

Southampton International Airport Ltd.

Corporate Social Responsibility Strategy

2018 - 2021

Our Vision and Values

Southampton International Airport is focused on growing faster, aiming higher and becoming stronger as a gateway to central southern England.

Under environmental sustainability we have undertaken a number of projects that have reduced the environmental footprint of our operations. Through the installation of LED and solar powered lighting, where suitable, as well as the installation of more energy efficient boilers in the terminal we have reduced our energy demand. We worked with our airline partners to introduce 'engine idle' taxiing, where only one engine is used to manoeuvre the aircraft to and from the stands reducing both noise and air pollution. We continuously work with our airline partners to tackle noise and can demonstrate a year-on-year reduction in noise complaints since 2005. However; we want to go further and do more, as well as broaden the scope to include operational management and social wellbeing. Underpinning this corporate social responsibility strategy is an emphasis on operating responsibly and safely to protect the interests of local communities, our stakeholders and the environment.

By respecting and supporting people and communities and playing our part to minimise our impact on the environment, we can make a positive long-term contribution to our employees, investors, business partners, the communities in which we operate, and the global community. Southampton Airport believes that being responsible makes good business sense.

Improving Air Connectivity for the future success of the region



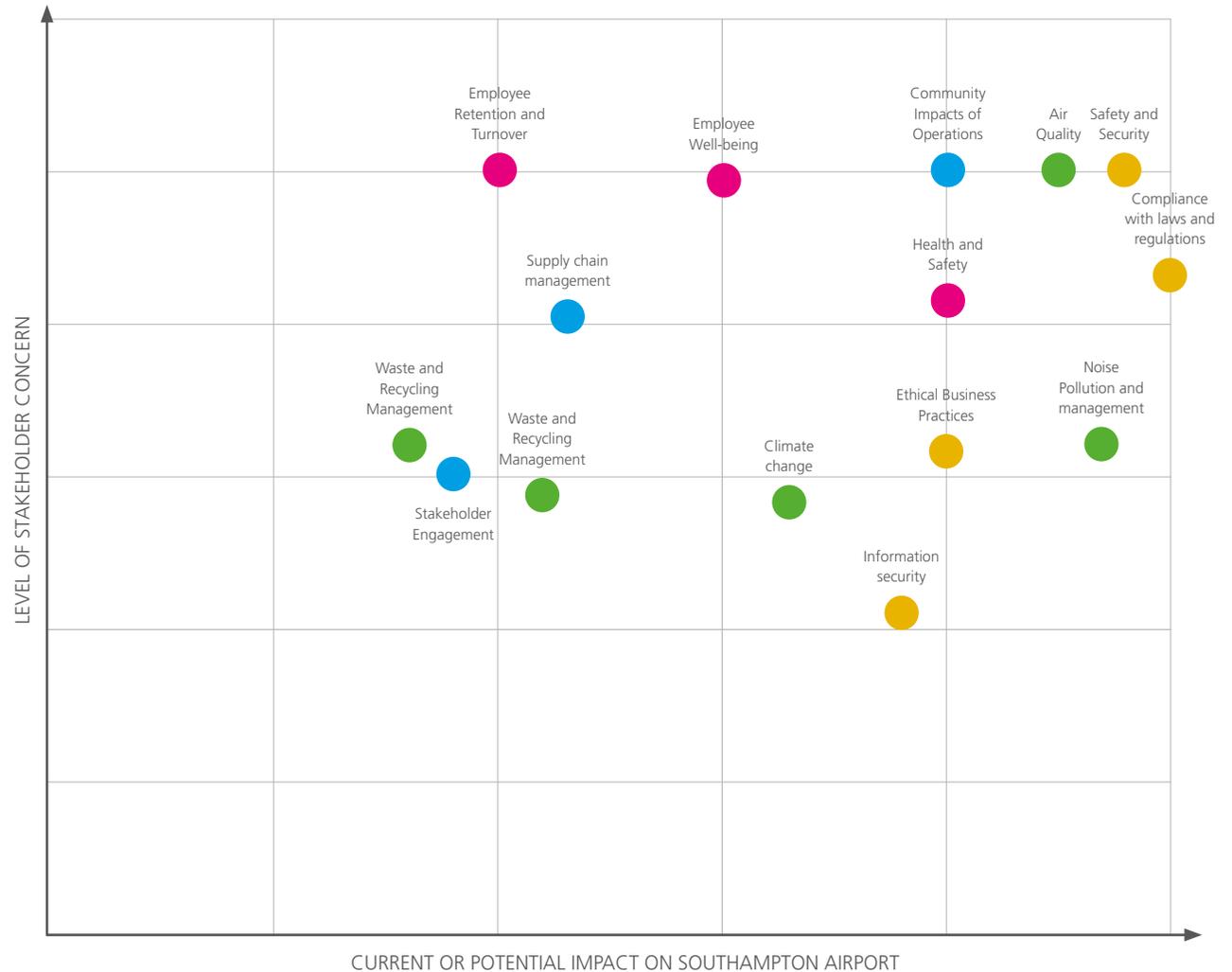
Focusing on our shared Priorities

By working in a spirit of partnership with all of our business partners and stakeholders, openly reporting our progress and listening to the views of others we can focus on the right topics.

We asked both our internal and external stakeholders, as well as the local community, about what they thought were our most relevant priorities and where we should focus our efforts.

The issues are placed on a matrix that displays their position relative to the degree of stakeholder interest and potential business impact. Together, the results represent the material issues currently facing Southampton International Airport. These issues should not be viewed in isolation; they are usually interconnected and sometimes improvements in one can lead to changes in another.

We know that the exceptional performance that we, as Southampton International Airport, and our customers expect can only be delivered by engaging, developing and supporting our people so that they can consistently give their best.



● Environmental Management
 ● Collaboration with the Community
 ● Economic Growth and Operational Management
 ● Leading our People

Delivering our CSR Strategy

Our commitment to working in the spirit of partnership is long standing and well documented.

It is vital that we focus on those things that really matter to us and our stakeholders. It is only by working in a targeted way that we will deliver the greatest value and make the most effective use of our resources. We will continue to review and report our assessment of material issues each year.

Responding to those issues of greatest priority, we have set out a challenging programme of work, which will ensure that we continue to drive improvement and best practice in all areas.

Our programme is intentionally wide ranging and we will ensure that we regularly review our progress to make sure that we are on track as well as to confirm that we respond to changing circumstances.

As transparency is integral to being a responsible operator and member to our global community, we have placed our CSR strategy in the public domain, allowing any party that has an interest to review our objectives. We will regularly review and report our progress publicly.



Measuring our Success



Environmental Management

How we manage our operations so that we reduce our impact on the environment as far as possible.



Collaboration with Our Community

Demonstrating how we engage with the community in which we operate to further develop partnerships and engage with our local stakeholders.



Economic Growth and Operational Management

To maximise our economic contribution, whilst always maintaining a fair and respectful relationship with our supply chain and business partners.



Leading our People

Investing in our employees by providing them with the skills, tools and support that foster a decision-making environment.

Measuring our Success

Environmental Management

How we manage our operations so that we reduce our impact on the environment as far as possible.



OBJECTIVE

NOISE POLLUTION AND MANAGEMENT

We will limit and try to minimise the number of people affected by noise from airport operations.

AIR QUALITY

Working with our airline partners to pursue practices and technology that improves and/or reduces emissions from aircraft.

TARGET

We will deliver the objectives and measures set out in our Noise Action Plan and we will provide an updated Noise Action Plan by 2019.

We will work with our airline partners to introduce, practices and technology that will minimise noise pollution as far as practical.

Inter-connected to our efforts on climate change we will implement and maintain an effective certification against the Airport Carbon Accreditation.

Working alongside our local council and our airline partners to ensure we are constantly reviewing air quality and contributing factors in the local area

Where possible we will consider electric operational vehicles and the introduction of fixed ground power supplies for aircraft.

We will review our Surface Access Strategy, as required, ensuring that we promote the most sustainable ways of travelling to/from Southampton International Airport as well as continued partnerships with local bus, train and taxi links.

Measuring our Success

Environmental Management

How we manage our operations so that we reduce our impact on the environment as far as possible.



OBJECTIVE

TARGET

CLIMATE CHANGE

By improving energy efficiency and striving to increase our use of renewable energy where practicable we will endeavour to make our airport operations carbon neutral.

Endeavour to show a reduction in energy consumption, over a 3 year period, through efficient and effective metering strategy and the introduction of efficient new technologies.

WASTE AND RECYCLING MANAGEMENT

We will minimise waste, promote recycling and eliminate landfill.

Send no waste to landfill after 2018 (excluding International Catering Waste, where no other options are available).

BIODIVERSITY MANAGEMENT

We will control and manage our activities and development to ensure protection of the environment.

Through effective management and continuous compliance we will maintain an Environmental Management System externally accredited to ISO 14001 an internationally recognised environmental certification.

Measuring our Success

Collaboration with Our Community

Demonstrating how we engage with the community in which we operate to further develop partnerships and engage with our local stakeholders.



OBJECTIVE

COMMUNITY IMPACTS OF OPERATIONS

We will consider the community in which we operate in all our activities; continue to deliver community outreach programmes and encourage all our teams to take part in community projects and events.

SUPPLY CHAIN MANAGEMENT

By integrating our approach to CSR in our supply chain, we recognise the influence that we can have.

STAKEHOLDER ENGAGEMENT

We have a long history of engaging with our neighbours and surrounding councils by sharing information and working with them to help us develop and improve our policies and practices.

TARGET

Through continued support of local schools and colleges we will work to engage children and young adults to inform them about the career opportunities available within aviation.

We meet regularly with elected representatives from city and borough councils as well as business interest groups to discuss the airport and any concerns they may have.

We will continue to work with our partnered charity to further engage them and promote the works that they undertake.

We will consider sustainable supply chain management in all tenders. Working in partnership with our suppliers to ensure that they meet the high standard of our supplier audits.

Have a keen focus on how we can play our part in eliminating modern slavery. Our annual Modern Slavery Statement is publically available through our Website.

Through our Technical Working Group and Consultative Committee, we will continue to discuss and report on subjects that the community at large find important. All minutes to these meetings will remain publically available.

We make ourselves available to the wider public through a variety of opportunities: on the telephone, through our website, by email or at our outreach events such as the New Forest Show.

Measuring our Success

Economic Growth and Operational Management

To maximise our economic contribution, whilst always maintaining a fair and respectful relationship with our supply chain and business partners.



OBJECTIVE	TARGET
<p>COMPLIANCE WITH LAWS AND REGULATIONS</p> <p>Through continuous monitoring we will ensure that we not only remain compliant with all legislation and regulations relevant to our operations but where possible we will go beyond compliance and implement best practice.</p>	<p>We report on a monthly basis our compliance. By the end of each year we will have conducted a thorough audit on all compliance arrangements that will allow us to identify areas where we can go beyond compliance.</p>
<p>SAFETY AND SECURITY</p> <p>We will provide a safe place for our customers to enjoy; delivering a high level service to our customers and building a world class approach to safety and security.</p> <p>Southampton International Airport has all the appropriate security procedures to protect our passengers and employees, and are fully compliant with the government's security requirements.</p>	<p>We invest heavily in training our security team, ensuring the highest level of competency and customer service is delivered at all times.</p> <p>Southampton International Airport's security team complete over 900 hours of computer-based training every year, as well as more than 200 days of refresher training every year. This training is in addition to other training courses such as regulatory and process updates, as well as on-the-job coaching from line managers or trainers to ensure standards of professionalism and knowledge of the latest security developments are upheld.</p>

Measuring our Success

Economic Growth and Operational Management

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OBJECTIVE	TARGET
ETHICAL BUSINESS PRACTICES By maintaining high standards of integrity in all business relationships both inside and outside of Southampton International Airport.	Closely related to Supply Chain Management; we will be transparent with our information and processes on how we do things. We have a strict 'Code of Professional Conduct' policy which is continuously reviewed to ensure it remains fair and ensures that employees act in the best interests of Southampton Airport and avoid situations and positions which could create conflicts of interest (either real or apparent) that could undermine trust in Southampton Airport.
INFORMATION SECURITY We want our IT Systems and webpage to not only make our employees and customers' experience easier and simpler, but we want them to be able to use it knowing it's safe and secure.	Information security practices that align to business needs and requirements; a set of standardised rules that ensures all data is protected. Demonstrable compliance with General Data Protection Regulation (GDPR) protecting both employees and customers.

Measuring our Success

Leading our People

Investing in our employees by providing them with the skills, tools and support that foster a decision-making environment.



OBJECTIVE

HEALTH AND SAFETY

We will work with our employees to ensure that we create an environment where each member of staff goes home safe and injury free.

TARGET

We will continue to maintain and improve our Health and Safety Management System in line with OHSAS 18001 and ensure it remains externally verified.

Health and Safety is a core business priority and will remain the first item for discussion at all monthly leadership team meetings.

EMPLOYEE WELL BEING

We will continuously look to engage colleagues, and provide an environment within which they can improve their health and well-being.

We will continue to work towards an industry average or less on sickness absence days per full time employee (FTE)

EMPLOYEE RETENTION AND TURNOVER

By investing in our people we can create an environment where they reach their full potential and we benefit from the full potential of their talent

We will create opportunities by offering jobs internally and provide support with skill development through annual reviews with each employee.

We will work with young persons by creating apprenticeships where practicable in partnership with local colleges.

We will conduct our annual staff survey; providing our employees the opportunity to tell us how we can improve. We will provide feedback on each survey conducted and develop an action plan that will further increase engagement.

Governance and Review

Regular reporting that is transparent and accessible is at the centre of our strategy.

We welcome feedback and believe that a dialogue between all our stakeholders builds confidence, understanding and trust. The feedback we have received has helped us develop our policies on subjects like noise mitigation, as well as formulate our CSR strategy and identify the issues that are most material to Southampton International Airport.

The safety and security of our customers and employees is our number one priority and underpins how we run our business. It is part of Southampton International Airport's 'Just' culture to act with the highest standards of honesty, integrity and responsibility and always deliver on our commitments.

Wherever possible to do so, we endeavour to work closely with others within our industry and will reach out to the wider business community to promote the principles of responsible business.

We will challenge and review our progress including input from our Senior Management team, Executive Committee and Group Board. To inform this review we will provide to management regular information so that these bodies can continue to guide the implementation of our strategy and provide oversight.

