



Corporate RESPONSIBILITY

Report 2018

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**Corporate
RESPONSIBILITY**
Report 2018

Foreword

Every day, an average of 17,000 passengers pass through Belfast International Airport.



Graham Keddie
Managing Director

People are flying to business meetings or on holiday and others are returning home to visit loved ones. The airport is part of the fabric of Northern Ireland, an integral part of the community we serve. That is why our commitment to Corporate Responsibility (CR) is paramount. We operate an open door with our successful programmes which have community engagement at its heart. All of our employees are committed to what we do, and willingly devote time and effort

to the local community. They are eager volunteers. For them, reaching out to schools and groups comes as second nature. After all, our employees, and the thousands of others who work at the airport, are also part of the community. For them, CR makes sound sense and delivers practical results for all including giving a helping hand to getting the work-life balance just right.

Vision & Values

Our vision as

‘YOUR AIRPORT. OUR BUSINESS. YOUR WELCOME.’

is an aspirational goal highlighting what we want to achieve and how to endorse the identity and culture of Belfast International Airport.

We believe that the work we are undertaking, particularly in relation to CR, shows our community how the airport and its employees play an essential part in the community and in business in Northern Ireland.

Our Vision and Values, which include Integrity, Inclusiveness, Leadership, Teamwork, Safety and Service, Communication and Being Positive have continued to help us engage with our employees, our businesses and our community partners.

Everyone knows their specific role, the overall airport plans and how they can help to enhance the teamwork and the customer airport experience.

With the support of our employees we will continue along our CR journey in 2019.



OUR EDUCATIONAL ACTIVITY

Belfast Shared Education Careers' Convention

In January 2018, four of our employees attended this career convention which was also attended by other companies and over 400 students from Belfast Boys' Model School, Belfast Girls' Model School, Mercy College, Hazelwood Integrated

College and Glengormley High School. The aim was to give the students information on the careers at the airport and details of the qualifications that are needed for them.



Mentoring Programme

Our Mentoring Programme, in partnership with Belfast Boys' Model School began in 2016. This year we continued the programme which links employees with Year 12 pupils, aiming to support them in the second year of their GCSE course. 16 pupils took part.

The programme helps the students by increasing their self-confidence, giving them an insight into the world of work, providing positive role models and raising their aspirations. Our team of eight employees got

huge satisfaction from making a difference to young peoples' lives, enhancing their own communication skills and motivating the young people involved.

“Our team really enjoyed explaining to the students about what they do and which qualifications and skills are needed in any workplace. The students learned as they went along and really seemed more confident and focused as the programme progressed. It definitely was a ‘win-win’ for all concerned.”

Paul Lees
Station Commander

OUR EDUCATIONAL ACTIVITY

Sip & Stone extends hospitality to students

The opening of SSP's new 'Sip & Stone' restaurant at Belfast International Airport provided an opportunity for Year 12 and 13 Hospitality students from Belfast Boys' Model School to see the hospitality industry at close hand. The Hospitality Curriculum asks that students develop an understanding of the hospitality

industry including how the industry meets people's needs and which skills are needed. The 26 Belfast Boys' Model students arrived two days before 'Sip & Stone' official opening to see, at first hand, the planning and preparation that takes place before the doors of any restaurant open.

“As part of the Education strand of our Corporate Responsibility programme, we liaise with Belfast Boys' Model on a range of activities. One of these is providing practical experience for students studying subjects which are related to the businesses within the airport.”

Jaclyn Coulter
Head of HR

“Taking students into Belfast International Airport to visit the new 'Sip & Stone' restaurant was an excellent opportunity for them to see how the Hospitality Industry works in the real world. Although we can discuss and research the different roles and responsibilities, nothing compares to actually getting out and speaking to the people who are already involved.”

Susan Todd
Belfast Boys' Model School

“It's good to get out of school to see people doing the jobs we learn about.”

Student
Belfast Boys' Model School



Colourful showcase from Belfast Boys' Model School

Art from students at Belfast Boys' Model School was put on display in the corridor which leads to our viewing Gallery. The art is a sample of work by students from Years 8-14 and covers a range of mediums such as gouache, pastels and mixed medium.

Passengers and visitors to the airport were able to view the exhibition from June 2018.

“Our partnership with Belfast Boys' Model is on-going and involves collaborative work relating to mentoring, employability skills, career information and training. So, we were very happy to be able to showcase the artistic talents of the students during the busy summer months.”

Jaclyn Coulter
Head of HR

“When the airport suggested the artwork display, we were delighted to take the opportunity to bring the work of our students to a much wider audience.”

Carole Bodels
Head of Art
Belfast Boys' Model School



MOCK INTERVIEWS

We attended Mock Interviews at Belfast Boys' Model School in June. The mock interviews helped students to prepare for interviews, as for many students, it was their first opportunity to experience an interview.

OUR EDUCATIONAL ACTIVITY

Time-to-Read

Our Time-to-Read programme with St Comgall's Primary School and Greystone Primary School has now been running since 2015. This year 10 employee volunteers helped children aged 8-10 years improve their reading skills.

“Some of the words can be tricky but we always sound them out and nobody laughs.”

Student
St Comgall's Primary School

“I look forward to the Time-to-Read sessions. I love seeing the children progress from the start of the school year to the end. The pupils love reading stories and hopefully it is the start of a lifetime love of reading.”

Anne McCabe
Payroll Supervisor

‘Little Women’ PURSUE THEIR DREAMS

We had three visits from groups of young girls considering their careers. The 10-11 year olds were being encouraged by Little Women NI to consider the possibility of a career in what may once have been considered a male domain.

One of the airport's Aviation Operatives, Rachael Garrett facilitated the firefighting workshop taking the girls through a series of specially

designed activities and sharing her experiences as a firefighter. The aim of educational events such as this one is to encourage young girls to the possibility of becoming firefighters or perhaps some looking at other careers which they may not have considered. Hopefully we have inspired the next generation to pursue their dreams.

“Seeing and hearing from real-life role models is vital in helping the children realise what is achievable and that they can be anything they want to be, irrespective of gender, if they work hard.”

Laura Dowie
Director of Little Women NI



WORK EXPERIENCE & PLACEMENTS

Our Work Experience Programme gives students the opportunity to get a taste of working life, while at the same time learning which qualifications and skills they need to enable them to succeed in their chosen careers. This year we provided work experience for 14 students from 8 local schools. The programme helps the students while at the same time giving our

employees the chance to engage with the students and share their knowledge of the airport and the on-site occupations.

“I enjoy being involved with the Work Experience programme. It gives the students practical experience and also develops their skills. Working in HR, we see the difference in the students at the end of the programme and they have told us it helps them in choosing their own career paths.”

Esther Donnan
HR Officer



Local Schools' Print Workshops

Our partnership with Arts & Business NI, linked us with Seacourt Print Workshop, an artist and printmaking studio which specialises in sustained high-quality printmaking activities for the public, wellbeing groups and schools. Over an 8-month period, Seacourt ran workshops for pupils from four local primary schools - Greystone Primary School, Six Mile Integrated Primary School,

St. Comgall's Primary School and Riverside Special School - introducing the teachers and children to a range of simple but exciting printmaking experiences. The end product was a large print from each school of their crests, made up of smaller prints from each pupil, which have been on display in the airport's Departures Hall.

“We were delighted that the airport has given us the opportunity to introduce over 1,000 pupils and their teachers to new printmaking processes. The finished artworks are a colourful feature at Belfast International Airport and we hope they will subsequently be enjoyed at each of the schools when they go back 'home' on permanent display.”

Emma Drury
Director at Seacourt



OUR EDUCATIONAL ACTIVITY



BOOKTRUST PARTNERSHIP

Most of us can remember a book that we read in our childhood, whether at home or at school. Belfast International Airport has formed a new partnership with BookTrust – an organisation that transforms lives by getting families and children reading.

With BookTrust, we brought the celebrated children’s author and illustrator Nick Sharratt to Maine Integrated Primary School in Randalstown where he held workshops for the 120 pupils.

“ We are so delighted to have an author of Nick’s stature visit the school and work with the children. The children had a fantastic day and gained inspiration from seeing Nick in person and listening to him speak. For us anything that sparks their interest in reading and illustrations is a bonus and Nick’s visit has certainly done that! ”

Julian Costelloe
Principal at Maine IPS



International students hear about airport career opportunities

Over 30 international students, together with 6 of their teachers, visited the airport as part the Erasmus student exchange programme.

The students from schools in Holland, Switzerland, Germany and France together with a group from Belfast Boys’ Model School were tasked with looking at ‘Tourism, business studies and careers’.

After a presentation to give the students a flavour of what is involved in the careers and business focus within the airport, the students were brought on a tour of the airport.

“ We aim to show students how their studies will give them the opportunity to choose a career in any industry. Who knows, perhaps we will welcome some of them to Belfast International Airport some day in the future. ”

Graham Keddie
Managing Director

“ The students have expressed their amazement at the range of different business outlets at the airport. There are tremendous career opportunities within the complex and, with the airport growing all the time, we know there will be a constant demand for new employees. ”

Jonny Smith
Careers Teacher
Belfast Boys’ Model School

Our Employees



Job Fairs

As the airport gets busier and more people are passing through, the airport and its service partners have an ongoing need for more employees. In 2018, we held two Job Fairs, one in February in Newtownabbey and one in October in Templepatrick.

The Fairs, attended by hundreds of prospective employees, had representatives from Swissport, Aelia, SSP, Mount Charles, Fed and Watered, WH Smith, Airport Taxis, Global Trek, Alpha and Wilson James promoting their job vacancies.

We continue listening to our employees through our quarterly staff briefings and annual employee engagement surveys.

HEALTH FAIR

This year's Health Fair in June took place over half a day and was attended by many employees from the airport and its service partners. On the day, there were blood pressure checks by Medicare, blood

glucose and cholesterol tests by BUPA, complimentary therapies, pension advice, chiropractor, Aware NI and Specsavers to name a few.



Radox Health Assessments

Radox Healthcare brought their mobile unit to the airport to carry out complimentary Health Checks on 49 employees from the airport and service partners. The assessments included BMI, metabolic age and muscle mass ratio checks.

“I found this useful and it was good to get the blood pressure results immediately rather than waiting on them from your GP.”

Staff member,
BIA

Working Mums' NETWORKING EVENT

Being a working mum has its rewards and its challenges...

from racing about in the mornings, sorting school bags and lunches, to juggling pick up times and the odd PTA meeting and all while holding down a full-time job in a busy airport. To celebrate International Women's Day, some of our employees took time out to meet with other working mums at Parenting NI's Networking day. At the event, our PR and

Marketing Manager, Deborah Harris commented, "There is no magic solution for working mums. It's all about organisation and prioritisation but, more importantly, letting go of that guilt that we, as women, feel every day, whether a mum or not.

“Being a working mother is important to me. Work is very much part of who I am and I am proud of the road my career has taken. It shows my children the importance of working hard, being dedicated to something and that the money earned is used to pay bills and mortgages, or to go on holiday, buy clothes and put food on the table.”

Deborah Harris
PR & Marketing Manager

400 IN 4


This 4-week walking challenge used the "MyVirtualMission" app to track distances walked by our seven teams of four employees and relate them to a particular location based on the distance involved.

Belfast, Bangor, Portaferry, Newry, Armagh, Enniskillen, Claudy, Coleraine, Ballycastle, Larne and Antrim.

The winning team was 'Obesity Boys' who walked over 400 miles.

The planned 400 mile 'virtual' route started and finished at the airport but passed through

Our Employees



Will Writing

Eight employees took advantage of a Will Writing workshop which was facilitated by Kennedy Burchill.

“ Writing a will is something that I hadn’t thought about before. The workshop gave me excellent tips on what to include and how to go about writing one. ”

Steven Young,
Shift Electrician



Celebration EVENTS



Kids at Work Day

Our children see us go off to work each day but often do not know exactly what we do.

Our second Kids at Work Day took place in December and saw 20 children explore the jobs in our fire station, control centre and police station.

“ My children were delighted to have the opportunity to come along to the airport to see what I do and where I go every day. Now when I talk about work, they know some of the people involved and what goes on at the airport. ”

Martini Lach,
Operations Controller



A number of events took place during the year including our Summer Family Fun Day, Summer Barbeque, Ice Cream Van, St Patrick’s Day lunch, Christmas Party nights and Service Awards.

Employee Training

Six employees participated in a Team Leader Workshop which helped them consider how to manage themselves and others, team dynamics and performance management.

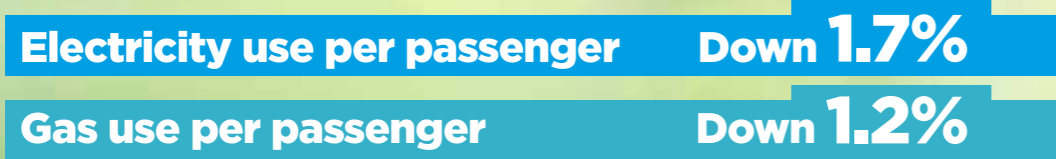
A Personal Effectiveness lunchtime session, attended by seven employees, focused on how to become more effective

by managing time, managing stress and looking at how to manage mindsets in real life situations.

Eight days of Customer Services Training were held during the year with all employees participating.

Our Environment

All airports are energy intensive using lots of electricity and gas. Through the introduction of LED lighting in all new building projects and better energy management consumption per passenger has fallen relative to 2017



Waste

Airports and their users generate various waste items. From the catering and shopping outlets, in-bound aircraft, construction and refurbishment projects to general terminal and office activities, waste is collected, segregated where possible, and taken off site to the most appropriate waste handler.

Paper, card, metal, wood and glass all go for recycling.

The other wastes are processed in a material recovery facility where 10% is reclaimed for re-use with the remainder going on as a fuel. None of this waste stream goes to landfill. The amount collected per passenger fell by 2.7%.

Aircraft waste (Cat 1 International Catering Waste [ICW]) is moved to landfill. The amount collected per passenger remained static.

Ulster Wildlife has conducted a biodiversity study on the airport property to help us work towards a Biodiversity Charter.

Environmental Noise Directive Round 3 maps were produced in 2018. These show noise contours (similar to weather maps) around the airport based on an average annual day. The Noise Action Plan was also updated to reflect the noise contour changes since Round 2 (2011 data).

BIA introduced a Sound Insulation Grant Scheme (SIGS) for dwellings most exposed to noise. Those dwellings that fell within the criteria were contacted and advised of the scheme.



The Big Spring Clean

A suggestion from one of our Corporate Responsibility committee members was to improve the appearance of the area surrounding the airport. So, while a rather wet Friday in March was not what we had planned for, 14 airport employees

set off to collect rubbish from the areas along the airport approach road. Deirdre Graffin, Commercial Manager, who was one of the volunteers, had this to say.



While the weather wasn't good, we didn't notice it once we got into our stride. We gathered 22 bags containing 110lbs of rubbish. It's hard to believe that quantity of rubbish was lying along the road.



Deirdre Graffin,
Commercial Manager



Airport Safety Week

For Airport Safety Week in May, we began planning some months ahead.

The week's activities included demonstrations from our Rescue and Firefighting Service, a presentation from our aircraft handlers, Swissport, and a visit to our Control Tower and a school poster competition.

We agreed to host the May meeting of the Northern Ireland Safety Group. The group has a membership of over 120 organisations covering a wide variety of sectors, for example, local authorities, utility companies, road services, forestry, universities, other safety

services, farming and the civil service to name but a few.

The theme for the visit was "Prepare for Take Off", this involved three guest speakers from various departments within the airport who informed the group about runway numbering system, the environmental impact of an airport, vehicle movements the coloured lighting system used on the apron and runways, how an air traffic controller plans your route and manages all aircraft movement.

One of the Fire Station Commanders briefed the group on what can be achieved on the rig with the various scenarios which tests both the individual fire fighter and team performance.

During the firefighting demonstration, an actual fire on a training rig demonstrated the high level of training our RFFS personnel have attained and showed the equipment used, and maintained, at the airport.



Our Environment

RAMS ISLAND

A visit to our neighbouring Rams Island for a Balsam Bash has become an annual volunteering event for our employees. A team of 10 set off for Rams Island where they did a tour of the island and learned of its history before participating in a Balsam Bash.

By uprooting the plants before they mature and drop their seeds, the team helped to curb the further spread of the nuisance plant across the island. Employee, Mark Gaul, organised the group who said.

“
We continued where we had left off the year before, leaving the balsam all over the island quaking in its boots! Safe to say it was an enjoyable and worthwhile day.
 ”

Mark Gaul,
 BIA Employee

Our Community and Charity

Throughout 2018, we continued building partnerships with charity and community organisations. Our employees continued to support many of these organisations by participating in our CR Committee and Charity Fund.



Kinship Care

Kinship Care, a local charity that supports kinship carers and their children, was nominated by our employee, Brian Lavery.

In the last quarter of the year, we collected for food hampers, raised funds from a Christmas jumper day and organised a sponsored ‘Cuddles for Kuddles’ Bear Hug, with support from 2 local primary schools, Greystone Primary

school and St Comgall’s Primary school in Antrim. Over 90 pupils helped us raise a total of £2,000 for Kinship Care



Our Community & Charity

Give-as-You-Earn

25 employees donated to the airports GAYE scheme in 2018. During the year £2,100 was donated from the scheme to charities including Aware NI, Larne Sea Cadets and Special Olympics Ireland.

Larne Sea Cadets used their £500 donation to help in the construction of their new boat station.



Individual Employee Fundraising events

Individual employees raise funds for many local charities/ community groups/schools and we supported them in 2018 by matching their fundraising up to a maximum of £200.

Brian Lavery, Car Parks, was helped to support funds for white boards at St Joseph’s Primary School and Richard Johnston, Aviation Operative raised funds for the Children’s Cancer Unit.

Staff Charity Fund

In 2018, our Staff Charity Fund donated almost £17,000 to 24 charities including NI Cancer Fund for Children, Guide Dogs NI, Multiple Sclerosis NI, and Make a Wish Foundation.

Supercup Northern Ireland

Supercup NI 2018 took place in The Ballymena Showgrounds. We supported the event financially and hosted the match draw at the airport. The match draw was made to a packed room of teams, journalists and employees. In addition, a number of employees took the opportunity to attend the event and watch youth football teams from 15 nations compete.

Our Community & Charity

We supported Business in the Community's Give and Gain day in May, by going along to Habitat NI's recycling unit in Lisburn. We helped refurbish furniture which had been donated to the charity.

VOLUNTEERING Give & Gain Day

Hidden Disabilities

We continue to promote our Hidden Disability lanyard scheme which enables passengers who are travelling with a hidden disability to access additional support.

Wearers of the lanyard are permitted to use the Priority Security lane to speed processing time through the security area and reduce queuing time.



Autism NI In 2018, we worked with Autism NI to gain an Autism Impact Award.

In order to achieve the award, we provided specific training for 25 staff members from the airport and its onsite partners. We also have two staff members who are our Autism Champions. They completed an accredited AQA Assessment and were responsible for overseeing an agreed plan of adjustments to help individuals with Autism, and their families, on their journey through the airport.

The adjustments made include:

- ensuring that staff have Autism Awareness Training and have an understanding of the difficulties or differences relating to Autism
- a dedicated Autism Champion within the workplace tasked with and committed to ensuring Autism accessibility
- adding Autism friendly seating in the International Departures Corridor
- noise symbols for hand dryers in all Toilet Facilities
- visual pack that can be downloaded online including countdown timer and holiday calendar
- music sign for café areas advising that music will be turned down upon request
- use of social stories for expected behaviours and what to do in each area (security, boarding area, body scanner)
- pre-visit guide booklet and familiarisation visits on request
- providing Hidden Disability lanyards.

Our Achievements

CR Awards:
GAYE

Family Friendly Award:
**Winner Overall & Private
Medium Sized Business Winner**

Our Plans for 2019

- Changing from quarterly charity to the announcement of our new charity partnership with Friends of the Cancer Centre for a two year period.
- Volunteering Now - Bringing volunteer opportunities into the airport for employees
- Working more closely with our Service Partners and sharing involvement and success with CR.
- Working towards a Biodiversity Charter.

Our Partners:



The Responsible
Business Network
Northern Ireland



