-icing purposes, but also offer extended anti-icing holdover protection.

4. Documentation

Information on the amount and type of de-icing and anti-icing fluids applied should be provided by the airline companies or the companies contracted by the airlines. Information on the amount of fluids applied could be interpreted from purchasing records (and subtracting fluid remaining in tanks and vehicles after the reporting period ends) or by compiling actual application records.

5. References

- Society of Automotive Engineers (SAE) Aircraft De-icing/Anti-icing Fluid, *http://standards.sae.org*
- Association of European Airlines 'Recommendations for De-Icing/Anti-Icing Aeroplanes on the Ground', 2010.

Sector specific Aspect: Noise

Indicators

AO7

NUMBER AND PERCENTAGE CHANGE OF PEOPLE RESIDING IN AREAS AFFECTED BY NOISE

1. Relevance

Noise is a subjective issue, and perception can be influenced by many factors. Political, economic, social, and public relations issues can all affect attitudes towards noise. In this respect, different solutions and approaches will be effective depending on local circumstances. For aircraft noise, this is reflected in International Civil Aviation Organization's (ICAO) Balanced Approach to Noise Management, which recommends looking for the most cost-effective solutions on an airport-by-airport basis, taking into account the potential contributions from reductions at source, land-use planning, operational procedures and operational restrictions. This makes it difficult to prescribe operational indicators with universal application. Nevertheless, an airport's approach to managing noise does provide a qualitative indicator of its commitment to reducing significant noise, and of its relationship with local communities and other stakeholders. Local communities are particularly sensitive to aircraft noise, especially at night.

The results reported in this Indicator provide insight into the scale of the impact on local communities from aircraft noise.

2. Compilation

2.1   Identify the index most widely used at the airport or in the country of operations to calculate the number and percentage change of people residing in areas affected by noise. Where no indicator exists, report using the Day Night Level (DNL), showing the number of people exposed to (55 and) 65 DNL. Where the metric covers a 24-hour period, information on noise during the nighttime period can be expressed using a default Leq metric for an eight hour period. The reporting organization must define the eight hour period, but can be flexible in setting the start time to reflect cultural differences (for example, some reporting organizations may regard night as being 22.00 to 06.00, while others may think 23.00 to 07.00 is more appropriate to local circumstances).

2.2   Identify the metric and the time period adopted and the thresholds applied for calculating exposure. To aid comparability between airports, the reporting threshold chosen should reflect the onset of significant impact.

2.3   Report the number and percentage change of people residing in areas affected by noise. If metrics exist to calculate the number and percentage change of people residing in areas affected by noise for both day and night periods, report information for both.

3. Definitions
Leq
Equivalent Continuous Sound Level (Leq) is a measure of average sound intensity over a period of time (such as 8, 16 or 24 hours).

DNL (also referred to as Ldn)
Day Night Sound Level is similar to Leq in that it averages noise exposure over a period of time, in this case 24 hours. DNL divides the 24-hour day into two periods: day (0700-2200) and night (2200-0700). A 10 dB penalty is added to all aircraft movements during the night period.

4. Documentation
Legal department, planning department, environment department.

5. References
• WHO Community Noise Exposure Guidelines, 1999.
• ECAC-CEAC Document 29 Standard Method of Computing Noise Contours Around Civil Airports, 1997.
• FAA Integrated Noise Model (INM) Manual, 2008.
• Australian Noise Exposure Forecasts (ANEF), 2008 and Australian Noise Exposure Index (ANEI) manual, 2009.

CATEGORY: SOCIAL

SUB-CATEGORY: SOCIETY

G4 Aspect: Local Communities

Indicators

AO8

NUMBER OF PERSONS PHYSICALLY OR ECONOMICALLY DISPLACED, EITHER VOLUNTARILY OR INVOLUNTARILY, BY THE AIRPORT OPERATOR OR ON ITS BEHALF BY A GOVERNMENTAL OR OTHER ENTITY, AND COMPENSATION PROVIDED

1. Relevance

Airport construction or expansion and the development of related infrastructure can result in the displacement and resettlement of people. Whether voluntary or involuntary, potential impacts may include loss of productive land, loss of employment and income, loss of housing, loss of access to common resources and public services, and social fragmentation.

Vulnerable groups can be disproportionately affected by displacement and resettlement. Therefore, where information is available it can be useful to identify the breakdown of those displaced by characteristics such as gender.

The issue of displacement and resettlement is of most relevance for airport operators that are engaged in the construction and expansion of airports in multiple locations. It is noted that in addition to airport operators, other actors (e.g., governments, banks) can be responsible for displacement and resettlement. This Indicator can nevertheless indicate the social impact of an airport operator.

Compensation of those physically or economically displaced is of importance to community organizations and other stakeholders seeking to verify that displaced persons were compensated fairly.

2. Compilation

2.1 For the purposes of this Indicator, persons involuntarily resettled include all the classifications of displaced persons identified under 'Definitions'.

2.2 Identify project sites where displacement and resettlement of people occurred and how responsibilities relating to this displacement and resettlement are shared with other organizations.

2.3 Identify the actual number, or if unavailable an informed estimate, of people resettled, for each project.

2.4 Of the total number of people resettled, report the breakdown of those that were voluntarily resettled and, if data is available, identify the gender breakdown of those involuntarily resettled.

2.5 Report the number of people involuntarily resettled, including a description of how responsibilities relating to their resettlement are shared with other organizations.

2.6 In cases where data is not available or unable to be reported because of an ongoing legal process, reporting organizations should describe the circumstances.

2.7 Report compensation provided by project and average per household / person.

3. Definitions

Displaced Persons

Persons who have formal legal rights to the land that they occupy, who do not have formal legal rights to land that is recognized or recognizable under national laws, or who have no recognizable legal right or claim to the land that they occupy.

↓ **A08 CONTINUED**

Involuntary Resettlement

Physical displacement (relocation or loss of shelter) and economic displacement (loss of assets or access to assets that leads to loss of income sources or means of livelihood as a result of project-related land acquisition). Land acquisition includes both outright purchases and/or expropriation of property and purchases of access rights such as rights of way.

Resettlement is considered involuntary when affected individuals or communities do not have the right to refuse land acquisition that results in their displacement. This occurs in cases of lawful expropriation or restrictions on land use based on eminent domain and negotiated settlements in which the buyer can resort to expropriation or impose legal restrictions on land use if negotiations with the seller fail.

Compensation

Compensation can include cash compensation, replacement housing, land, or commercial sites (e.g., shops), and additional support such as infrastructure in new resettled sites, training, credit and job opportunities.

4. Documentation

Legal department or planning department.

5. References

• IFC Performance Standard 5: Land Acquisition and Involuntary Resettlement, 2006.

SUB-CATEGORY: PRODUCT RESPONSIBILITY

G4 Aspect: Customer Health and Safety

Indicators

AO9

TOTAL ANNUAL NUMBER OF WILDLIFE STRIKES PER 10,000 AIRCRAFT MOVEMENTS

1. Relevance
The risk of wildlife strikes is common to most airports around the world and airport operators often have a range of mitigation measures within their scope of responsibility. The majority of wildlife strikes occur when aircraft are approaching, departing or on airport premises, and consequently the steps taken by airport operators to manage this risk have significant implications for the safety of passengers, crews and ground staff.

Although wildlife management systems in general may be considered an environmental issue, wildlife strikes in particular have a direct and potentially very harmful impact on the safety of the people that use an airport. Accordingly, this Indicator is located under the Customer Health and Safety Aspect.

2. Compilation
2.1 Identify the total annual number of aircraft movements for the reporting period. Refer to AO2 for information.

2.2 Identify the total number of wildlife strikes, if possible specifying the location of the strike (at or in the vicinity of the airport), and whether while aircraft are parked, taxiing, taking off or landing.

2.3 Report the total number of wildlife strikes per 10,000 aircraft movements during the reporting period.

3. Definitions
Wildlife strike
Any collision between an aircraft and a bird or other animal, either on the ground or in the air on airport premises.

4. Documentation
The information can be obtained from the airport department responsible for wildlife control (for those strikes reported on the ground) and the local civil aviation authority for strikes reported by airlines.

5. References
- ICAO, International Civil Aviation Organization, "Bird Control and Reduction", Doc 9137-AN/898, Part 3, Airport Services Manual, Third Edition, Montreal, Canada, 1991.
- ICAO, International Civil Aviation Organization, "Manual on the ICAO Bird Strike Information System (IBIS)", Doc 9332-AN/909, Third Edition, Montreal, Canada, 1989.
- ACI Wildlife Hazard Management, 2009.

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ANNEX I. OVERVIEW OF LINKS WITH THE AIRPORT OPERATORS SECTOR SUPPLEMENT

Annex I provides an overview of how the Airport Operators Sector Supplement (2011) contents have been re-organized to fit the new structure of the G4 Guidelines and includes references to the original contents' location in the Sector Supplement.

Legend:

The following references correspond to the different chapters of the _G3.1 Airport Operators Sector Supplement_ as follows:

• RG & AOSS ➜ Sustainability Reporting Guidelines & Airport Operators Sector Supplement

• IP: EC & AOSS ➜ Indicator Protocols Set Economic (EC)

• IP: EN & AOSS ➜ Indicator Protocols Set Environment (EN)

• IP: LA & AOSS ➜ Indicator Protocols Set Labor Practices and Decent Work (LA)

• IP: HR & AOSS ➜ Indicator Protocols Set Human Rights (HR)

• IP: SO & AOSS ➜ Indicator Protocols Set Society (SO)

• IP: PR & AOSS ➜ Indicator Protocols Set Product Responsibility (PR)

GENERAL STANDARD DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR

GENERAL STANDARD DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Section	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
Organizational Profile	**SECTOR ADDITIONS TO G4 GENERAL STANDARD DISCLOSURES** G4-4 **Additional disclosure requirements** See Sector Supplement RG & AOSS p. 27 G4-7 **Additional disclosure requirements** See Sector Supplement RG & AOSS p. 27 **Additional Guidance** See Sector Supplement RG & AOSS p. 27

◇ General Standard Disclosures   ⬡ Specific Standard Disclosures   ▤ Disclosure Requirements   ▤ Guidance

↓ **GENERAL STANDARD DISCLOSURES FOR THE SECTOR CONTINUED**

GENERAL STANDARD DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Section	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
Organizational Profile (cont.)	**SECTOR ADDITIONS TO G4 GENERAL STANDARD DISCLOSURES (CONT.)** **G4-8** ▤ **Additional disclosure requirements** See Sector Supplement RG & AOSS p. 27 🗎 **Additional Guidance** See Sector Supplement RG & AOSS p. 27 **G4-9** ▤ **Additional disclosure requirements** See Sector Supplement RG & AOSS pp. 27-28 🗎 **Additional Guidance** See Sector Supplement RG & AOSS p. 28

◇ General Standard Disclosures   ◯ Specific Standard Disclosures   ▤ Disclosure Requirements   🗎 Guidance

SPECIFIC STANDARD DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR

CATEGORY: ECONOMIC

ECONOMIC DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
G4 Aspects	
Market Presence	**SECTOR ADDITIONS TO G4 INDICATORS** **G4-EC6** **PROPORTION OF SENIOR MANAGEMENT HIRED FROM THE LOCAL COMMUNITY AT SIGNIFICANT LOCATIONS OF OPERATION** ▤ Additional Guidance See Sector Supplement IP: EC & AOSS p. 15 **SECTOR SPECIFIC INDICATORS** **AO1** **TOTAL NUMBER OF PASSENGERS ANNUALLY, BROKEN DOWN BY PASSENGERS ON INTERNATIONAL AND DOMESTIC FLIGHTS, AND BROKEN DOWN BY ORIGIN-AND-DESTINATION AND TRANSFER PASSENGERS, INCLUDING TRANSIT PASSENGERS** See Sector Supplement IP: EC & AOSS pp. 11-12 **AO2** **TOTAL ANNUAL NUMBER OF AIRCRAFT MOVEMENTS BY DAY AND BY NIGHT, BROKEN DOWN BY COMMERCIAL PASSENGER, COMMERCIAL CARGO, GENERAL AVIATION, AND STATE AVIATION FLIGHTS** See Sector Supplement IP: EC & AOSS p. 13 **AO3** **TOTAL AMOUNT OF CARGO TONNAGE** See Sector Supplement IP: EC & AOSS p. 14
Indirect Economic Impacts	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** ▤ Additional Guidance See Sector Supplement RG & AOSS p. 32 **SECTOR ADDITIONS TO G4 INDICATORS** **G4-EC7** **DEVELOPMENT AND IMPACT OF INFRASTRUCTURE INVESTMENTS AND SERVICES SUPPORTED** ▤ Additional Guidance See Sector Supplement IP: EC & AOSS p. 16

CATEGORY: ENVIRONMENTAL

ENVIRONMENTAL DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
G4 Aspects	
Energy	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** ▤ **Additional Guidance** See Sector Supplement RG & AOSS p. 34 **SECTOR ADDITIONS TO G4 INDICATORS** **G4-EN6** **REDUCTION OF ENERGY CONSUMPTION** ▤ **Additional Guidance** See Sector Supplement IP: EN & AOSS p. 11
Water	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** ▤ **Additional Guidance** See Sector Supplement RG & AOSS p. 34 **SECTOR SPECIFIC INDICATORS** **AO4** **QUALITY OF STORM WATER BY APPLICABLE REGULATORY STANDARDS** See Sector Supplement IP: EN & AOSS p. 15
Biodiversity	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** ▤ **Additional Guidance** See Sector Supplement RG & AOSS p. 35
Emissions	**SECTOR SPECIFIC GUIDANCE FOR DMA** **G4-DMA** ▤ **Additional Guidance** See Sector Supplement RG & AOSS p. 35 See Sector Supplement IP: EN & AOSS p. 24 **SECTOR ADDITIONS TO G4 INDICATORS** **G4-EN19** **REDUCTION OF GREENHOUSE GAS (GHG) EMISSIONS** ▤ **Additional Guidance** See Sector Supplement IP: EN & AOSS p. 26

⬡ General Standard Disclosures ⬡ Specific Standard Disclosures ▤ Disclosure Requirements ▤ Guidance

↓ **ENVIRONMENTAL DISCLOSURES FOR THE SECTOR CONTINUED**

ENVIRONMENTAL DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
G4 Aspects	
Emissions (cont.)	**SECTOR SPECIFIC INDICATORS**
	AO5 **AMBIENT AIR QUALITY LEVELS ACCORDING TO POLLUTANT CONCENTRATIONS IN MICROGRAM PER CUBIC METER ($\mu g/m^3$) OR PARTS PER MILLION (ppm) BY REGULATORY REGIME**
	See Sector Supplement IP: EN & AOSS p. 32
Effluents and Waste	**SECTOR SPECIFIC GUIDANCE FOR DMA**
	G4-DMA 📄 **Additional Guidance**
	See Sector Supplement RG & AOSS p. 35
	SECTOR ADDITIONS TO G4 INDICATORS
	G4-EN23 **TOTAL WEIGHT OF WASTE BY TYPE AND DISPOSAL METHOD**
	📊 **Additional disclosure requirements**
	See Sector Supplement IP: EN & AOSS p. 30
	📄 **Additional Guidance**
	See Sector Supplement IP: EN & AOSS p. 30
	SECTOR SPECIFIC INDICATORS
	AO6 **AIRCRAFT AND PAVEMENT DE-ICING/ANTI-ICING FLUID USED AND TREATED BY m^3 AND/OR METRIC TONNES**
	See Sector Supplement IP: EN & AOSS p. 33
Transport	**SECTOR SPECIFIC INTRODUCTION FOR THE ASPECT**
	See Sector Supplement IP: EN & AOSS p. 3
	SECTOR SPECIFIC GUIDANCE FOR DMA
	G4-DMA 📄 **Additional Guidance**
	See Sector Supplement RG & AOSS p. 35

◇ General Standard Disclosures   ⬡ Specific Standard Disclosures   📊 Disclosure Requirements   📄 Guidance

↓ **ENVIRONMENTAL DISCLOSURES FOR THE SECTOR CONTINUED**

ENVIRONMENTAL DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
Sector specific Aspects	
Inter-modality	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** See Sector Supplement RG & AOSS p. 35
Noise	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** See Sector Supplement RG & AOSS p. 35
	SECTOR SPECIFIC INDICATORS AO7 **NUMBER AND PERCENTAGE CHANGE OF PEOPLE RESIDING IN AREAS AFFECTED BY NOISE** See Sector Supplement IP: EN & AOSS p. 42

CATEGORY: SOCIAL

SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK

LABOR PRACTICES AND DECENT WORK DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
G4 Aspects	
Employment	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA ▤ **Additional Guidance** See Sector Supplement RG & AOSS p. 38 **SECTOR ADDITIONS TO G4 INDICATORS** G4-LA1 **TOTAL NUMBER AND RATES OF NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER BY AGE GROUP, GENDER AND REGION** ▤ **Additional Guidance** See Sector Supplement IP: LA & AOSS p. 6
Labor/Management Relations	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA ▤ **Additional Guidance** See Sector Supplement RG & AOSS p. 39
Occupational Health and Safety	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA ▤ **Additional Guidance** See Sector Supplement RG & AOSS p. 39 **SECTOR ADDITIONS TO G4 INDICATORS** G4-LA6 **TYPE OF INJURY AND RATES OF INJURY, OCCUPATIONAL DISEASES, LOST DAYS, AND ABSENTEEISM, AND TOTAL NUMBER OF WORK-RELATED FATALITIES, BY REGION AND BY GENDER** ▤ **Additional disclosure requirements** See Sector Supplement IP: LA & AOSS p. 12 ▤ **Additional Guidance** See Sector Supplement IP: LA & AOSS p. 12

◇ General Standard Disclosures   ○ Specific Standard Disclosures   ▤ Disclosure Requirements   ▤ Guidance

⬇ **SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED**

SUB-CATEGORY: HUMAN RIGHTS

HUMAN RIGHTS DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
G4 Aspects	
Forced or Compulsory Labor	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** See Sector Supplement RG & AOSS p. 42
Security Practices	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** See Sector Supplement RG & AOSS p. 43

SUB-CATEGORY: SOCIETY

SOCIETY DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
G4 Aspects	
Local Communities	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** See Sector Supplement RG & AOSS pp. 46-47 See Sector Supplement IP: SO & AOSS pp. 5 and 7 **SECTOR ADDITIONS TO G4 INDICATORS** G4-SO2 **OPERATIONS WITH SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE IMPACTS ON LOCAL COMMUNITIES** 📄 **Additional Guidance** See Sector Supplement IP: SO & AOSS p. 5 **SECTOR SPECIFIC INDICATORS** AO8 **NUMBER OF PERSONS PHYSICALLY OR ECONOMICALLY DISPLACED, EITHER VOLUNTARILY OR INVOLUNTARILY, BY THE AIRPORT OPERATOR OR ON ITS BEHALF BY A GOVERNMENTAL OR OTHER ENTITY, AND COMPENSATION PROVIDED** See Sector Supplement IP: SO & AOSS pp. 8-9

◇ General Standard Disclosures   ◯ Specific Standard Disclosures   ▦ Disclosure Requirements   📄 Guidance

↓ **SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED**

SUB-CATEGORY: PRODUCT RESPONSIBILITY

PRODUCT RESPONSIBILITY DISCLOSURES FOR THE AIRPORT OPERATORS SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2011)**
G4 Aspects	
Customer Health and Safety	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** See Sector Supplement RG & AOSS p. 49 **SECTOR SPECIFIC INDICATORS** AO9 **TOTAL ANNUAL NUMBER OF WILDLIFE STRIKES PER 10,000 AIRCRAFT MOVEMENTS** See Sector Supplement IP: PR & AOSS p. 5
Sector specific Aspects	
Business Continuation and Emergency Preparedness	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** See Sector Supplement RG & AOSS p. 49
Service Quality	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** See Sector Supplement RG & AOSS p. 49
Provision of Services or Facilities for Persons with Special Needs	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA 📄 **Additional Guidance** See Sector Supplement RG & AOSS p. 49

⬡ General Standard Disclosures ⬡ Specific Standard Disclosures ▤ Disclosure Requirements 📄 Guidance

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ANNEX II. AIRPORT OPERATORS SECTOR DISCLOSURES CONTENT DEVELOPMENT

CONSULTANTS

The GRI Secretariat enlisted the help of the following consultants during the Airport Operators Sector Supplement process:

• Rik Krabbendam, NACO, Netherlands Airport Consultants B.V., The Netherlands

• Tim van Vrijaldenhoven, NACO, Netherlands Airport Consultants B.V., The Netherlands

AIRPORT OPERATORS SECTOR SUPPLEMENT WORKING GROUP MEMBERS

The Airport Operators Sector Supplement Working Group was responsible for developing the set of new, sector-specific disclosures and Performance Indicators, as well as commentary on the G3.1 Guidelines content. The Working Group process ran from January 2009 through June 2011. The Working Group was formed by volunteers from airport operators companies, labor and non-governmental organizations.

• May Ajero, Clean Air Initiative for Asian Cities, Pasig City, Philippines

• Janell Barrilleaux, Denver International Airport Denver, USA

• Martin Bissegger, Zurich Airport, Zurich, Switzerland

• Peter De Simone , Sustainable Investments Institute Si2, Washington, USA

• Sophie Deleuze, Dexia Asset Management, Belgium

• Kamala Ernest, Division of Technology, Industry and Economics, United Nations Environment Programme, Nairobi, Kenya

• Jonny Fransson, Swedish Transport Workers Union Stockholm, Sweden

• Matthew Harris, San Diego County Regional Airport Authority, San Diego, USA

• Majidah Hashim, Malaysia Airports Holdings, Berhad, Malaysia

• Tim Johnson, Aviation Environment Federation, London, UK

• Sujit Kumar Singh, Centre for Science and Environment, New Delhi, India

• Peter Marx, Fraport AG, Frankfurt, Germany

• Alistair McCreadie, ASUR, D.F. Mexico, Mexico

• Randy McGill, Toronto International Airport, Toronto, Canada

• Peter Minuth, Bundesvereinigung gegen Fluglärm/ On behalf of UECNA- European Union against Aircraft Nuisance, Düsseldorf, Germany

• Pakis Papademetriou, Athens International Airport S.A.- Corporate Services Unit, Athens, Greece

• Monica Streck, Munich Airport, Munich, Germany

• Philip Ralston, Portland International Airport, Portland, USA

• Brian Rudiger, Service Employees International Union, Los Angeles, USA

• Michael Wuehle, Munich Airport, Munich, Germany

• Zanita Zakaria, Kuala Lumpar International Airport, Malaysia

Global Reporting Initiative
PO Box 10039
1001 EA Amsterdam
The Netherlands
Tel: +31 (0) 20 531 00 00
Fax: +31 (0) 20 531 00 31

Further information on the GRI and the Sustainability
Reporting Guidelines may be obtained from:
www.globalreporting.org
info@globalreporting.org