Welcome

One of the key characteristics of Corporate Responsibility is the need to adapt and innovate. In 2017, Belfast International Airport embraced change as we consolidated the achievements made the previous year and took stock of our direction of travel.

Our CR approach in 2017 saw us engage in multi-faceted programmes and activities, all developed with the over-arching goal of making a positive impact in the immediate and wider communities. The impacts of our activities encompassed young and old alike; those who perform life-saving services and organisations dedicated to caring for cancer sufferers.

CR is now firmly embedded in our corporate ethos. Employees and management, working together, shape our approach. All suggestions have equal weight and only reach the implementation stage when there's broad consensus.

Charities suggested by employees in 2017 included Lough Neagh Rescue; Leukaemia & Lymphoma NI (LLNI) and MacMillan Cancer Support. Between them, these charities nominated by staff received £15,000. In addition, the Charity Fund delivered support amounting to £20,000 which was shared by Mencap, Alzheimer's, Stepping Stones and NI Children's Hospice.

In addition to recording a record year of passenger growth, the airport has remained true to its core business philosophy that it is very much embedded and not separate from the community. The levels of interaction with charities and schools remains high, but we are not resting on our laurels. In 2018, we will redouble our efforts as we strive to reach greater numbers and, as a consequence, enjoy even greater success.

At the heart of what we do is community engagement and empowerment. CR cannot be done in isolation; for it to work, we must act on what we are told, and respond where we think we can have the most positive effects.

So, there is no standing still, no time-out. We embarked on a ‘journey’ in 2016 and last year, that continued apace. 2018 will be no different, as we continue with our outreach work that’s designed to make a difference.
Our Vision and 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.

Over the past year, we believe that the work we are undertaking, particularly in relation to CR, helps show 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 helping 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 within the airport …

… and so our aim, with our employees, is to continue along our CR journey in 2018.

Our CR Journey

Belfast International Airport understands its responsibility to employees, customers, suppliers, regulators, the community and the environment.

We have embedded our Vision and Values throughout our business and employees show this in what they do. This ethos helps us to deliver a prospering business which benefits our employees, customers and third parties.

Our CR activities and initiatives show our commitment to operating in an economically, socially and environmentally sustainable way that is sensitive to the needs of those impacted by our operations.

At the beginning of our journey we focused our Corporate Responsibility activity on 4 key drivers and, in 2017, we continued to build on them. They are:

1. Our Educational Activity
2. Our Employees
3. Our Community & Charity
4. Our Environment
Our Employees...

Our employees are at the core of our Corporate Responsibility programme. They participate in all of our activities, put forward new ideas and support us with their time and energy. Below we show an outline of many of the events which have taken place.

Our continuing journey...

Health and Wellbeing
In June 2017, our Health Fair attracted over 40 employees and everyone found that the event provided them with useful information and advice. Companies attending included FitFodder, Action Cancer, Kith and Kin Finance and The Samaritans. An additional Mindfulness session was held and 6 employees participated.

MOT Health Assessments
Two MOT Health Check events were attended by 11 employees. Blood pressure, lung function, glucose levels, pulse rate and body composition were all checked. A separate breast cancer awareness information session was also held.

Fresh Fruit and Milk
We have continued with our fortnightly delivery of fresh fruit and milk to employees’ workstations – a healthy nibble to sweeten their day!

Making a Will Session
Business Protection Solutions facilitated individual bespoke Will Writing and Reviewing sessions with employees. On completion, each employee confirmed that they would recommend the session to colleagues.

Airport Stars
Our new Airport Star Awards were launched in 2017 and two of our employees, Evan Taylor and Catherine Cunningham received awards. Evan was nominated for his Charity Calendar Fundraising and Catherine for Outstanding Customer Service.

Employee Upskilling and training
There was a 50% increase in the number of employees who participated in training via our Upskilling programme. Over 90% of employees have already attended the 2017/18 Equal Opportunities and Diversity training.

Celebrating Success
During what has been a successful year for Belfast International Airport, we had many opportunities to celebrate. Seasonal events, such as our May Ball, Summer Party and Christmas Dinners, were added to by Service Awards in October and Qualification Awards.

Managing Finances Session
We organised individual sessions with Kith and Kin Finance for 4 employees who all found it very worthwhile. It provided them with the incentive to make changes to improve their finances.
Our Educational Activity

Belfast International Airport has continued to build on its relationships with schools, colleges and universities. Airport volunteers have helped with mentoring, literacy skills, work placements and educational tours of the airport.

Work Placements

We provided work placements for 16 students during the year. The aim was to show pupils which skills and qualities will be expected of them in the workplace and to help inform their career choices.

University and College students

“We attended 5 placement fairs including those at Queen’s University and Ulster University Jordanstown, providing information on work placement opportunities and the careers available within an airport.”

“"I enjoyed meeting the pupils and seeing how their confidence had improved by the end of the mentoring programme."”  
Sharon McIlveen

Time to Read

A team of 9 Belfast International Airport employee volunteers supported two local schools, St Comgall’s Primary School and Greystone Primary School, Antrim, by spending an hour each week with 26 pupils for ‘Time to Read’.

“"The Time to Read programmes allows us to highlight pupils who need to practise their reading and to give them additional support."”  
Teacher

26 ‘Time to Read’ pupils increased in their reading scores.

Career Development

Our partnership with Belfast Boys’ Model School, Corpus Christi College and St Rose’s College continued with 12 employees attending career conventions, parent evenings and mock interviews for students.

Belfast Boys’ Model School

Belfast International Airport employees act as mentors for 16 students at Belfast Boys’ Model School. Each employee committed to 1.5 hours a month during term time to help develop the skills of the students.

100% of workplace students found the experience worthwhile, and of help in career choices.

100% of students felt they benefitted from mentoring.
Our Community and Charity

Belfast International Airport, and its employees, are committed to helping the local community and charities. We have a number of programmes we support, engaging with partner organisations.

Charity of the Quarter

Our employees nominate charities each quarter. They undertake fundraising and the airport makes a donation from its ‘Drop off Zone takings’. In 2017, local Charities of the Quarter received over £15,000.

Seacourt

We continue our partnership with Seacourt, a universally accessible artist resource based in Bangor. They offer a programme of professional development opportunities for international artists’ residencies, public courses, targeted outreach and exhibitions. The Airport provides Seacourt with public exhibition space.

Hidden Disabilities

Belfast International Airport understands that travelling through an airport can be stressful and for those passengers with hidden disabilities the airport journey can prove to be particularly challenging. During the year, we provided employee information and training on the issues around travellers with autism, dementia, Crohns and Colitis.

Job Fairs

As airport passenger growth continues, we are committed to providing opportunities within our community. Belfast International Airport, supported by its onsite companies, hosted two job fairs during the year, promoting job and career opportunities within the airport. We worked with host venues, St Mary’s University College and The Spectrum, Belfast to bring these opportunities to the public.

Employee Volunteering

Our employees love getting together to help local organisations. A group of 10 employees attended the annual ‘Balsam Bash’ on Rams Island and others joined in Business in the Community NI’s Give and Gain event, helping at Crosskennan Animal Sanctuary and Diamond Jubilee Wood ‘Woollen Wood’ project.

Individual Employee Fundraising Requests

As we encourage employees to raise funds for causes close to their hearts, we will match their fundraising up to a maximum of £200 per request. Local communities, charities and sporting groups benefit from funding.

Charity Committee

Our Staff Charity Committee considers charitable donation requests. They are funded through GAYE donations and a contribution from Belfast International Airport. Charity Committee donations in 2017 reached almost £36,000 including £5,000 to Mencap, £5,000 to Alzheimer Society, £5,000 to Stepping Stones and £5,000 to NI Children’s Hospice.

£5,900

A number of events including an airport ‘Bake and Buy’ sale helped raise funds for Lough Neagh Rescue

£6,088

‘On your Bikes’ helped kick off fundraising for MacMillan Cancer Support

£3,272

Our ‘BFS Book Boxes’ helped raise funds for Leukaemia & Lymphona NI
Our Environment

Belfast International Airport recognises that its business and that of the other businesses on the airport site impact the local community.

Energy

Energy use within the Belfast International Airport site is a major consideration and the close management of the resource is key.

In 2017, over 35% of electricity consumed on site was green electricity supplied by our local solar farm.

As our business became busier throughout last year, the use of gas and electricity also increased by 1.4% on the previous year (12.5% reduction compared to 2012 baseline). A large portion of this increase related to a retail outlet and fuel station development opposite the airport site which is fed from the airport supply.

Low energy projects continue to be introduced with completion of refurbishments to:
- engineering offices
- operations rest room
- compliance department.

Belfast International Airport experienced an increase of over 13% in passenger numbers in 2017, bringing the number of passengers travelling through the airport to 5,844 million. On a per passenger basis, electricity and gas consumption has fallen by 10.6% in 2017 (35.3% reduction on 2012 baseline).

Water Consumption

Our programme of toilet replacements throughout the airport, which commenced in 2016, continues and has resulted in the installation of smaller capacity cisterns with associated reductions in water use along with the removal of old turn on/off taps and replacement with sensor taps.

This programme continues into 2018.

Water consumption per passenger has fallen by 11.6% compared to 2016 (33.4% reduction on 2012 baseline).

Irish Hares

Belfast International Airport continues to have the largest protected population of Irish hares on the island of Ireland. They can be seen by passengers as they run around the airport site. They have been featured on BBC’s Countryfile programme and are a subject of research by Queen’s University Belfast.

Plans for 2018

Projects for 2018 include:
- LED lighting for the park and fly car park
- LED lighting for the low level lighting in the long stay car park
- LED lighting scheme for the check in hall
- New toilets in the check in hall including LED lighting and water conservation systems
- Review of air conditioning and air handling equipment

35% of on site was green electricity supplied by our local solar farm

10.6% REDUCTION of electricity and gas consumption per passenger
It’s been an amazing year for Belfast International Airport and we would like to share some of our awards and achievements that have underpinned a fantastic 2017.

- Head of Human Resources, Jaclyn Coulter, was Finalist in the Business in the Community NI Responsible Business Awards 2017 ‘Outstanding Management/Leadership’ category.
- Business Development Director, Uel Hoey, was shortlisted for the ‘Individual Award for Outstanding Contribution to Routes Development’.
- Winner of the Business in the Community NI Responsible Business Awards 2017 ‘One-to-Watch’ category.
- Finalist in the Business in the Community NI Responsible Business Awards 2017 Educational category.
- Winner of the Airport Operators Association Best Airport (3-10 Million Passengers).
- Recipient of the British Parking Association’s ‘Park Mark Safer Car Parking Award’.
- Recipient of the Community Aid Foundation Payroll Giving Gold Award.

Our plans for 2018 are to build on existing projects and relationships. By the end of the year, we will review these projects and, in liaison with our employees, will set a programme for 2019.