Ostend-Bruges International Airport

Sustainability and Annual Report 2011

Table of contents

About this report 3
- Scope 3
- Global Reporting Initiative guidelines and verification of this report 3
- Data collection 3

Preface 5

Mission statement 7

Profile of the organization 9
- Historical background 10
- Market presence 12
- Stakeholders 14
- Personnel 16
- Organisation chart 18
- Traffic 19
- Formal consultation structures 22

Human Resources 24
- Safety and health 27
- Training programmes 29
- Diversity and equal opportunities 32

Economic aspects and financial results 33
- Financial results 34
- Airport's own investments 38
- Environmental investments 40

Financial year 2011
- Balance sheet financial year 2011 44
- Profit-and-loss account 2011 46

Environmental performance
- Energy 49
- Water 53
- Biodiversity - Flora 57
- Biodiversity - Fauna 64
- Waste 72
- Noise 80
- Environmental consultative committee 89
- Air 93

Safety
- Safety policy 97
- Further professionalisation of the safety services at the airport 98
- Reliability and emergency planning 98
- Snow clearing plan 99
- De-icing 99
- Prevention of "blind spot" accidents 100

Security 101

Social
- Human rights 103
- Complaints' register 103
- Impact on the local population 104
- Local embedding 104
- Health and safety of consumers 104
- Labelling 104
- Marketing communication 105

List of concepts 107

GRI index 113

Colophon 119

About this report

With this sustainability report (into which the annual report has been integrated) Ostend-Bruges International Airport aims to provide a clear and transparent overview of its activities throughout the calendar year 2011 as well as of its performance in terms of sustainable development. This report contains an update of the first sustainability and annual report 2010 in which the sustainability indicators are further evaluated and linked to the existing and planned measures. In addition we offer an insight into our medium term ambitions.

When drawing up the report, Ostend-Bruges International Airport complies with the guidelines of the Global Reporting Initiative (GRI 3.1) as well as takes account of the draft documents regarding the Airport Operators Sector Supplement (AOSS).

Scope

The information pertains to the reporting year running from 1 January through 31 December 2011. To the extent possible, trends are reported through figures for the period 2008-2011.

Global Reporting Initiative guidelines and verification of this report

The G3.1 Guidelines of the Global Reporting Initiative are used as guideline for drafting this report. GRI has checked this report against the achieved Application Level (B+). The GRI Reference Sheet has been included at the end of this document.

Data collection

The data that are important for Ostend-Bruges International Airport in terms of indicators (quantitatively) and initiatives (qualitatively) have been collected from the staff members who are in charge within the organisation. Following an assessment, these data have been checked and validated by an external rapporteur. The collected basic data link up as closely as possible with periodical reports. A manual has been compiled for the applied GRI indicators which includes the definitions. It was aimed to achieve the maximum alignment possible with the methods that were used in the past. Any derogations from this have been indicated in the text.

Statement
GRI Application Level Check

GRI hereby states that **International Airport Ostend-Bruges** has presented its report "'Sustainability and Annual Report 2011'" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level B+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 16 May 2012

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative

The "+" has been added to this Application Level because 'International Airport Ostend-Bruges' has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

***Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 17 April 2012. GRI explicitly excludes the statement being applied to any later changes to such material.*

Preface

Dear Reader,

In 2011, 57,381 tonnes of cargo were transported. For Ostend-Bruges International Airport this is a decline compared to its 2010 performance. Passenger traffic, on the other hand, has risen by 8.9%.

Although the economic crisis is still ongoing, we believe that carriers and tour operators appreciate the trump cards of Ostend-Bruges International Airport and will not be blind to the sustainability performances we have inventoried for you. Sustainability is completely embedded in the airport's policy and is part of all the activities and services in the social, economic and ecological fields.

It is Ostend Airport's ambition to be an attractive, efficient and sustainable airport, which takes account of the social context, respects its surroundings and aims for constant improvement.

We aim to constantly improve, in terms of economic as well as environmental and social performance. The 2011 environmental results in any case reveal a positive evolution in different areas as far as the environmental impact is concerned:

- a further reduction of the noise contours;
- a further reduction of the energy consumption as a result of energy efficient measures;
- a continuous decrease in water consumption, an increased re-use of rainwater and additional measures to prevent wastewater pollution;
- a substantial reduction in pesticide use and measures to decrease the impact on the fauna and flora.

The objective is to continue this trend in the coming years and as such improve our sustainability performance on a permanent basis.

Gino Vanspauwen,
Managing Director/CEO

Mission statement

We aim to be an attractive, efficient and sustainable cargo airport. We wish to be a professional and profitable organisation which offers aviation-related services to consumers and business users. We intend to play an economic role and consequently generate an economic added value for the region, taking into account the social and ecological context. Hereby, we aim at a continuous improvement and an open communication with our stakeholders.

The economic added value of our airport resides among other things in the fact that it wants to function as an important driving force for regional development: thanks to its presence, the free entrepreneurship is stimulated and more opportunities are created to attract international companies and business. In this way, the airport creates more economic growth and development, more prosperity, more employment, extra income for the hotel and catering industry and the tourist sector without renouncing the principles of a good management and commercial approach.

Although the airport is principally considered to be a cargo airport, we should not forget that the airport also plays its role as passenger airport and as an airport for public services (pilotage, police, customs, pollution control of the North Sea, …).

Airline companies for which it is temporarily not possible to make use of one of the other airports in Western Europe, can also make use of our infrastructure.

Finally, Ostend-Bruges International Airport wishes to support actively the training centres located in Ostend: Ostend Air College (OAC) (training centre for pilots of airliners), Katholieke Hogeschool Brugge-Oostende (KHBO) (Bachelor & Master aircraft techniques), Ben-Air Flight Academy (BAFA) (training centre for pilots of airliners, professional pilots and pilots of private aircraft), Noordzee Vliegclub (NZVC) (training centre for pilots of private aircraft).

There is no limit to our skyline!

Ostend-Bruges International Airport

Bigger than you think...

Five Keys to Success

- Flexible 24/7 airport operations
- Fast turnarounds
- Top quality facilities for perishables, outsized cargo & livestock
- EU veterinary inspection post
- Runway: 3,200 m/10,500 ft

fast • flexible • friendly •

international AIRPORT OSTEND - BRUGES

international AIRPORT OSTEND - BRUGES

T: +32(0)59 80 20 08
F: +32(0)59 70 55 12
Email: sales@ost.aero
Nieuwpoortsesteenweg 889, 8400 Ostend, Belgium • www.ost.aero

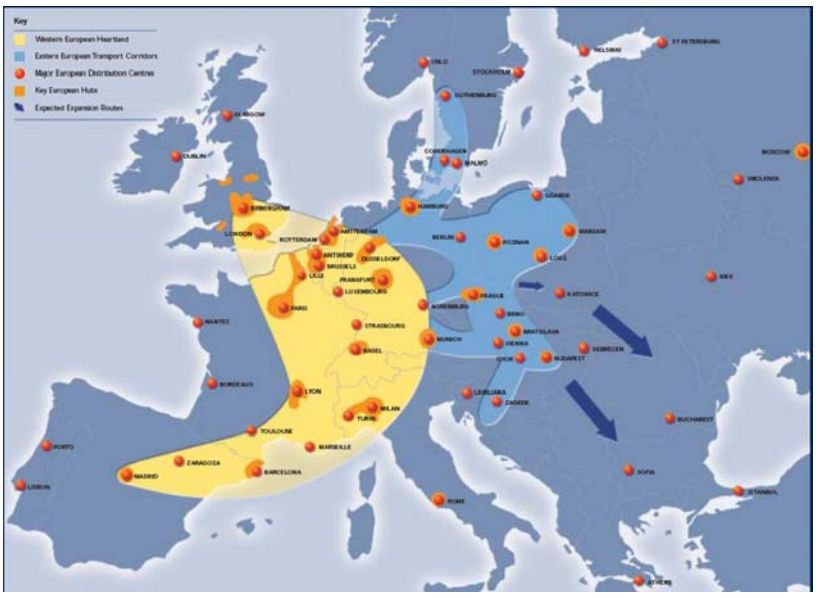
Profile of the organisation

When drawing up this sustainability and annual report, only the performance of the Separate Management Service (SMS) Ostend Airport has been recorded. Naturally, great interaction also takes place with the other actors at the airport: Belgocontrol (air traffic control), concessionaires (handling companies, fuelling, air cargo and customs agencies and many others), carriers and airlines visiting the airport to transport cargo or passengers, restaurants and flying schools, etc. (see pages 14-15 for an overview of the stakeholders). The airport's environmental permit requires consultation and agreements with Belgocontrol and airlines as to the number of movements, the noise produced by aircraft landing and taking off during the night, and the procedures regarding the use of the runway. These provisions laid down in the environmental permit do not fall within the immediate competence of the airport. However, conformity is aimed at through consultation.

Ostend-Bruges International Airport comes under the Department of Mobility and Public Works of the Flemish government and has a special status as Separate Management Service (SMS). It is the mission and duty of the SMS Ostend Airport to equip/operate the airport and to monitor compliance with safety and security regulations.

Within Europe, Ostend Airport is situated between the 4 logistic nodes of Amsterdam, Frankfurt, London and Paris. In the logistics sector this area is also known as the 'blue banana'. Cargo transports mainly proceed through these logistic channels. However, the airports concerned are faced with a saturation of the slots, which means that other cargo airports can be used as an alternative. Thanks to its geographic location and to the fact that the airport offers its visitors and users any services they require on a 24/7 basis, Ostend Airport is undoubtedly also targeted as alternative for these cargo transports.

Because of the restricted number of night flights, it is impossible to attract an integrator (such as DHL, TNT,...).



Source : C&W's European Distribution Report 2008, © Cushman & Wakefield

Historical background

The origins of Ostend Airport can be traced back to the Stene aerodrome. It is not exactly known when the first flights took place. During the First World War the Stene aerodrome was already used as a runway for military flights. The first flight from Ostend to England took place when Sabena was established in 1923. When the number of flights started to grow, the aerodrome was relocated during the Second World War to what was called Raversijde/Middelkerke at the time. After the war it was equipped as an international airport. However, it was not until 1968 that the former reconstructed farm that was used as airport building was replaced by a new airport complex. Due to the need of jet aeroplanes for longer runways work started in 1975 to extend the runway to the current length of 3,200 metres. These works were completed in 1976.

In the first decades of its existence Ostend Airport was specialised in transporting passengers from and to England. However, following the decrease in 'air-coach' passengers the airport started to increasingly focus on cargo transport. Apart from general cargo the airport also handles perishables. Today, perishable goods, such as fruit and vegetables from Egypt, fish from Uganda and Tanzania and flowers from Kenya and South Africa, form the main group of incoming goods at Ostend Airport. For this reason the new Aerofresh Perishable warehouse was opened on 6 October 2003. This warehouse can handle 300 tons of perishables.

In 2004, the procedure was started to build a first new warehouse along the Torhoutsesteenweg. This new 4,000 m² large cargo warehouse was put into use for the first time in July 2006 by cargo airline 'MK Airlines'. On 6 September 2006, this new warehouse was officially inaugurated. At the same time Apron I (the new apron along the Torhoutsesteeenweg) was officially put into use as well. The construction of additional warehouses could attract new, airport-related companies. The land along the Rolbaanstraat is developed to this end by the West Flanders Intermunicipal Association (West-Vlaamse Intercommunale/ WVI). The attraction and loss of MK Airlines has had a large impact on the airport's cargo figures. However, the airport can count on steady customers, such as EgyptAir and ANA Aviation[1].

In 2003, the airport attracted Ryanair in order to also extend the passenger transport in Ostend. On 1 May 2003, this airline opened a route between Ostend and London-Stansted, which was already suspended in December 2003. The airport also owes its current name of Ostend-Bruges International Airport to the start-up of this route. Meanwhile, tour operator Jetair extended its number of destinations from 5 in 2003 to 12 in 2011. In terms of passenger traffic, Ostend is mainly a departure airport, as opposed to the cargo traffic for which Ostend acts both as point of departure and destination.

The airport has an overall area of approximately 350 ha (including over 292 ha airside) and has a runway of 3,200 metres long and 45 metres wide, with orientation 26/08. Air traffic control is provided by Belgocontrol. The control tower at Ostend Airport is also responsible for flight traffic in the Terminal Area Zone (TMA Zone) over Ostend up to 9,500 feet.

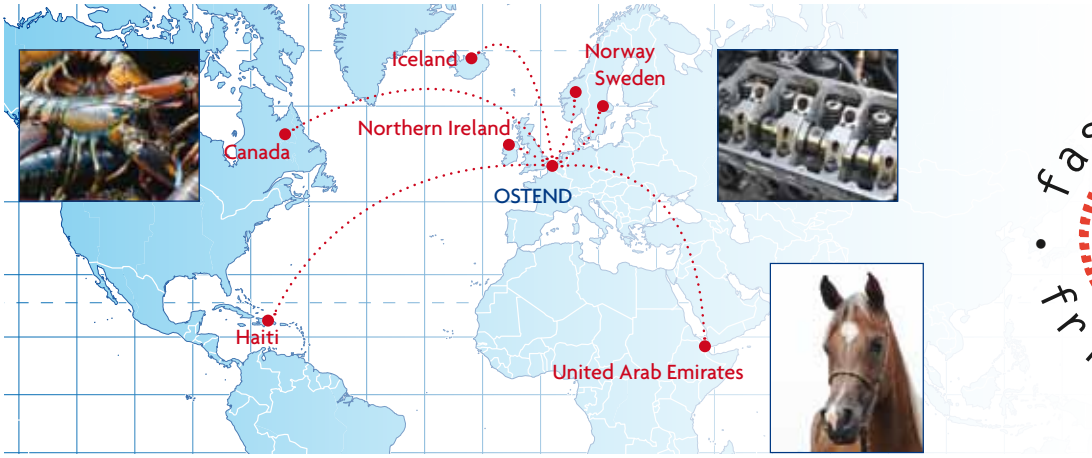
1 World Airways flies on the authority of ANA Aviation.

REGULAR FREIGHT CONNECTIONS

Keys to success

- Flexible 24/7 airport operations
- Fast turnarounds
- Top facilities for perishables, outsized cargo and livestock
- EU veterinary inspection post
- Runway: 3,200 m / 10,500 ft
- Airport certificate 4E
- Fire & Rescue equipment category 9
- Instrument Landing System CAT I on RWY 26 and CAT I on RWY08

AD HOC FREIGHT CONNECTIONS (examples)



fast · flexible · friendly

International AIRPORT OSTEND - BRUGES

Market presence

In 2011, the passenger flights were offered to the following destinations by tour operators Jetair and Thomas Cook: Alicante, Majorca, Tenerife, Malaga, Gran Canaria, Crete, Kos, Rhodes, Izmir, Antalya, Bodrum and Enfidha (Monastir).

Total number of passengers annually (international and domestic flights)(AOSS1)

Number of transported passengers	2011	2010	2009
International flights	169,783	173,096	161,313
Domestic flights	62,899	40,542	31,463
Total	**232,682**	**213,638**	**192,776**

Just close the door of your home behind you and be on your way. **Without traffic jams**. **Without having to pay for expensive parking**. **Without having to queue** at the check-in and at the security check point. **Without having to look for the right gate**. Ostend Airport offers a perfect start of your trip to one of twelve sunny destinations. The only detour you may make is to the beach for a relaxing stroll or to one of the side-walk cafés on the seaside promenade. Just a matter of being in a holiday mood when you board your plane.

international
AIRPORT
OSTEND - BRUGES
www.ost.aero

Stakeholders

Ostend-Bruges International Airport deals with a lot of stakeholders that sometimes have conflicting interests: the government as operator, regulator and supervisor, airlines (carriers and tour operators), passengers and other airport users, the province, the people living in the neighbourhood of the airport and in the cities around this airport, employees and future investors. Since all these interests have to be taken into account, the operation of this airport is both challenging and complex.

The differing interests require a different approach in terms of consultation, communication and cooperation. The stakeholders of the airport are listed in the table below.

In order to examine what stakeholders think about the sustainability policy of the airport a stakeholder survey will have to be carried out in the future. Depending on the stakeholder group, this will be done either in writing or orally. When this report was drawn up use was made of the findings from the various existing consultations and surveys. Maximum account was taken of this in the selection of the performance indicators.

Furthermore, Ostend-Bruges International Airport is a member of the following professional organisations: Airports Council International (ACI), The International Air Cargo Association (TIACA) and the Association of Belgian Tour Operators (ABTO) (associated member).

Stakeholders group	Specific information, communication and consultation channels
Customers: ▪ Passengers and visitors ▪ Concessionaires ▪ Airlines ▪ Handling companies ▪ Flying schools and flying club	Website **www.ost.aero** Teletext Individual talks Advertisements Notice to Airmen (NOTAM)
Sector partners: ▪ Airlines and tour operators ▪ Handling companies ▪ Belgocontrol ▪ West Flanders Intermunicipal Association (West-Vlaamse Intercommunale/WVI) ▪ Carriers, forwarding companies, logistic providers, consolidators, producers and marketeers of flowers, vegetables and fruit,… ▪ Fuelling ▪ Federal Police, Federal Agency for the Safety of the Food Chain (Federaal Agentschap voor de veiligheid van de voedselketen/ FAVV) and Customs	Regular alignment

Stakeholders group	Specific information, communication and consultation channels
Partners: ▪ Flemish public services: the Infrastructure Agency, Roads and Traffic Division for the Province of West Flanders, the Airport Policy Division, management support services (Legal Services Division, Human Resources and Logistics Division,…), Joint Prevention and Protection Service, … ▪ Suppliers ▪ Knowledge and research institutions	(Multi-annual) contracts Individual talks and alignment Annual report Personnel Working Group
Society: ▪ People living in the neighbourhood of the airport ▪ Interested parties ▪ Spotters ▪ Job students	Website **www.ost.aero** Environment Consultation Committee Complaints registration and handling Advertisements
Authorities: ▪ International: International Civil Aviation Organisation (ICAO) ▪ Federal: Belgian Civil Aviation Authority (Directoraat-generaal Luchtvaart/DGLV) ▪ Flemish government ▪ Minister ▪ Province of West Flanders ▪ City of Ostend and municipality of Middelkerke ▪ West Flanders Intermunicipal Association (West-Vlaamse Intercommunale/WVI) ▪ NPO Toeristische Ontsluiting West-Vlaanderen (including city of Ostend, city of Bruges, city of Ghent)	Environment Consultation Committee Internet Annual report Regular alignment Audits
Collaborators: ▪ Ostend Airport ▪ Family members of personnel ▪ Trade unions	Intranet Staff magazine '13' Memoranda and messages to personnel on signs Direct e-mail Sub-entity consultative committee (Subentiteitsoverlegcomité/SEOC) Teambuilding and personnel activities

Personnel

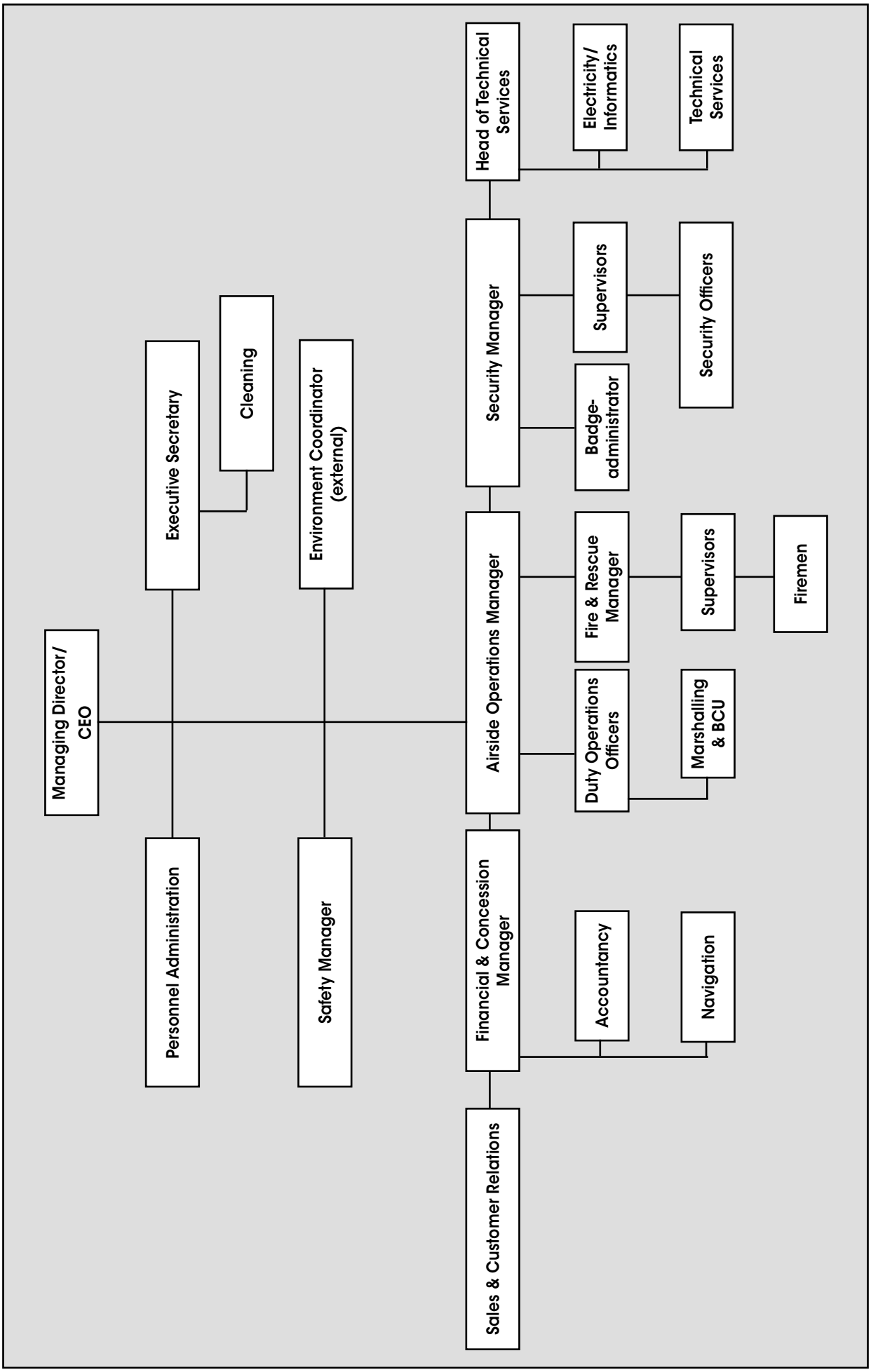
On 31 December 2011, the Separate Management Service (SMS) Ostend Airport employed 125 members of staff. This is thus a decrease by 3 members of staff compared to 31 December 2010. At the beginning of 2012, 3 new members of staff will be recruited: 2 Duty Operations Officers and 1 Fire & Rescue Manager. The organisation chart has not changed since 2010. As soon as the position of Fire & Rescue Manager is filled again, the airport fire brigade will come under the direct supervision of the Fire & Rescue Manager who will consequently directly report to the Managing Director/CEO. In the course of 2011, 7 positions were filled : 6 Security Officers and 1 cleaner. In addition, 4 student workers were employed during the months of July and August in the departments Security and cleaning and this for the first time. Like in previous years, one external Sales & Customer Relations Consultant was also hired through an insourcing contract with the West Flanders Intermunicipal Association (West-Vlaamse Intercommunale/WVI).

Situation on 31 December 2011

	Number	FTE[1]s
Managing Director/CEO	1	1
Executive Secretary	1	0.8
Cleaning	4	4
Personnel Administration	2	2
Safety Manager	1	0.8
Finance & Concession Department		
Financial & Concession Manager	1	1
Accountancy	2	2
Navigation	4	3.3
Airside Operations		
Airside Operations Manager	1	1
Duty Operations Officers	6	6
Marshalling & Bird Control Unit	9	9
Fire & Rescue Manager (vacancy)		
Firemen	38	37.8
Security		
Security Manager	1	1
Security Officers	39	38.75
Badge Administrator	1	1
Technical Services		
Head of Technical Services	1	1
Electricity/Informatics	7	7
Technical Services	2	2
No performance (both full-time unpaid leave and full-time career break)	4	0
Total	**125**	**119.45**
Sales & Customer Relations Consultant	1	1

1 Full-Time Equivalent

Organisation chart on 31 December 2011

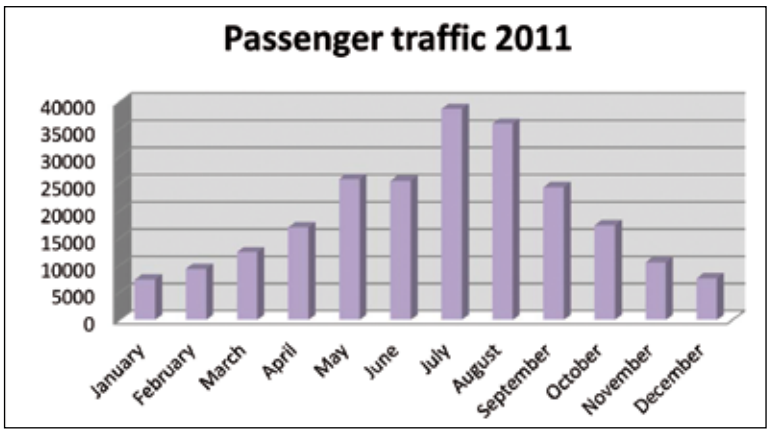


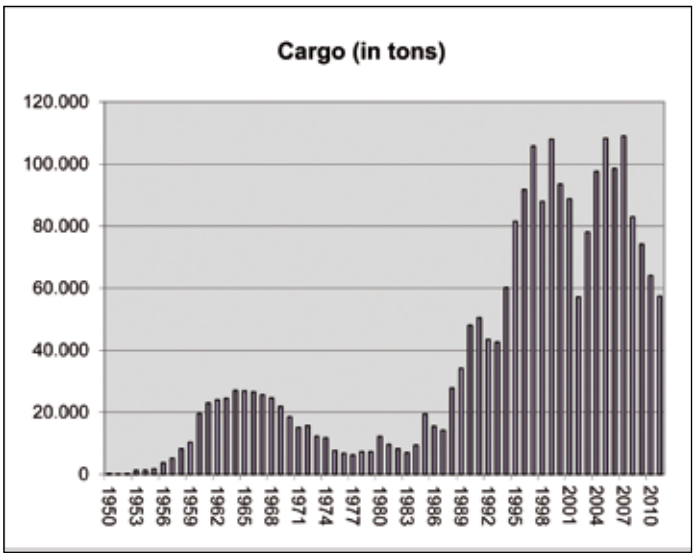
Traffic

Passengers

In 2011, passenger numbers were on the rise again. They rose by 8.9%: from 213,638 passengers in 2010 to 232,682 passengers in 2011.

The data included in the diagram below confirm the seasonal cycle. However, because of the nature of the destinations a lot of passengers are also recorded outside school holiday periods.





Cargo

Compared to the year 2010, cargo traffic decreased by 10.4% to 57,381 tons.

A number of clear evolutions can be deduced from this figure:

- As a result of the phase-out of Stage II aircraft in 2002 the airport went through a bad patch. However, it quickly recovered, since this ban applies to the whole of Europe;
- The peaks in the middle of the previous decade can be attributed to the attraction of cargo airline 'MK Airlines' which used large B747 type aircraft;
- We find that the regular customers using the airport do not fly with aircraft of the B747 type. The use of smaller aircraft such as Airbus and MD11 has an impact on cargo figures.

Movements

In 2011, the number of movements remained at the same level. The airport recorded only a minimal decrease of 0.8%: from 37,875 movements in 2010 to 37,555 movements in 2011.

In the past years the airport has been faced with a strong rise in the number of flights with aircraft of less than or equal to 6 tons (mainly training flights). The environmental permit imposes a limit value of 34,000 for the number of movements with aircraft of less than or equal to 6 tons. Since 2010, a monthly follow-up is carried out in order to avoid any exceedances of this limit value.

Aircraft (MTOW[1])	2011	2010	2009	2008	Maximum
≤ 6 tons	33,240	33,352	33,183	28,579	34,000
> 6 tons	4,315	4,523	4,173	4,719	39,887

In keeping with the environmental permit the total number of flight movements with civil subsonic jets must never exceed 39,887 per calendar year. In reality, this mostly comes down to the monitoring of the number of movements with aircraft of more than 6 tons.

	2011	2010	2009
Cargo (in tons)	57,381	64,041	74,148
Number of passengers	232,682	213,638	192,776
Number of movements[2]	37,555	37,875	37,356

1 Maximum Take Off Weight

2 Each landing or take-off counts as one movement.


OSTENDE BRUGGE


euro-AtlantiCARGO


Thomas Cook


CARGO
N380WA
CARGO

Formal consultation structures

1° The sub-entity consultative committee (subentiteitsoverlegcomité/SEOC), the consultation body with the trade unions, headed by the Managing Director/CEO, is engaged, among other things, with safety at work, within the framework of the Act on Welfare at Work. The working group is composed of Assistants to the Director who report directly to the Managing Director/CEO, trade unions, the Prevention Advisor-physician, the Prevention Advisor, the Secretary (= person in charge of personnel).

2° The "Runway Incursion Team" (RITO), headed by the Airside Operations Manager, is occupied with the prevention and evaluation of runway incursions. The following people are part of this team: the Safety Manager, the Duty Operations Officer, the Fire and Rescue Manager, the Head of Technical Services, the Head of Air Traffic Control Belgocontrol, the Head of Engineering Service Belgocontrol, the Head of Meteo Services Belgocontrol, the management representative Belgocontrol, pilot representatives (local flying schools), the representative of the Airport Operators Committee, and the representative of the Belgian Civil Aviation Authority.

3° The "Environment Consultation Committee", headed by the Province of West Flanders, which gives advice on environmental matters. The following people sit on this committee: airport management, the municipalities of Ostend and Middelkerke, the municipal environmental council of Ostend and Middelkerke, the Environmental Permits and Inspectorate Division and experts in noise, environment, odour,… (This is indirectly related to safety, as we depart from the principle of 'safety before environmental considerations', for instance landing or taking off with tail wind,…)

4° The "Wildlife Committee" originally works as a steering group on the development of a local bird and wildlife management system. After that it will act as an advisory body in this field. The following people are committee members: the Airside Operations Manager (chairman), BCU officers, the Duty Operations Officer, the wildlife inspector, the Head of Technical Services (grass management), experts in the domain to be discussed.

5° Airports Operators Committee (A.O.C.)

This actually functions as an Airport Operators Committee, since it does not only represent airlines, but also handling companies, restaurants, etc. This committee can report safety issues to the Managing Director/CEO, seen from the point of view of the airport users.

6° The local security committee (lokaal veiligheids-comité/LOVECO), headed by the Managing Director/CEO, is responsible for security matters. This committee is composed of the Managing Director/CEO, the Security Manager, the Safety Manager, the Federal Police, the State Security Service, Customs, the Belgian Civil Aviation Authority, Belgocontrol, and the A.O.C. representative.

7° The safety committee in charge of aviation safety that was established within the framework of the Safety Management System (SMS) programme of Ostend-Bruges International Airport. This committee is abbreviated as SAFCO, which stands for Safety Committee Ostend-Bruges Airport. The various functions, liabilities and responsibilities are explained in detail in Section 5.2.2 of the airport's aerodrome manual. The Managing Director/CEO decides in consultation with the Safety Manager who the members of the committee are. The Safety Manager chairs the safety committee.

8° Interface Meeting Airport Operator-Belgocontrol. Headed by the Airside Operations Manager of the airport. Other people attending the meeting: the Airport Safety Manager, the Regional Manager ATS Belgocontrol, the Head of Traffic Control Belgocontrol, the Safety Manager Belgocontrol. The aim of this committee is to mutually align operational procedures. It also discusses important modifications in the Aeronautical Information Publication (AIP) and other subjects which require a Safety Case between both parties.

Human Resources

In 2011, 125 staff members (119.45 FTEs) were employed by the Flemish government at Ostend-Bruges International Airport. The division between fulltime and part-time shows a decrease in part-time work.

On 31 December 2011, the workforce consisted of 38 permanent staff members and 87 contractual staff members: a ratio of 30% permanent staff and 70% contractual staff, as opposed to 33% permanent staff and 67% contractual staff at the end of 2010. In 2011, four permanent staff members retired.

Employment (LA1)

	2011	**2010**	**2009**
Flemish government (FTE)	125 (119.45)	128 (120.5)	133 (126.1)
fulltime/part-time	95% / 5%	92% / 8%	93% / 7%
permanent/contractual	33% / 67%	33% / 67%	34% / 66%
Private enterprises and services	193	224	232
Public services	79	81	82

The figures regarding the Flemish government start as of 31/12/20xx; fulltime and part-time, not including temporary jobs. Part-time with the Flemish government: a part-time regime (<100% employment) due to a part-time contract, part-time career break or part-time leave (only for permanent staff).

The figures regarding private companies and other public services count as of 1/1/20xx. As a result, these figures cannot be added to the figures of the Flemish government. These figures reflect the following: employment fulltime + part-time/rotating system on regular basis (several statutes, including self-employed); temporary jobs are not included.

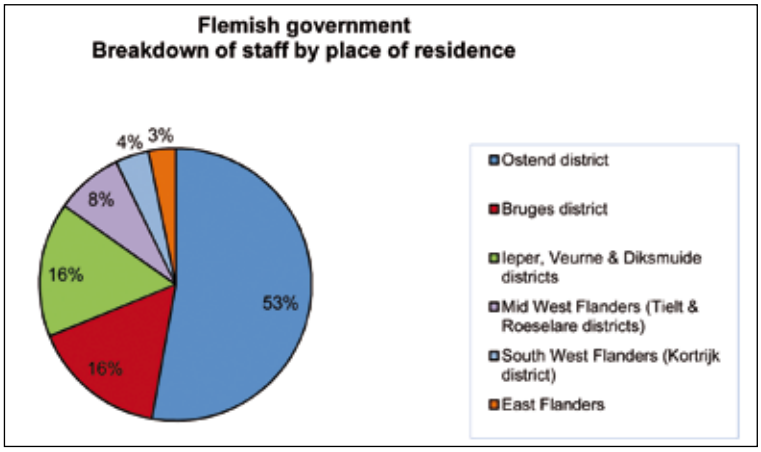
Ostend Airport has many employees who have already worked there for a lot of years, which means there is little staff turnover. However, new positions have to be filled on a regular basis. As a consequence, the average number of years' service of approximately 25% of the staff is less than 5 years. The average number of years' service is 10.7 years, compared to 10.9 years in 2010 and 11.1 years in 2009. The average age of the workforce is 43 years (the same as in 2010) compared to 42 years in 2009.

Again we record a slight increase in the number of female members of staff: 22% of the staff members, compared to 21% in 2010 and 20% in 2009. At management level (Managing Director/CEO + Assistants to the Director) more women (4) are employed than men (3). The largest department, Airside Operations, consisting of the Airside Operations Manager, the Duty Operations Officers, the Marshalling/BCU and the airport fire brigade, however, is still exclusively composed of male staff members.

95% of the employees of the Flemish government work fulltime. The other 5% work in accordance with a different regime for several reasons: a part-time contract, leave for part-time work, part-time career break.

53% of the employees live in the Ostend district. The remaining members of staff all live in the Province of West Flanders, except for 4 staff members who live in the Province of East Flanders.

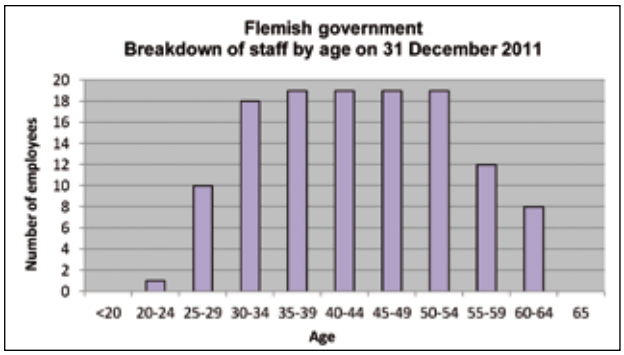
Place of residence	Number of staff members
Ostend district	66
Bruges district	20
Ieper, Veurne & Diksmuide districts	20
Mid West Flanders (Tielt & Roeselare districts)	10
South West Flanders (Kortrijk district)	5
East Flanders	4
Total	**125**

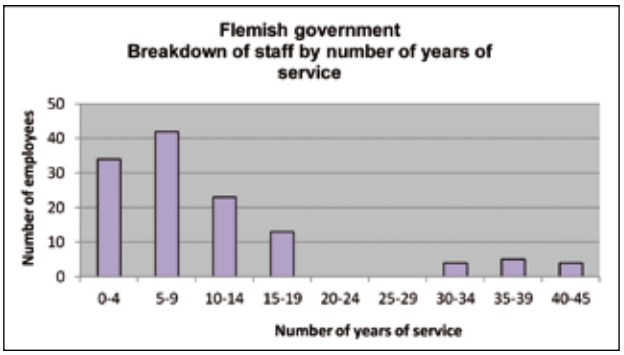


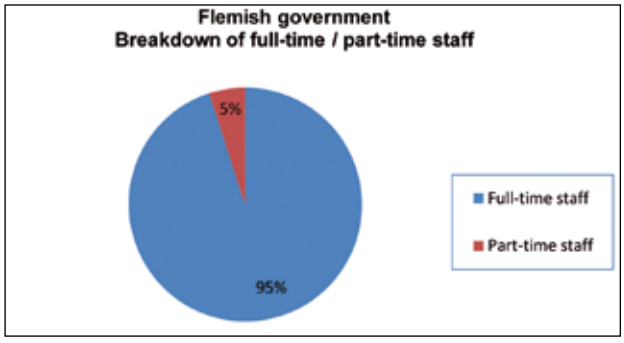
Breakdown of staff by age (LA2)

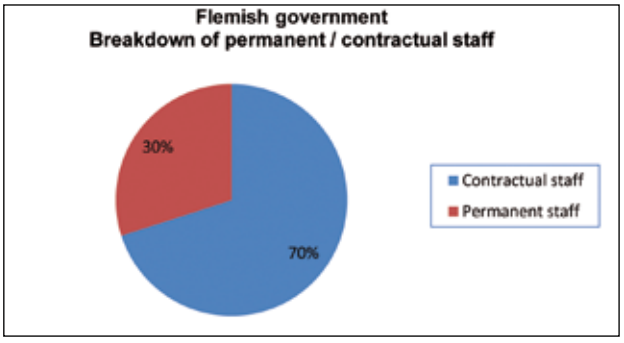
	2011	2010	2009
<20	0	0	0
20-24	1	0	3
25-29	10	15	12
30-34	18	14	15
35-39	19	19	26
40-44	19	23	20
45-49	19	19	26
50-54	19	16	10
55-59	12	14	14
60-64	8	8	7
65	0	0	0
Total	**125**	**128**	**133**

	2011	2010	2009
Average number of years' service	10.7	10.9	11.1
Average age	43	43	42









In 2011, thirty-seven staff members were entitled to parental leave in the context of a career break. It concerned staff members with children under the age of twelve who had not yet taken their parental leave before 2011. Six staff members actually took (part of) this leave.This amounts to 16% of those who are entitled to it. Two of the staff members took this leave by temporarily working four-fifths. Out of the 4 staff members whose parental leave or circumstantial leave (10 days of leave after their wife or cohabiting partner gave birth) ended in 2011, 3 have resumed work. One staff member is still on a full-time career break under the general system **(LA15)**.

In the Flemish administration a number of differences exist in social benefits, mainly with regard to pension, career opportunities and remuneration, due to the different statute for permanent staff and contractual staff. These differences have nothing to do with the fact whether or not they work fulltime or part-time. In this respect there are no differences between both statutes. **(LA3)** As for the remaining elements, all employees of the airport employed by the Flemish government come under the same work regulations. All employees fall within the same collective labour agreement (agreed between the Flemish government and the three trade unions). **(LA4)** The different positions are clearly indicated in the organisation chart. The different positions and employees are remunerated in keeping with the fixed pay scales of the Flemish government. This remuneration is not linked to the airport's performance. The positions are spread between levels A to D. The Managing Director was appointed by the Flemish government through the organisation of a test, after which an appointment decree was published in the Belgian Official Gazette.

Safety and health

Within our organisation we attach great importance to the safety and health of our personnel. Our aim is to constantly make sure that the employees are optimally protected against physical damage and disease. Safety aspects are regularly discussed at SEOC[1] and SAFCO[2] meetings. The annual tour with the Prevention Advisor–Physician is attended by the people in charge of the different trade unions and by the hierarchical line managers.

The Security Officers have a dosimeter to register X-rays (ionising radiation). The personnel who work on the apron have standard personal protective equipment to protect their hearing. Each year, their hearing is tested during the medical examination. Up till now no permanent ear damage has been reported.

The regulations on formal consultation structures regarding safety and health in the administration were laid down in the trade union regulations. Matters that exclusively pertain to personnel of SMS Ostend Airport are discussed within the SEOC of SMS Ostend Airport. Matters relating to all members of staff of the Department of Mobility and Public Works are discussed in the entity consultative committee (entiteitsoverlegcomité/EOC). A policy area consultative committee (beleidsdomeinoverlegcomité/BDOC) is also in place for the Mobility and Public Works policy area as well as an umbrella Sector Committee for all the services of the Flemish administration. The Prevention Advisor is a staff member of the Flemish government (Joint Prevention and Protection Service), but is not a member of the airport's workforce. **(LA6)**

Low disease and absence rates are generally linked to positive trends in the motivation and productivity of staff. In its personnel policy the Flemish government pays attention to the work/family balance and is therefore pursuing a family-friendly policy. This means that flexible working hours are possible insofar as the position allows it (however, this is not possible for permanent and semi-permanent services). Several leave arrangements exist, such as parental leave and unpaid leave. All members of staff benefit from free hospitalisation insurance and free public transport. Due to the working hours in a number of services the latter cannot always be benefited from. A 38-hour work week applies both in day service and in permanent service. Overtime is avoided as much as possible.

1 Sub-entity consultative committee (Subentiteitsoverlegcomité/SEOC)
2 Safety Committee Ostend-Bruges Airport (SAFCO)

Absenteeism rates (LA7)

When comparing the 2011 absenteeism rates to the 2009 and 2010 rates, we still notice a falling trend: the absenteeism amounted to 5.75% in 2011 compared to 5.76 in 2010 and 6.11% in 2009. The total number of sick days in 2011 amounted to 1,437 and the absence due to long-term illness (> 3 months) amounted to 573 days.The analysis of the absenteeism rates shows us that the zero absenteeism amounted to 34.5% in 2011, which means that 43 employees did not have any sick days at all.

	Average number of sick days per staff member	Average number of sick days per staff member (absence due to long-term illness not included)
2009	12.9	8.5
2010	12.1	8.3
2011	11.9	7.2

Accident ratio per 1,000 employees (LA7)

	2011	2010	2009
Number of accidents/1,000 employees/year	33.2[1]	41.1	23.79
Sick days (converted to 1,000 employees)	12,030.14[2]	12,129.93	12,886.60
Absenteeism in %	5.75[3]	5.76	6.11

In 2011, 4 industrial accidents took place (with the exception of the industrial accidents that took place on the road from and to work and the accidents without incapacity for work).These industrial accidents resulted in 115 calendar days of incapacity for work.

1 4 accidents on 119.45 FTEs
2 1,437 sickdays on 119.45 FTE's
3 number of sickdays in relation to number of working days 125 staff members

Training programmes

Employees are encouraged to follow training programmes that are linked to both their position and competencies. Experiences are actively exchanged with the management of other Belgian airports. Regular consultation also takes place between the people in charge of the airport fire brigades of the airports of Ostend, Antwerp, Zaventem, Kortrijk-Wevelgem and Charleroi and the Safety Managers of the airports of Ostend, Antwerp and Charleroi. The discussed themes include emergency planning, fire extinguishing techniques, the choice of vehicles, products, audits (both internal and external), the Safety Management System (SMS), etc.

In 2011, the staff members of Ostend Airport followed training for a total of 1,889 hours. This training encompasses any type of spoken training and instruction, paid educational leave, external training (partially) paid by the airport, and training in specific topics, such as health and safety. This does not include the on-site coaching by managers, which is still to be added to this.

In 2011, the following training courses were organised, amongst others:

- Training programme (simulation package) for the operation of screening equipment by security officers. This programme was purchased in 2007 and is still being used. The security officers must attend the training and test sessions at least one hour per month.

- The Security Manager and all the security officers followed a half day of training on 'Dangerous Goods'.

- All the members of the Bird Control Unit followed a training course on the safe use of weapons. This training session consisted of a half day of theory (organised in-house) and another half day of practice.

- The Airside Operations Manager and one of the Duty Operations Officers followed a five-day training course on BCU techniques with the Air Force.

- Following the use of new work equipment, a number of training courses were organised: a course on the use of a new crash tender and Persons with Reduced Mobility (PRM) lift for the fire brigade, a training course on hold luggage equipment for the airport Security Department, …

- Following a number of incidents, a refresher course on the Safety Management System was organised for all staff members. In addition, all the staff members holding a STRIP driving licence attended a refresher session of the STRIP training programme.

Average hours of training per employee, by employee category (LA10)

	2011	2010	2009
Managing Director/CEO / Executive Staff / Line Management / Administration	11.4	26.6	70
Airside Operations	17.6	9	8.7
Security	19.4	13.1	14.3
Technical Services / Cleaning	2.2	0	14.4
Total	**15.1**	**11.3**	**18.5**

Programmes for competence management and lifelong learning are in place which guarantee the permanent employability of employees and help them complete their careers.These include the following **(LA11)**:

- refresher course informatics: in 2011, a training Windows 7 and Office 2010 was offered to all staff members following the transition to these programmes;
- refresher course first aid for all firemen.

Within the Flemish administration evaluation and planning talks take place each year between all employees and their direct superiors **(LA12)**.The output is an evaluation document as well as a planning document in which result-oriented and development-oriented objectives are formulated. The planning interview may also give rise to modifications being made to the job content. Following the annual evaluation and planning round it can be decided to grant a merit allowance (motivation premium for extraordinary performance), accelerated or delayed career advancement (for permanent staff).

training PRM escalator

training use of rescue material

Diversity and equal opportunities

The Flemish government seeks to serve as an example for all citizens and organisations in terms of equal opportunities and diversity. All jobs are open to both men and women, regardless of their age and nationality.

Breakdown of staff by gender (%), age group, minority, diversity (LA13)

	2011	2010	2009
Men	78%	79%	80%
Women	22%	21%	20%
Nationality:			
Belgian	98%	98%	98%
Non-Belgian	2%	2%	2%
With work-limiting disability	0%	0%	0%

The Flemish administration does not make any distinctions in the basic salaries for men and women per category of employees **(LA14)**.

At the airport a number of employees have united in a trade union. The following trade unions are represented at the airport: Algemene Centrale der Openbare Diensten (ACOD), ACV-Transcom and the Vrij Syndicaat voor het Openbaar Ambt (VSOA).

The law on public procurement provides employees with a clear framework as to the prevention of corruption. New employees that can act as leading civil servants receive training in this legislation and in the organisation of tenders and calls for tenders during their trial period. Modifications to this legislation are always communicated to the employees concerned and explained through training. Smaller expenditures are approved by the Inspectors of Commitments. Furthermore, supervision and control is carried out by the Finance Inspectorate and through the internal audit system within the Flemish administration.

Discrimination is not tolerated. No cases are known in which discrimination has actually occurred. Child labour does not take place. Moreover, it is legally prohibited. Up till now, these provisions have not been entered in our contracts with suppliers, concessionaires, etc.

Economic aspects and financial results

Ostend-Bruges International Airport operates the airport as a separate budgetary entity within the Flemish administration and has been established as a Separate Management Service (Dienst met Afzonderlijk Beheer/DAB). To finance its operating costs and investments, it uses its own revenues and income in addition to the funds it receives from the Flemish Region. These funds consist of an endowment for operating charges and an investment endowment. The largest share of the investment endowments is often absorbed by a number of large infrastructure works. These endowments cannot be transferred to the following years, which means that this has an impact on the planning and spread of investments. In all fairness it must be said that the current budget for investment projects is insufficient, taking account of necessary investments such as those imposed by the environmental permit.

The operation of the airport creates jobs for the airport's own personnel as well as for third parties. The direct employment includes[1]:

1) passenger-related employment: this means persons who are responsible for passenger-related activities, such as passenger handling, flight attendants, catering, tax free shops, hotels and restaurants, public transport, taxis and car rental companies. The employment in this category is directly dependent on the volume of passengers.
2) cargo-related employment: this means persons who are responsible for cargo transport, such as couriers, cargo handling and forwarding agents. The employment in this category is directly dependent on the volume of cargo transport.
3) aircraft-related employment: this means persons who are responsible for aircraft-related activities, such as the technical staff (maintenance), pilots and flight engineers, fuel and oil companies, traffic control and aircraft handling companies.
4) other direct employment: this means any other persons who are active directly at the airport, but whose employment is less dependent on the volume of airport traffic, such as the administration, the police, cleaning companies, Customs, bank and exchange offices, travel agencies and tour operators, and the representation of industrial companies.

Up till now it is impossible to fully inventory the abovementioned employment. An initial assessment shows us that we can offer direct employment to about 400 people.

In terms of indirect economic effects we refer on the one hand to the activities in companies that supply directly to the airport. This includes the following activities, for instance:

* construction: building companies, contractors, installation companies,…
* advisors: engineers, architects, software consultants, organisation advisors, training institutions,…
* purchases: food and beverages, other consumer goods, office appliances, IT: software and hardware, technical material, rolling equipment,…

1 Sleuwaegen en De Backer, De luchthaven van Zaventem: een strategische groeipool in Tijdschrift voor Economie en Management, Vol. XLIII, 2, 1998

On the other hand, we also mean additional activities that arise due to the proximity of an airport and which can ideally ensure a high quality international investment climate and can generate additional activities. In this case the following economic activities can be mentioned:

* European headquarters of non-European multinationals;
* European distribution centres of non-European enterprises;
* internationally oriented logistic service-providing activity;
* internationally oriented conference and stock exchange sectors;
* internationally oriented tourism;
* internationally oriented travel agencies;
* international business houses of foreign origin;
* international financial and management centres of foreign origin;
* international commercial organisations.

Financial results

The financial results are analysed on the basis of the airport's annual accounts. These annual accounts can be found on pages 43 to 47.

These annual accounts are the result of an economic accounting system. However, as the airport is a Separate Management Service coming under the Flemish Region, these economic accounts must be transposed into budget accounts at the end of the year.

Ostend-Bruges International Airport closed 2011 with a positive balance. Profits rose from 98,934.40 euros in 2010 to 353,231.73 euros in 2011 (each time after transfer to the legal reserve).

1 Economic Importance of Air Transport and Airport Activities in Belgium, National Bank of Belgium, March 2009, no. 158

In 2011, the airport recorded a decrease in its operating income. The decrease in cargo traffic was reflected in declining aeronautical revenues. However, the rising passenger traffic resulted in increased non-aeronautical revenues (notably the commission on parking fees).

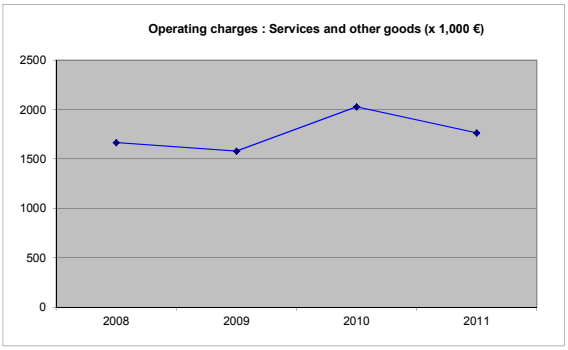
In 2011, the operating endowment was not indexed for the first time in years.

The airport has succeeded in keeping the operating costs under control. These have slightly fallen compared to 2010:

- The costs for the rolling stock have risen as a result of the rising fuel prices.
- The general maintenance costs have substantially decreased. Thanks to the mild winter, less de-icing product had to be purchased. In addition, the damage to electrical equipment as a result of severe winter weather was minimal.
- The item 'industrial clothing' decreased due to the fact that the intervention clothing of the fire brigade does not need not be replaced annually. This clothing was purchased in 2010.

Personnel costs have slightly decreased due to the fact that not all staff members who left the airport could and/or were allowed to be replaced.

We must remark in this context that the airport has still had to call in the services of a cleaning company in order to remedy the shortage of staff within the cleaning crew.



Direct economic value (euro) (EC1)

Directly generated economic value	
a) Endowment for operating charges	4,892,000.00
b) Airport's own income	
a. Aeronautical income	2,858,587.11
b. Non-aeronautical income	1,143,657.88
c. Other operating income	87,966.90
Directly distributed economic value	
c) Operating charges	1,765,466.39
d) Personnel costs and benefits	6,506,778.83
e) Loans	0.00
f) Taxes:	
a. Real property tax	29,613.02
b. VAT (to be reclaimed)	-28,141.34
g) Investments in the community:	
a. Subscription for students from aviation schools that are located here: OAC, BAFA and NZVC (purchase of training cards for 46,000 euros for a value of 230,000 euros).	184,000.00
Retained profits	**361,327.12**

Each year the airport receives an endowment as a contribution towards the operating charges and investments. The Flemish government annually lays down these amounts by Flemish Parliament Act after the budget has been checked by the Flemish Parliament. The endowment from the Flemish government towards the operating charges does not suffice to cover all operating charges and must be complemented with the airport's own income from commercial activities. The investment endowment is invested in the airport's qualitative development, in particular in infrastructure, buildings and equipment.

Significant financial assistance Flemish Region (EC4)

	2011	2010	2009
Endowment for operating charges (x 1,000 euros)	4,892	4,892	4,884
Endowment investment (x 1,000 euros)	2,908	2,908	2,905
Fixed investments (% endowment investment)	76.40	99.99	99.99

In 2011, Ostend-Bruges International Airport envisaged the following investment projects, amongst others:

- In 2012, maintenance works will be carried out on a continuous basis to pavements and road markings, as well as electricity works, both landside and airside.
  Cost price: 130,000 euros

- The electrical equipment on the runway and taxiway needs to be urgently renewed. The feed units of the runway lighting are due for renewal as well. The reliability of the electrical infrastructure/lighting is a prerequisite for the safe operation of the airport.
  Cost price: 254,000 euros

- Clean-up of the old camping site De Kalkaert
  Cost price: 37,000 euros

- The environmental licence of Ostend-Bruges International Airport stipulates that Apron 1 must be drained by means of a hydrocarbon separator, with a bypass system.
  Cost price: 693,000 euros

- Equipment: building and electricity for the installation of a new radar.
  Cost price: 330,000 euros

- Runway sweeper: this sweeper is necessary in order to be able to 'brush' the runway and taxiway to remove small stones and litter.
  Cost price: 241,000 euros

- Purchase of rolling stock: tractor and PRM lift

  Cost price: 245,000 euros

- Delivery of a mobile auxiliary power generator (electrogen group): if problems occur with the high-voltage electricity grid, such an emergency power unit can supply power to critical installations, such as the airport beacons.

  Cost price: 85,000 euros

- Local Departure Control System (DCS system): system for the computerisation of the check-in process

  Cost price: 50,000 euros

To this end, the airport could count on the kind collaboration of Belgocontrol and several services of the Flemish government, such as:

- the Infrastructure Agency, Roads and Traffic Division for the Province of West Flanders;
- the Facility Management Agency, the Buildings Division for West Flanders;
- the Electromechanics and Telematics Division;
- the Airport Policy Division.

The General Policy Division, the General Technical Support Division, the Budget and Accounting Division, the Legal Services and the Human Resources and Logistics Divisions of the Department of Mobility and Public Works also assisted the airport in performing its operational task.

Airport's own investments

Besides the projects that are financed with the investment endowment, Ostend-Bruges International Airport also realised a number of investments of its own. These investments are necessary to guarantee the airport's daily operation.

	2011	**2010**	**2009**
Airport's own investments in euros	119,262	84,550	56,624

The airport's own funds were mainly used to purchase equipment goods. This mainly concerns office equipment, furniture and material that is typical of certain services, such as security equipment.

In 2011, the airport's own revenues were also used to purchase an artificial voice system and a smoking area.

Policy, practices, and proportion of spending concerning locally-based suppliers (EC6)
For contracts with a smaller individual value (small purchases, etc) local suppliers are called on: we have in mind, for instance, small work equipment, paint, septic tank cleaning, etc. No indicator has been included yet in the suppliers database in terms of distance to the airport. As a result, no figures are available with regard to this. The airport personnel can enjoy a meal at one of the airport restaurants at reduced rates.

Procedures for local hiring and proportion of senior management hired from the local community (EC7)
Job advertisements are announced through the job site of the Flemish government (www.jobpunt.be), the airport's website as well as local newspapers. Depending on the job, it may be more advisable to recruit local people (due to the speed with which the airport is to be reached, if necessary). However, this is not a criterion for exclusion. For the breakdown of the members of staff (idem middle management positions) by region, please refer to the diagram on page 25.

Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement (EC8)
The airport has large car parks for personnel, passengers and visitors. The parking zones for visitors count 260 and 500 parking spaces respectively. The tariffs are such that they are very competitive compared to other travel options for passengers using the airport as departure and arrival airport. The public transport is regulated through frequent bus connections with the railway station and is a less feasible option for employees working in shifts.

The airport purchased an automatic external defibrillator (AED) which was installed in the passenger hall. On airside the fire brigade has a mobile AED. Furthermore, the airport restaurant 'Belair', which offers a nice view of the apron, is an attraction for visitors wishing to eat or drink something at the airport. The airport restaurant 'Charles Lindbergh', situated at apron 3, also provides a splendid view of the runway and the general aviation activities.

Environmental investments

The environmental investments can be extracted from an analysis of the investments of the past three years. Generally, these can be identified as follows:

Environmental investments (EN30)

euro	2011	2010	2009
Costs related to waste collection and treatment	17,504	15,119	25,055
Costs related to emission treatment	700,074 (hydrocarbon separator apron 1 and cleaning of other hydrocarbon separators)	189,000 for hydrocarbon separator apron 3	Unknown
Costs for repair and remediation (for instance in case of roof tile damage)	1,918	1,659	2,417
Costs related to prevention	11,279	70,158 (Intervention clothing, AED, compressed air and O2 equipment)	1,008,064 (Crash tender, asbestos removal)
Costs related to environmental management and/or environmental advice	25,467 (including study wastewater)	29,230 (including external environmental coordinator contract)	37,667 (including external environmental coordinator contract)

Investment and purchasing policy

Flemish Action Plan on Sustainable Procurement 2009-2011

In 2010, 50% of the public contracts had to be green. By 2020, 100% of the public contracts must be sustainable. The Flemish government serves as an example (coalition agreement).

Sustainable public procurement is a policy instrument to:

- promote sustainability and social inclusion (Pact 2020);
- promote corporate social responsibility (CSR) (coalition agreement);
- achieve environmental targets;
- stimulate innovation and competitiveness in Flemish industry;
- act as a lever for sustainable products and services (coalition agreement);
- get more value for its money: cost-effective sustainable procurement, if possible.

In accordance with the current definition the concept of 'sustainable procurement' is, as said earlier, the approach in which public authorities integrate environmental, social and economic criteria into each stage of their purchasing process of supplies, works and services. This approach thus promotes on the one hand the dissemination of environmental performance technologies and social innovation and on the other hand the development of environmentally, socially and ethically responsible products and services by looking for solutions that have the least impact on the environment throughout their life cycle.

The first action plan on Sustainable Procurement ran over the period 2009-2011 and was mainly aimed at injecting new life into the process of sustainable procurement and at coordinating it more efficiently. As airport we try to play a role in this.

Stock management and material recycling

According to regulations, movable property without residual value may be disposed of or donated, whereas movable property with a residual value must be sold publicly to the highest bidder. This rule can only be derogated from provided this derogation is laid down by Flemish Parliament Act.

Within the Flemish administration the following proposal is circulating with regard to stock management and material recycling:

- the sale of the goods, possibly via the domain services;
- donation to educational and welfare institutions and to Third and Fourth World countries, for instance;
- recycling via the recycled goods system;
- repair for the purpose of re-use within the Flemish administration;
- disposal for destruction.

When the airport wishes to dispose of recyclable goods, it will comply with the stated principles. In November 2011 for instance, the migration of the Flemish government computers to Windows 7 and Office 2010 took place whereby the computers of all staff members were replaced. Twenty of these used computers could be bought by the staff members.

For the purchase of service vehicles the airport has used the framework contracts available within the Flemish administration. It is considered to start using electric vehicles on the airport premises in the medium term. Also, electric charging stations could be provided to also encourage other airport users to use electric vehicles for transport within the airport premises.

The digital printing office where this report was printed has switched to FSC (Forest Stewardship Council) certified paper. The report will also be downloadable from the airport website so as to reduce the number of printed copies.

For the construction of new and the renovation of existing office buildings a public instrument was developed to assist the leading civil servant concerned in making sustainable choices. With this system, buildings of at least 2 stars[1] are aimed at. The employees of the Flemish government will be trained in order to gradually achieve more sustainable airport buildings.

1 For each of the three groups of performance (liveability and welfare; environment and sustainability; energy) an office building can earn a score from 0 to 4. The individual score per performance group results in a final score which we translate into a number of stars: from 0 for office buildings that only meet the minimum requirements to 4 for office buildings that integrate innovative, sustainable technologies to a high extent.

Financial year 2011
01.01.2011– 31.12.2011

Balance sheet financial year 2011

ASSETS	2011	2010	2009	2008
FIXED ASSETS				
III. Tangible assets				
Plants, machinery and equipment	778,860.60	737,379.91	715,500.06	706,339.46
Installations, machinery and equipment	1,101,573.93	1,031,815.37	1,017,034.05	976,591.69
Furniture	330,899.90	322,877.45	312,330.79	308,174.59
Rolling stock	1,697,322.22	1,697,322.22	1,659,979.67	1,657,114.45
Endowment investments	48,358,863.93	46,201,817.55	43,355,496.00	40,504,028.57
Total fixed assets	52,267,520.58	49,991,212.50	47,060,340.57	44,152,248.76
Depreciations	37,932,311.75	35,030,082.31	31,784,994.04	28,370,039.96
CURRENT ASSETS				
VII. Amounts receivable within one year				
Trade debtors	421,835.43	444,773.45	651,605.38	669,414.06
Other debtors	4,240,349.82	4,892,162.27	4,832,816.70	4,703,709.88
IX. Liquid assets	9,139,211.05	9,893,793.54	8,696,814.18	7,405,503.27
X. Deferred charges and accrued income	53,219.84	47,923.21	25,247.15	46,951.92
Total current assets	13,854,616.14	15,278,652.47	14,206,483.41	12,825,579.13
TOTAL ASSETS	**28,189,824.97**	**30,239,782.66**	**29,481,829.94**	**28,607,787.93**

LIABILITIES	2011	2010	2009	2008
AIRPORT'S OWN CAPITAL				
IV. Reserves				
Legal reserve	1,137,545.03	1,129,449.64	1,075,365.32	1,060,428.16
(cfr. Art.19 of Flemish Government Decree on the financial management of DAB Airports of June 8th, 1994)				
V. Surplus brought forward	8,196,514.80	7,843,283.07	7,744,348.67	6,749,090.17
VI. Capital grants	13,735,048.11	14,350,079.95	14,655,888.79	15,111,948.43
Total capitals and reserves	23,069,107.94	23,322,812.66	23,475,602.78	22,921,466.76
PROVISIONS FOR LIABILITIES AND CHARGES				
VII. Other liabilities and charges	0.00	0.00	0.00	0.00
DEBTS				
IX. Amounts payable within one year				
Suppliers	662,203.96	595,176.81	775,779.05	465,729.74
Invoices payable	3,278,318.49	5,017,288.56	3,952,917.00	3,919,828.92
Subtotal trade accounts	3,940,522.45	5,612,465.37	4,728,696.05	4,385,558.66
Remuneration	877,484.12	896,422.93	944,454.60	965,897.90
Other debts				
Guarantees	179,852.36	182,693.99	185,264.63	185,838.97
X. Deferred income and accrued charges	122,858.10	225,387.71	147,811.88	149,025.64
Total amounts payable	5,120,717.03	6,916,970.00	6,006,227.16	5,686,321.17
TOTAL LIABILITIES	**28,189,824.97**	**30,239,782.66**	**29,481,829.94**	**28,607,787.93**

Profit-and-loss account 2011

	2011	2010	2009	2008
I. OPERATING INCOME				
Endowment				
Endowment for operating charges	4,892,000.00	4,892,000.00	4,884,065.27	4,672,000.00
Airport's own income				
Aeronautical income	2,858,587.11	3,110,798.31	3,196,203.73	3,287,665.13
Non-aeronautical income	1,143,657.88	1,088,423.48	1,274,966.96	1,150,795.93
Other operating income	87,966.90	113,033.00	74,823.28	65,659.44
Subtotal airport's own income	4,090,211.89	4,312,254.79	4,545,993.97	4,504,120.50
Total operating income	8,982,211.89	9,204,254.79	9,430,059.24	9,176,120.50
II. OPERATING CHARGES				
1. Services and other goods				
Costs rolling stock	158,635.23	140,192.27	89,629.82	119,699.35
Maintenance charges buildings + grounds+machinery	597,054.90	948,463.87	568,197.16	510,587.45
Electricity	289,382.18	243,698.64	215,161.87	317,568.26
Heating	167,370.15	121,286.17	135,398.10	164,093.51
Water	33,694.36	32,558.07	29,587.77	50,695.92
Telephony	20,878.10	23,179.09	23,495.50	21,217.05
Costs administration	59,236.41	51,658.28	40,469.64	48,533.82
Costs industrial clothing	37,741.14	88,290.22	73,524.38	5,807.63
Consultancy fees	19,761.25	29,230.27	37,667.36	38,990.21
Costs Sales & Marketing	162,843.01	164,796.38	181,300.53	180,879.07
Fees	38,572.72	20,448.57	35,143.06	45,936.36
Costs temporary employees	5,266.12	28,021.50	0.00	0.00
Cost ground rent	31,586.02	31,586.02	31,586.02	31,623.03
Miscellaneous expenses	143,444.80	105,225.53	120,023.32	131,428.71
Subtotal services and other goods	1,765,466.39	2,028,634.88	1,581,184.53	1,667,060.37
2. Remuneration and social security	6,506,778.83	6,525,674.61	6,585,289.59	6,518,094.76
3. Depreciation and amortisation	3,073,990.86	3,396,635.18	3,554,929.56	3,609,954.14
4. Other operating charges	38,984.57	42,796.78	48,794.42	38,860.50
Total operating charges	11,385,220.65	11,993,741.45	11,770,198.10	11,833,969.77

	2011	2010	2009	2008
III. OPERATING PROFIT / (LOSS)	-2,403,008.76	-2,789,486.66	-2,340,138.86	-2,657,849.27
IV. FINANCIAL INCOME	2,809,325.30	3,156,075.96	3,323,287.21	3,825,683.93
V. FINANCIAL CHARGES	9,143.99	123,958.63	4,586.58	4,439.98
VI. OPERATING RESULT	397,172.55	242,630.67	978,561.77	1,163,394.68
VII. EXTRAORDINARY INCOME	15,261.54	67,164.79	45,611.13	383,943.17
VIII. EXTRAORDINARY CHARGES	51,106.97	156,776.74	13,977.24	28,901.65
IX. NET RESULT : PROFIT / (LOSS)	361,327.12	153,018.72	1,010,195.66	1,518,436.20
CASHFLOW				
Profit / (loss) for financial year	361,327.12	153,018.72	1,010,195.66	1,518,436.20
Depreciation	3,073,990.86	3,396,635.18	3,554,929.56	3,609,954.14
Total	3,435,317.98	3,549,653.90	4,565,125.22	5,128,390.34
Appropriation to legal reserve	8,095.39	54,084.32	14,937.16	0.00
PROFIT / (LOSS) FOR FINANCIAL YEAR	**353,231.73**	**98,934.40**	**995,258.50**	**1,518,436.20**

Environmental performance

Energy

"Energy measures in keeping with the Trias Energetica principles"

Energy is used all around us. Including at Ostend-Bruges International Airport. The airport's energy consumption is mainly determined by the electricity consumption resulting from the lighting of the runway and ancillary infrastructure on the one hand, and the gas consumption (heating of buildings) on the other hand. Diesel is purchased to a limited extent to supply the emergency generators and the company vehicles.

2011 results

The table below gives an overview of the consumption of electricity, natural gas and diesel at Ostend Airport during the period 2008-2011. The consumption is rendered in kiloWatt hour (kWh) and GigaJoule primary[1] (GJprim) for electricity and natural gas, and in litre for diesel.

Between 2008 and 2011, an increase in electricity consumption was reported. The consumption of natural gas on the other hand declined. The total energy consumption resulted in a general decrease in primary energy consumption by 4.3% in 2011 (compared to 2010).

"General decrease in energy consumption by 4.3% compared to 2010"

Table 1: Evolution of energy consumption in the period 2008-2011 (EN3/EN29)

	2008	2009	2010	2011
Electricity consumption (kWh)	3,029,556	3,653,111	3,702,593	3,833,548
Natural gas (kWh)	3,823,888	3,816,666	4,214,435	3,307,796
Electricity consumption (GJprim)	27,266	32,878	33,323*	34,502
Natural gas (GJprim)	13,766	13,740	15,172*	11,908
Total (GJprim)	**41,032**	**46,618**	**48,495***	**46,410**
Diesel (for emergency generators)	Minimal	Minimal	Minimal	Minimal
Diesel company cars (m^3)	-	-	56.4	60.9

* These data were adjusted vis-à-vis the incomplete data that were reported in 2011.

[1] Primary energy is defined as the energy that is required at the source to cover the ultimate energy consumption. This means, for instance, that for a consumption of 1 kWh of electricity at the source no less than 2.5 kWh of energy is required. The energy that is lost during the conversion of gas into electricity and the loss of energy following transport through pipelines are also taken into consideration. This factor is the standard in Flanders (benchmarking/audit covenant).

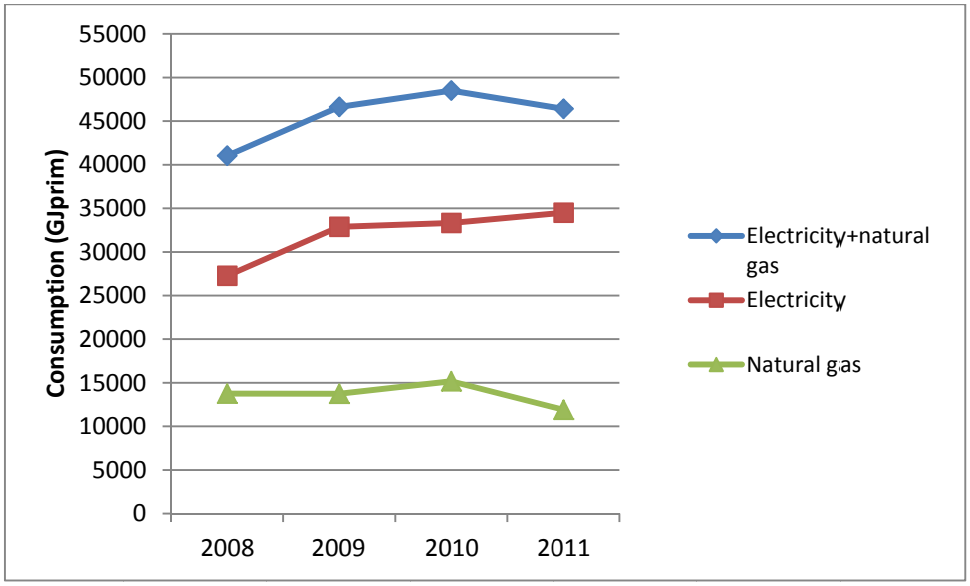


Figure 1: Primary energy consumption (electricity and heating)

Measures (EN5/EN6)

Ostend Airport does not belong to the group of energy-intensive companies that are legally subject to a periodical energy study. Nevertheless, monitoring and optimising the energy consumption is one of the airport's priorities.

The airport is constantly looking for new measures to reduce the energy it consumes for its operation **(EN7)**. In doing so it tries to take as many measures as possible in keeping with the Trias Energetica principles (Figure 2). The order of priority that is put forward here is as follows:

1. Reduce the energy consumption by reducing the demand (energy savings);

2. Use sustainable energy sources (sun, wind, biomass,...);

3. Make efficient use of finite energy sources (high efficiency).

1. Reduce the demand for energy
2. Use sustainable sources of energy
3. If necessary, use fossil fuels as efficiently and cleanly as possible

Figure 2: The Trias Energetica

In 2011, an energy study was carried out by the firm Dalkia. In this study it was examined whether Ostend Airport can take even more energy saving measures in certain areas by reducing the demand for energy and making efficient use of energy sources. In 2012, an action plan will be drawn up on the basis of this energy study which will list specific measures that can be implemented in the (near) future.

The airport introduced the following measures, taking into consideration the order of priority of the Trias Energetica:

Reducing the demand for energy

In 2011, 238 metres of heating pipes in the basement of the main building were fitted with new pipe insulation. By fitting this new insulation, heat losses will be limited.

Today, the windows of the cargo building and of a number of offices still consist of single glazing. This glazing will be replaced with high-insulation glazing in 2012. An amount of 80,000 euros will be earmarked for this purpose.

Using sustainable energy sources

The vision of Ostend-Bruges International Airport is to make maximum use of sustainable energy sources. In this context the airport commits itself to systematically evaluating the use of alternative energy sources, such as heat pumps, solar boilers and solar panels, during the concept phase of new builds and/or thorough renovations, taking into account the technical and financial feasibility.

Making efficient use of finite energy sources

In 2011, the existing cabling and transformers for lighting at both the runway and taxiway were renewed. This will be further adjusted and finished in 2012. This renovation will reduce the energy consumption at the runway. The beacons will be fitted with new lighting as well.

Water

"Decreased water consumption at the airport throughout the years"

At Ostend Airport water is mainly used for sanitary facilities and for cleaning the buildings. The use of water is reduced as much as possible and is monitored on a monthly basis.

The resulting wastewater also originates from sanitary facilities and cleaning activities.

The rainwater that falls on unpaved areas of the airport premises infiltrates directly into the soil. The other rainwater falls on paved areas where it may be polluted by aircraft fuel or oil. In order to reduce the risk of the rainwater being polluted, this rainwater is drained through surge basins and hydrocarbon separators.

No groundwater is pumped. An exception to this is the pumping of groundwater in order to be able to carry out technical activities such as renewing sewers or installing additional hydrocarbon separators.

2011 results

The table below gives an overview of the water consumption at Ostend-Bruges International Airport.

Table 2: Water consumption (EN8)

	2008	2009	2010*	2011
Consumption of EBOS (m^3)	13,568	14,058	9,304.36	9,043.14

* These data were adjusted vis-à-vis the incomplete data that were reported in 2011.

The evolution of the water consumption of Ostend-Bruges International Airport is also shown in the figure below. A decreasing water consumption has been reported throughout the years.

"General decrease in water consumption by 33.4% compared to 2008"

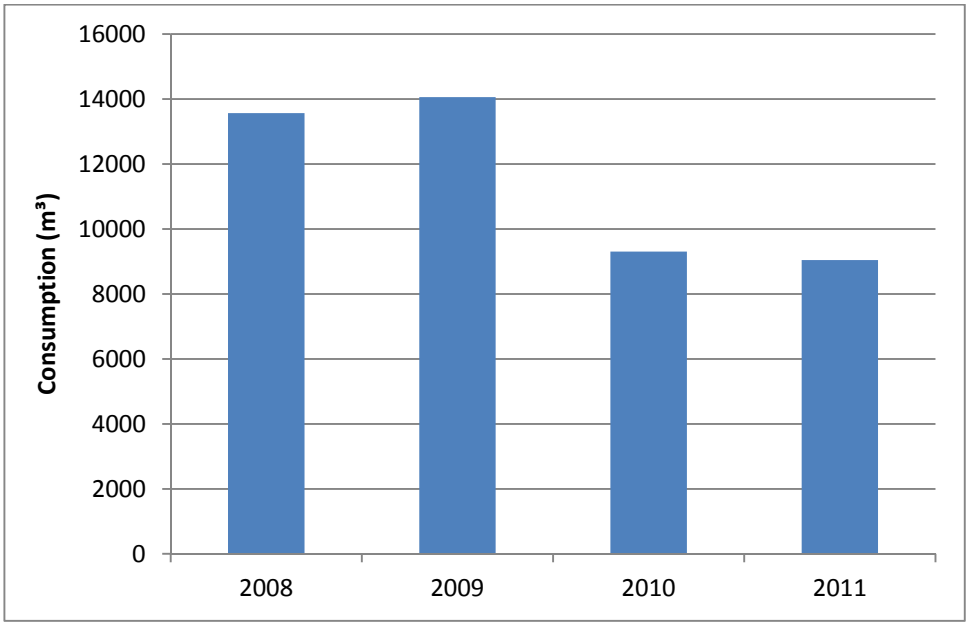


Figure 3: Evolution of water consumption 2008-2011

Measures

Reducing water consumption

At Ostend-Bruges International Airport several measures are taken to limit water consumption. The use of tap water is restricted by switching to rainwater, whenever possible. To this end several rainwater wells are used:

- At the horse stables rainwater is collected via the roof in an underground rainwater tank and is re-used for cleaning the stables.
- At the guard post at the Rolbaanstraat, the rainwater is collected by means of an underground water tank. The collected rainwater is used there to wash the fire brigade vehicles **(EN 10)**.

In 2011, the airport put into use an additional system that makes it possible to extinguish fires with rainwater. The roof of the hangar on Apron 1 serves as a rainwater collector for filling four underground tanks with a total volume of 100 m^3. The installation of a pumping system with a high flow rate guarantees a quick filling of the intervention vehicles.

Limiting the pollution of rainwater (AOSS3/EN21)

Measures have also been taken to reduce the pollution of rainwater.

For safety reasons it is important for the rainwater that falls on the paved areas of the airport premises (especially the runway, taxiway and aprons) to drain away quickly. To this end an extensive sewerage system exists below the paved areas. After purification the rainwater is discharged into the surrounding ditches and watercourses.

In order to minimise the pollution of rainwater, the run-off of water from the different aprons is organised in the following manner:

- Apron 2: run-off via 3 surge basins with separate hydrocarbon separator prior to discharge into the Albertusgeleed;
- Apron 3: run-off via a hydrocarbon separator for discharge into the open brook at the Nieuwpoortsesteenweg and subsequent drainage into the Kalsijdegeleed.

In 2011, further steps were taken to install the hydrocarbon separator at Apron 1.

Limiting the pollution of wastewater (EN21)

In order to reduce the pollution of wastewater from mineral oils a hydrocarbon separator is also available at the washing area for washing company vehicles.

At the point of discharge of Belair (restaurant) an additional grease separator was installed, in order to prevent greases and oils from entering the wastewater sewers.

The airport's industrial wastewater is discharged into the public sewerage system of Ostend city.

Optimising the sewerage system

The airside sewerage system of Ostend-Bruges International Airport is to be adapted in the coming years in keeping with a special condition from the 2004 licence which stipulates that this must be finished by 2015.

Biodiversity - Flora

"Sustainable measures for the preservation and development of the biologically valuable area"

Biologically valuable areas are situated in and around Ostend Airport.

Within the framework of the development of a sustainable airport, the airport aims at safeguarding maximally the environmental elements of the area, whenever possible and taking into account the restrictions resulting from the exploitation of an airport. In doing so, the airport focuses on reducing pesticide use, adapting its mowing management and considering ecological elements in adaptation works, like the ones at the former camping site De Kalkaert.

2011 results

The valuation of the area is largely based on the data originating from the Biological Valuation Map. (Biologische WaarderingsKaart/BWK)[1]. This map gives an overview of the biological value of vegetation-covered soil in Flanders.

The Biological Valuation Map categorises Ostend-Bruges International Airport as a complex of biologically very valuable, valuable and less valuable plots. The Biological Valuation Map is further rendered in figure 7.

Table 3 on the next page provides an overview of the ecotopes found at the airport, as well as mentions their surface area and how rare they are.

[1] EIR Ostend-Bruges International Airport, dossier no. 03/07814/PV, ECOLAS, 2004

Table 3: Overview of the ecotopes found in the area studied (Ostend Airport premises) and the surface area of BWK classified plots (EN11)

Code	Ecotope	Value	Rarity	Area (ha)	Intervention
A: Wetlands					
Ae	Eutrophic pool with reinforced banks, poor in littoral and water plants	w		6.2	Clean-up and development of De Kalkaert
Ah	More or less brackish pool	z	2	6.7	
B: Fields					
Bu	Field on clayey soil	m	-	58.6	
H: Pastures					
Hp	Low-species permanent arable pasture	m	-	3.4	
Hpr	Pasture complex with a lot of ditches and microrelief	w	3	9.8	
Hu	Mesophile meadows	w	3	0.8	
U: Urban areas					
Ua	Semi-detached or detached buildings with plantation	m		0.1	
Ui	Industrial buildings, factory	m		0.3	
Ur	Buildings in agricultural environment	m		3.3	
Uc	Camping site	m		7.5	
Ki	Airfield	m		214.9	

z: biologically very valuable; w: biologically valuable; m: biologically less valuable

The terrain of Ostend Airport currently only has limited biological value. The main biological value lies in the presence of:

· pasture complexes with ditches and microrelief (9.8 hectare);

· mesophile meadows (0.8 hectare);

· a more or less brackish pool (6.7 hectare).

Weed control

With the Flemish Parliament Act of 21 December 2001 on the Reduction of Pesticides public authorities aim to discontinue or gradually reduce the use of chemical pesticides. Through this Flemish Parliament Act and its implementing orders an intervention is made with regard to the number and types of chemical pesticides that are purchased by public authorities. Each year, a list which is drawn up by the Flemish Environment Company (Vlaamse Milieu Maatschappij/VMM) is published containing tolerated chemical pesticides. Also, the public authorities are obliged to report annually to the VMM. The implementing order of 19 December 2008 introduced the pesticides test. The pesticides test is a guideline for the design and conversion of green zones and pavements in view of a pesticide-free management.

The airport has a number of zones where it is impossible not to use any chemical pesticides. We particularly have the runway, taxiways and aprons in mind. Each year the list of tolerated pesticides is consulted and the selected pesticides are modified, if necessary. The use of chemical pesticides depends on the season and is limited by combining them with non-chemical methods (such as regularly brushing the asphalted areas, etc.).

Table 4: Used raw materials: pesticides (EN1)

Year	2007	2008	2009	2010	2011
Total (litre)	105	66	104	70	50

Over the last three years the use of pesticides has declined. It is tried to continue this falling trend in the following years as well. However, zero pesticide use is not a feasible target for the airport. The evolution of pesticide use is reflected in figure 4.

"Pesticide use more than halved over the past 5 years"

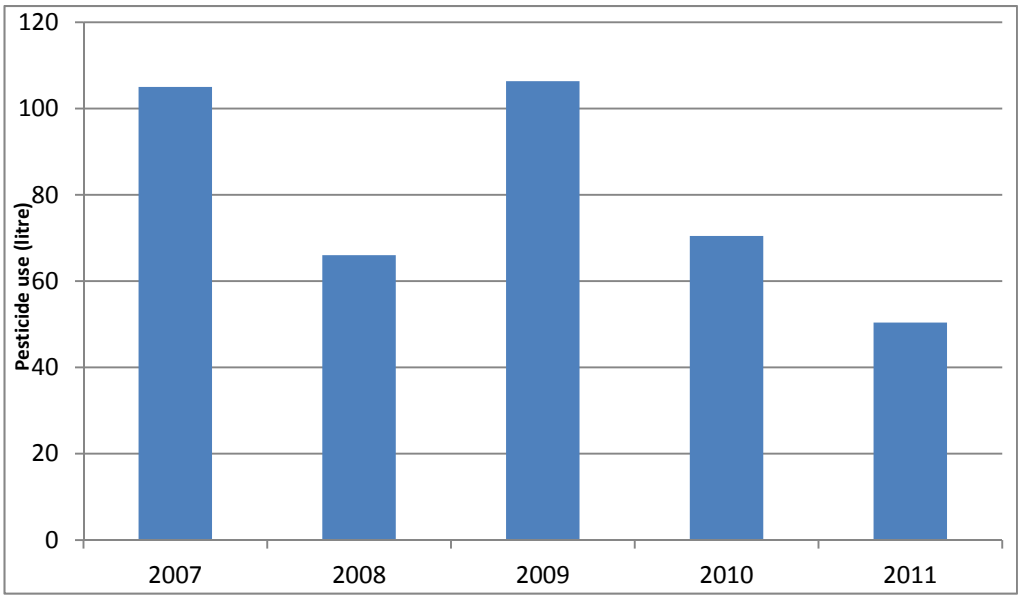


Figure 4: Evolution of pesticide use in the 2007-2011 period

Measures (EN14)

With an eye to protecting biologically valuable elements, the pasture is no longer manured since a number of years. The plan is to also bring the grass management as a whole under the airport's own management.

The plants on the renovated car park are indigenous plants.

During the past years, several measures have been taken to reduce pesticide use:

- The joints of the road surface (runway and taxiway) were renewed in 2009.
- The joints of Apron 2 were renewed early 2011.
- Investments were made in better equipment (vehicle + spraying installation) to spray the road surface, as a result of which efficiency has greatly improved.
- In some places grass was sown instead of spraying for weed control. These grass areas are maintained under the airport's own management.
- Mowing takes place more often under the airport's own management than in the past.

Figure 5: Grass mowers

Clean-up of De Kalkaert

In 2011, a call for tenders was launched for the clean-up of the former camping site De Kalkaert. Since the discontinuation of the camping activities, there has still been some rubble and litter on the site as well as a number of dilapidated buildings (figure 6). After the site has been cleaned up it will be examined how the area that has become vacant can best be dealt with to create more space for biodiversity, without jeopardising airport safety and security (restriction to planting trees). Given the potential ecological value of De Kalkaert (designation as biologically valuable area in keeping with the Biological Valuation Map in figure 7), this may generate added value for nature through the natural development of the vegetation, the presence of slopes for the fauna,...

Figure 6: Current situation on the grounds of the former camping site De Kalkaert

The location of De Kalkaert vis-à-vis the airport can be seen on the Biological Valuation Map in figure 7.

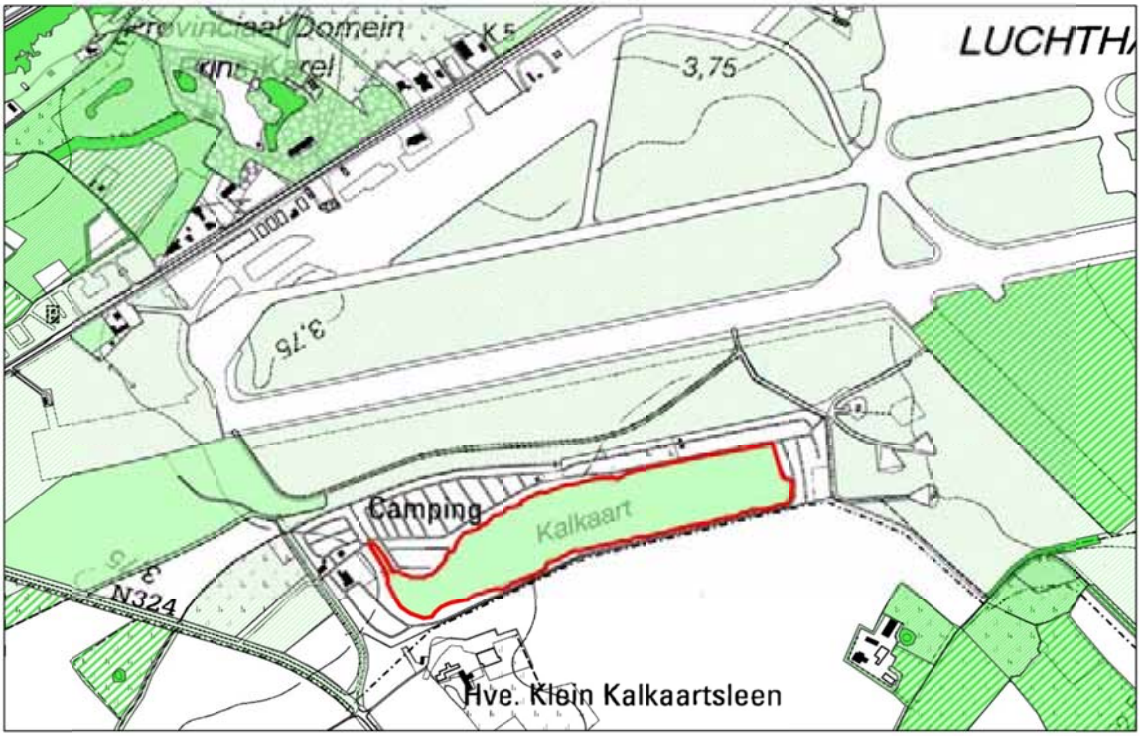


Figure 7: Location of Ostend-Bruges International Airport vis-à-vis De Kalkaert on the Biological Valuation Map

Biodiversity - Fauna

"Sustainable measures in view of a reduced impact on local fauna"

Because of its location near the sea, other surface waters and valuable biological plots, such as De Kalkaert, Ostend-Bruges International Airport is popular with birds and other animal species.

In the EIR that was carried out in 2004 the area studied for (avi)fauna was specified as a zone within a 15 km radius of Ostend Airport. The table on the next page shows the areas within this radius that are important to birds. However, the areas are only partially located within the 15 km radius of the airport.

Table 5: Overview of areas that have been designated as special protection areas within the framework of the Birds and Habitats Directives and that have been recognised as Wetlands of International Importance (RAMSAR) and are (partially) situated within a 15 km perimeter around the airport (EN13)

Protection status	Name	Area indication[1] (ha)	Area within 15 km zone (ha)
RAMSAR	Vlaamse Banken	1,900	750
Birds Directive (SPA-B)	Westkust	1,115	261
	Poldercomplex	9,766	409
Habitats Directive (SPA-H)	Duingebieden including Ijzermonding and Zwin	3,737	356
	Trappegeers-stroombanken[2]	Not available	Not available
	Polders	1,866	670

The figure below shows the location of the special protection areas and the RAMSAR area from table 5. The RAMSAR area is coloured pink, special protection areas under the Birds Directive are indicated in red and special protection areas under the Habitats Directive are shown in blue.

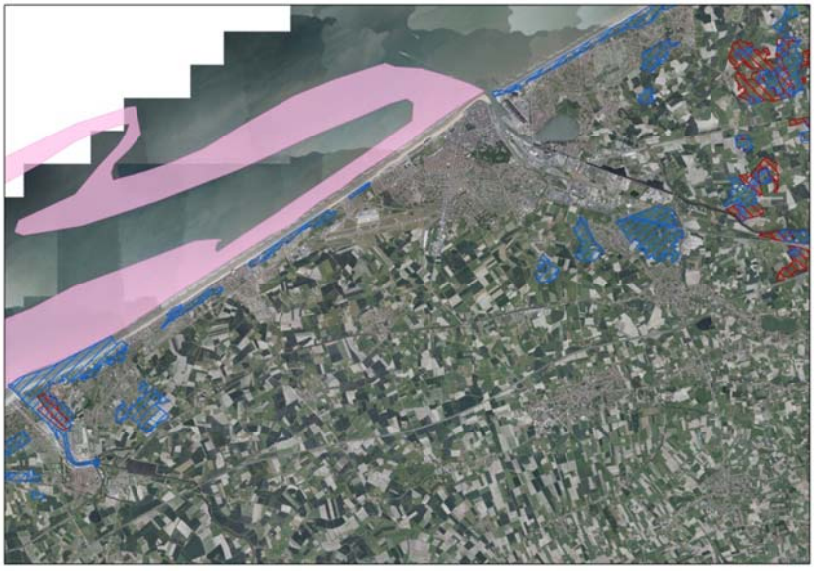


Figure 8: Overview of special protection areas and RAMSAR areas within a 15 km radius of Ostend Airport

1 This is the entire surface area of the region, not the area within the 15 km zone.

2 The SPA-H zone 'Trappegeers-stroombanken' largely coincides with the RAMSAR area 'Vlaamse Banken". This area comes under federal competence.

The presence of animals, and in particular birds, on the airport premises poses a potential safety risk.

The airport has an extensive Bird Control Unit (BCU) which is in charge of wildlife management. Prior to each take-off and landing this Unit carries out a survey of the runway and safety zones, whilst taking measures to chase birds away. This Unit has a vehicle (4x4) at its disposal that is equipped with a sound system to scare birds away (scare crow). Furthermore, the Unit has sporting guns with bird-scaring and hunting cartridges, flare pistols to fire bird-scaring cartridges, as well as a laser gun.

Apart from these surveys the BCU frequently goes on patrol to observe the activities of birds and other animals. These observations are entered in a database.

In 2011, tests were carried out with a gas cannon and a border collie as additional /alternative measures to the use of bird-scaring cartridges.

2011 results

Bird observations at Ostend Airport in 2011

Figures 9 and 10 show the numbers of solitary birds and group birds that were reported in 2011 on the premises of Ostend Airport.

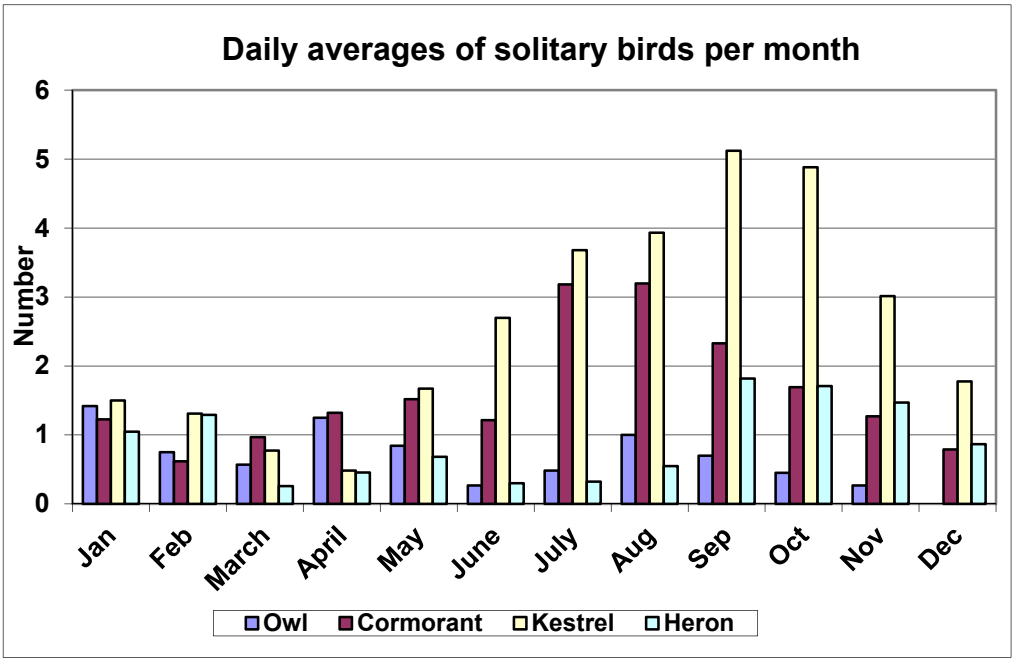


Diagram 9: Daily averages of solitary birds per month in 2011

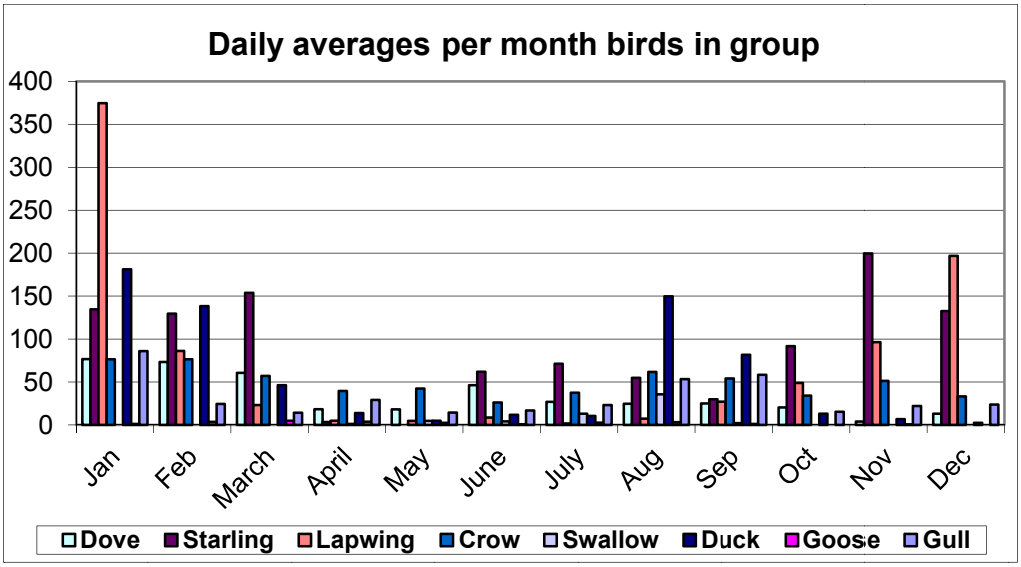


Diagram 10: Number of group birds (daily averages) in 2011

Among the reported birds, the partridge, cormorant, sand martin and lesser black-backed gull are known as 'red list' species [1] **(EN15)**. Geese and ducks may also be 'red list' species, depending on the species that have been spotted. However, the BCU report does not mention any generic names. As a result, not every species can be linked to the red list.

Diagram 11: Cormorant

[1] Red lists are lists which specify the endangered animal and plant species per country. Next to the endangered species the red lists also give protection measures to have these species increase in number again.

Bird strikes at Ostend Airport in 2011

Each dead bird that is found on the airport premises is registered as a bird strike. In this case it is assumed that the bird, despite the preventative actions of the airport, has still collided with an aircraft. Still, dead birds may also be found whose cause of death has nothing to do with the airport's activities. However, currently no distinction is made in the registration on the basis of the bird's cause of death. As a result, the number of reported bird strikes may be an overestimation of the number of birds that was actually killed after a collision with an aircraft.

In 2011, 15 bird strikes were reported. Compared to the number of flight movements (37,555) this amounts to 1 bird strike per 2,504 flight movements or ca. 4/10,000 **(AOSS8)**. Figure 12 shows the evolution of the number of bird strikes over the 2004-2011 period. Figure 13 shows the evolution of the number of flight movements over the 2008-2011 period.

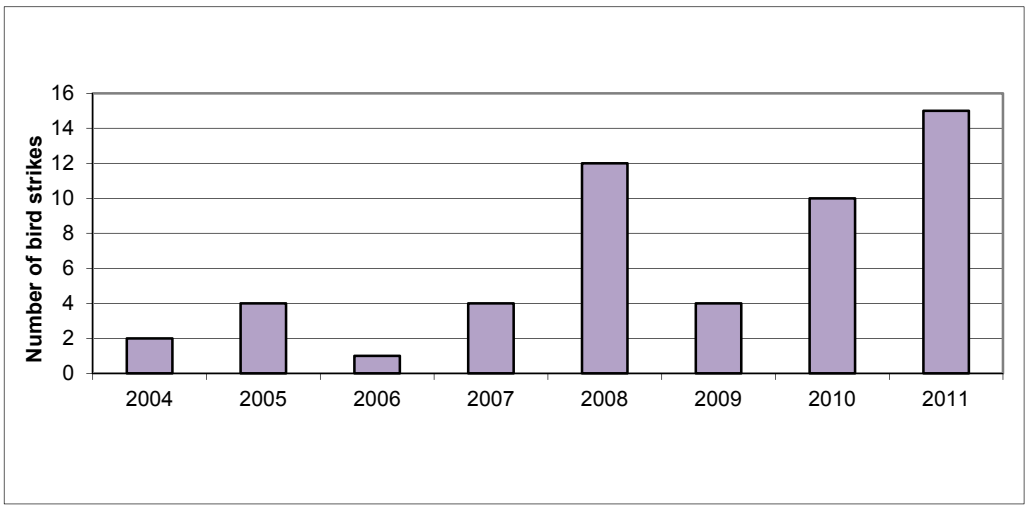


Figure 12: Evolution of the number of bird strikes between 2004 and 2011

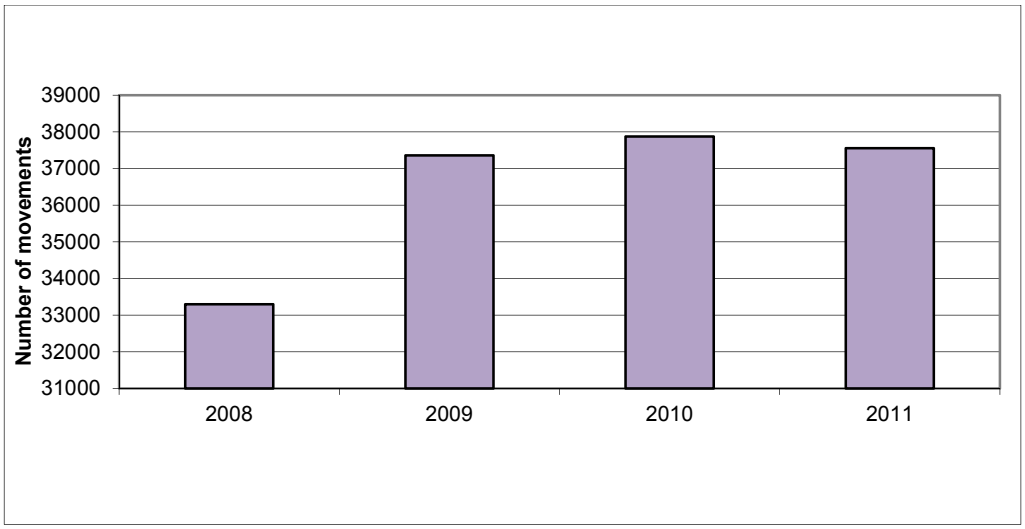


Figure 13: Evolution of the number of flight movements between 2008 and 2011

We notice an increase in the number of bird strikes, whereas the number of flights remains practically the same.

An overview of the affected bird species is given in figure 14.

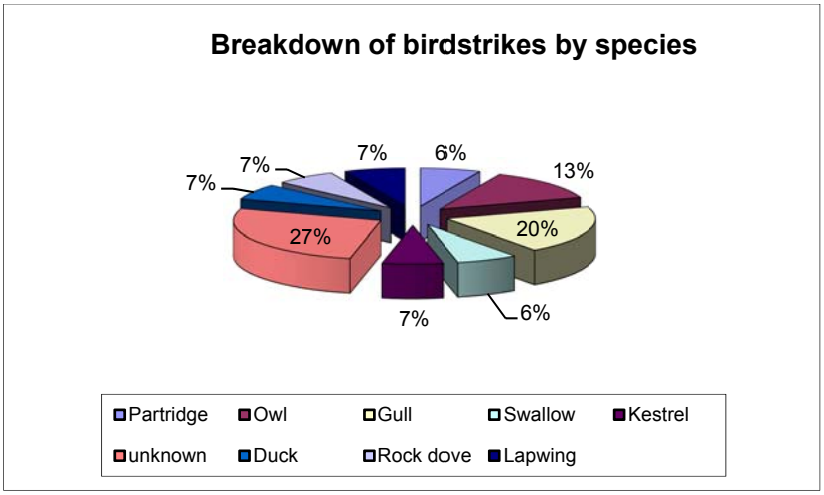


Figure 14: Overview of bird species affected by bird strikes

The herring gull (figure 15) is one of the species that sometimes collides with aircraft.

Figure 15: Herring gull

Measures

In order to address the rising number of bird strikes during the past years, the possibility is considered of extending the activities of the BCU in summertime by one hour. By starting the activities of the BCU at 6 a.m. (sunrise) instead of at 7 a.m. the risk of bird strikes can be reduced.

Also, in 2011 a gas cannon was tested at the touchdown zone RWY26, with positive results. Consequently, 5 new gas cannons will be purchased in 2012: 4 fixed gas cannons and 1 mobile gas cannon. The mobile gas cannon can be used in case of a high bird population density. The gas cannons can be activated from a distance.

A new pilot project was also started with a trained dog. Apart from using traditional bird scaring techniques, the dog (border collie) can be a sustainable complementary means for scaring birds off the airport premises. The border collie was trained to scare away birds without catching them. In this way fewer cartridges need to be fired and the birds will build fewer nests on the airport premises. As a result, fewer birds will have to be scared away in the future. Furthermore, the dog can easily reach places where people are unable to go (for instance between certain antennas). This trial project with the border collie was evaluated positively by the BCU team and the Airside Operations Manager. The border collie allows for the airport safety to be improved in an environment-friendly manner.

"The border collie, a targeted approach and sustainable alternative"

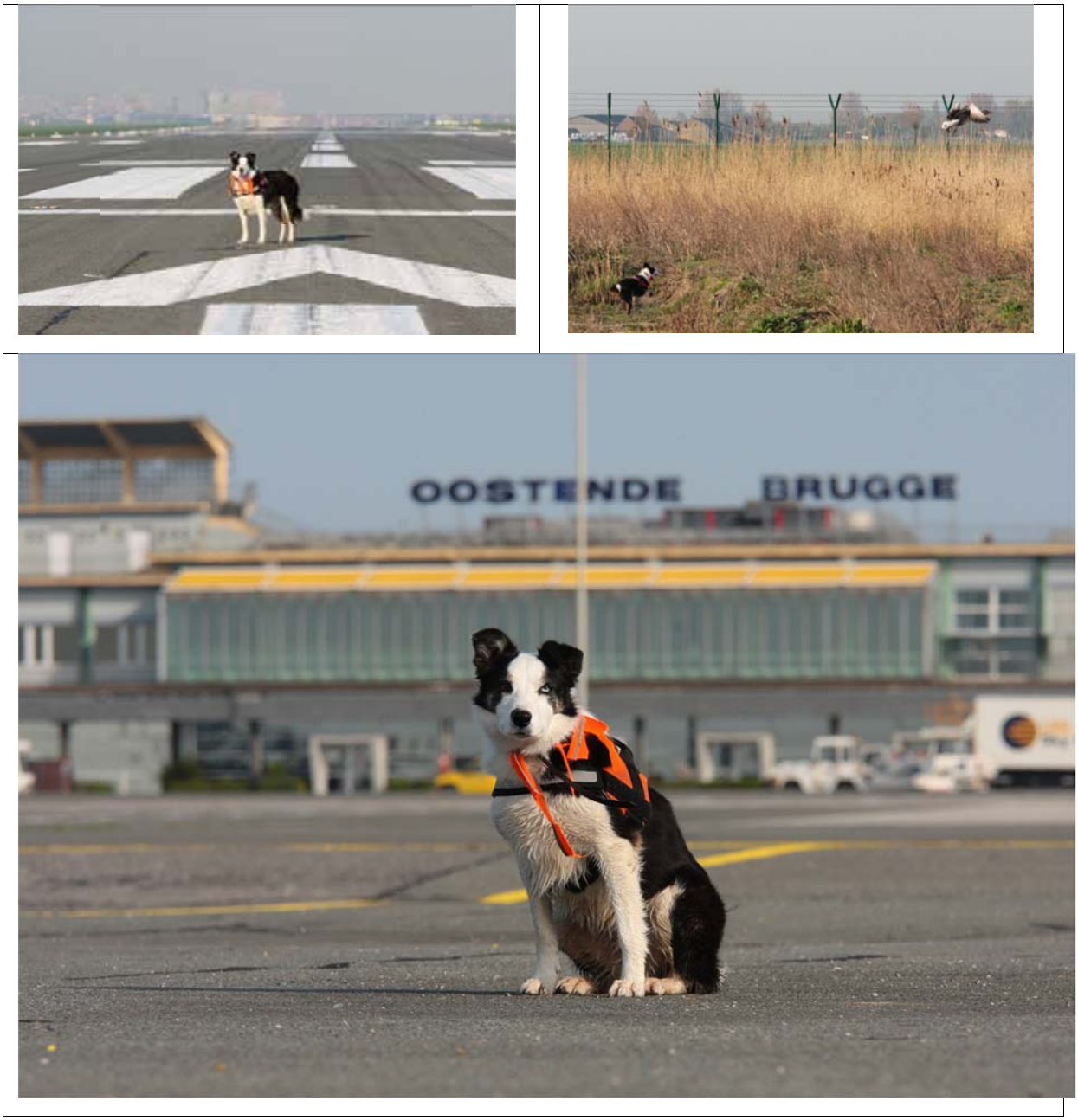


Figure 16: Images of the border collie project

Waste

"Working jointly towards more intensive waste management"

The main waste streams at Ostend-Bruges International Airport consist on the one hand of septic material from the sanitary facilities and aircraft and on the other hand of green waste from mowing the extended grounds. Waste is also generated from the office and maintenance activities on the site. These waste streams also include the fractions released in certain offices in the different airport buildings where the Flemish government is responsible for the cleaning (only residual waste, paper and cardboard). The concessionaires are in charge of the sorting and treatment of their own waste streams. The waste streams are entered in a waste register and reported through the Annual Integrated Environmental Report (Integraal Milieujaarverslag/IMJV).

The waste that is released at Ostend Airport is maximally sorted, collected and transported by recognised carriers to recognised processing facilities. The airport only monitors the waste streams it produces itself.

In addition, the airport has a specific procedure that must be applied in case of leaks and other spills. The airport fire brigade is informed at once about any spills. Any interventions made by the airport fire brigade are registered. If necessary, further follow-up is provided as well (notification of the environmental coordinator, execution of soil surveys...).

2011 results

Waste streams

The figure below shows the composition and breakdown of the airport's waste streams.

"Green waste and septic waste are the main waste streams"

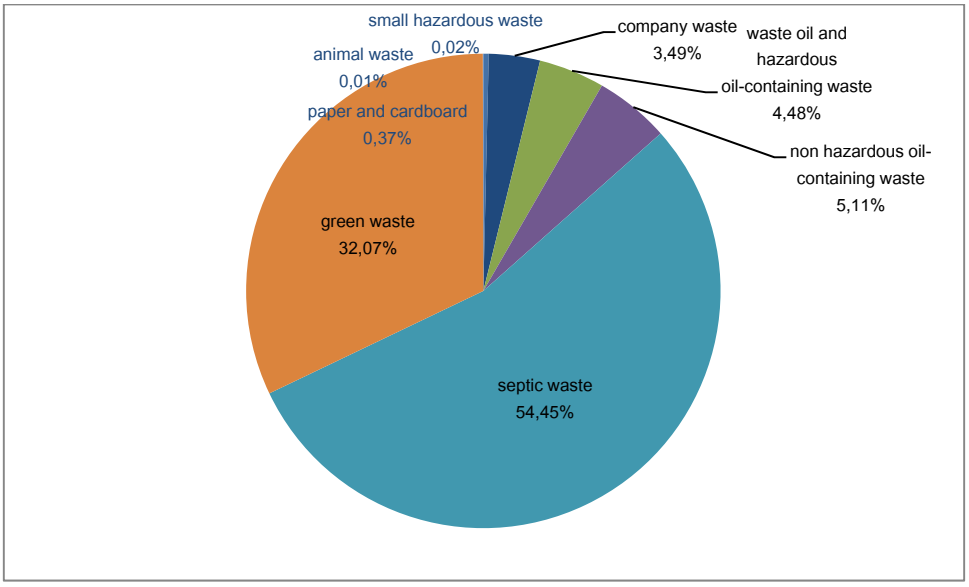


Figure 17: Composition of waste streams at Ostend-Bruges International Airport

The waste streams can be broken down into non-hazardous and hazardous waste streams. 95.5% of the airport's waste streams can be regarded as non-hazardous (719.25 tonnes). The remaining 4.5% is hazardous and consists of small hazardous waste (spray cans, toners), waste oil and hazardous oil-containing waste (33.74 tonnes).

The septic waste mainly originates from the sanitary installations and the maintenance of sewers in the buildings of the airport itself (79%). The remaining 21% comes from aircraft that visit Ostend Airport where they dispose of the septic waste that is on-board the aircraft.

The information on how the waste is processed is provided by the waste processing company. As regards the airport's waste, it can be said that ca. 228 tonnes of waste are recycled. It mainly concerns paper, cardboard and green waste, but to some extent also limited streams (for instance waste oil). About 26 tonnes of waste are recovered. Recovery includes both incineration with energy recovery and recovery of toner waste, for instance. The material from the hydrocarbon separators (ca. 38.5 tonnes) is treated in a physicochemical way. Septic waste is processed together with sewage sludge and therefore treated organically. Consequently, about 410 tonnes of waste of the airport are processed organically each year.

Figures 18 through 22 show the evolution of the main waste streams at Ostend-Bruges International Airport.

"Decrease in the amount of residual waste by 4% compared to 2010"

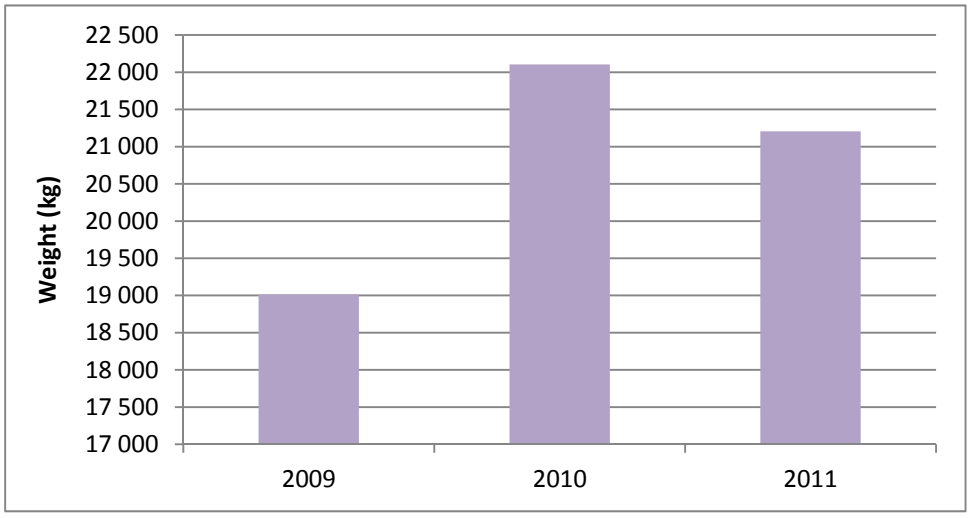


Figure 18: Evolution of residual waste

In 2011, a 4% decrease in the amount of residual waste was reported compared to 2010.

"Decrease in the amount of paper and cardboard waste by 1.28% compared to 2010"

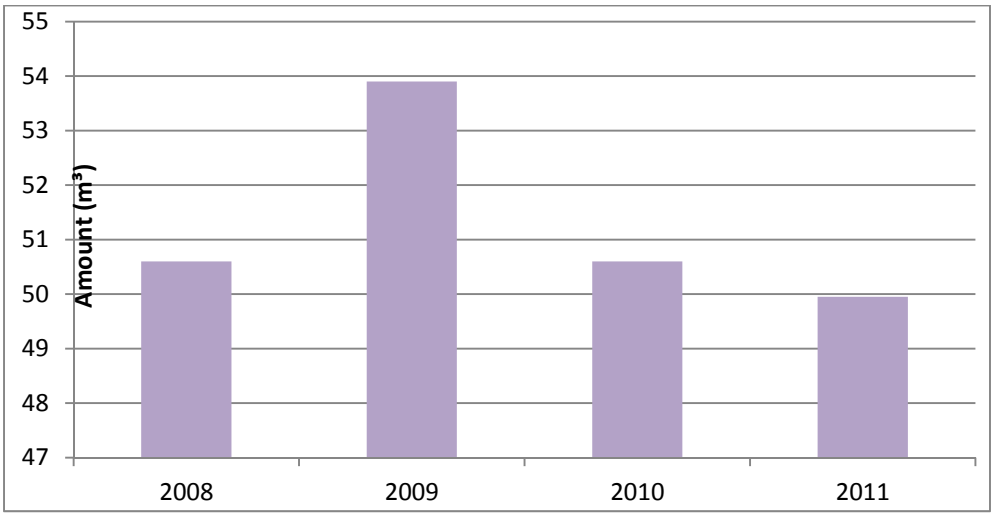


Figure 19: Evolution of paper and cardboard

The evolution of residual waste and paper and cardboard waste is currently based on the number of containers that is collected each year. The number of containers that is collected is not necessarily in proportion to the amount of paper and cardboard waste that is actually conveyed, since not all containers are always completely full when they are emptied. However, since July 2010 the weight of the amount that is emptied is registered as well. In the future the evolution of the collected weight will be reported rather than the evolution of the number of collected containers.

"Increase in the amount of oil and oil-containing waste by 9.46% compared to 2010 as a result of additional maintenance"

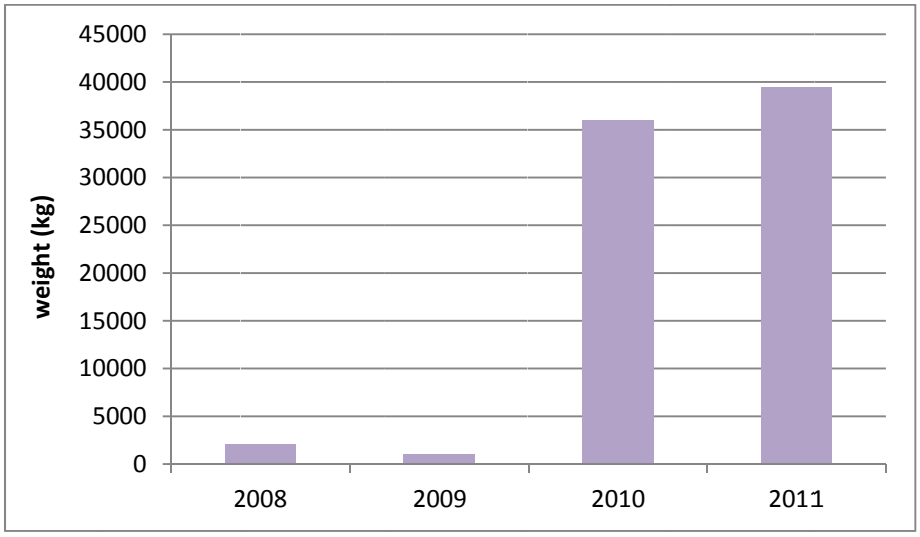


Figure 20: Evolution of oil and oil-containing waste

The increase in oil and oil-containing waste of the airport can be attributed to the fact that the hydrocarbon separators are cleaned and maintained more often and the buffer tanks are emptied more frequently. This higher frequency was imposed in order to optimise the functioning of the separators. Moreover, an additional hydrocarbon separator (installed on Apron 3) was also included in the maintenance programme. The oil-containing waste also contains oil-polluted absorption material that is used for cleaning leaks and waste oil arising from the airport's own maintenance of the car fleet.

Figure 21: The use of absorption granules after spillage

"Increase in the amount of septic material as a result of the additional cleaning of the sewers"

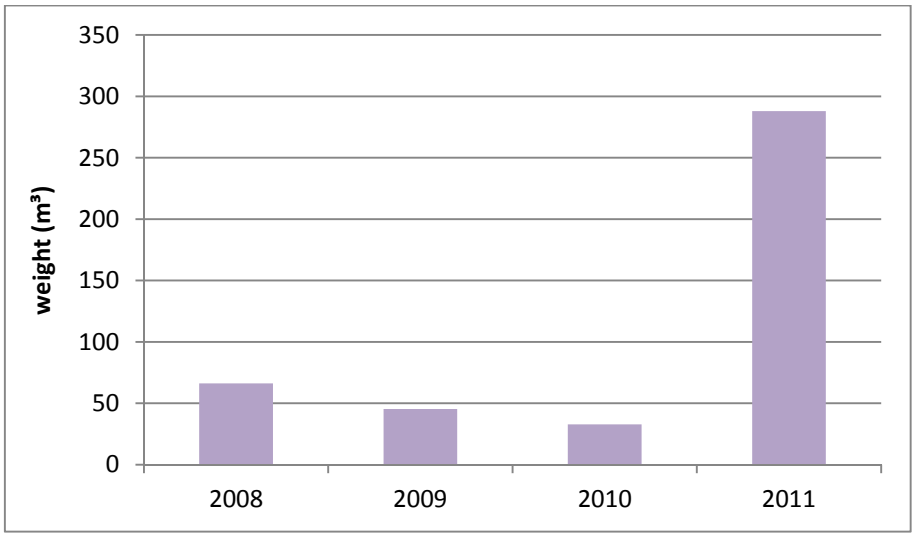


Figure 22: Evolution of septic material and cleaning material from sewers

The drastic increase in the amount of septic material and material from the cleaning of sewers is due to the fact that the sewers of the passenger building were cleaned more frequently in 2011.

The waste from the sanitary tanks of aircraft is treated by a wastewater treatment plant.

Table 6: Total waste production and disposal (EN22/EN24)

Waste stream		EURAL[1]	2008	2009	2010	2011	Treatment/disposal
Green waste (tonnes)		200201			558	558.72	Recycling
Paper and cardboard (including Belgocontrol) (m^3)		200101	50.6	53.9	50.6	49.95	Recycling
Toner waste	Toner waste containing hazardous substances	080317*/ 150110*		60 litres + 100 kg		10.55 kg	Recycling
	Toner waste (kg) not specified under 080317*	080318				128	Recovery
Oil and oil-containing waste	Oils, petroleum, lubricating oils (kg)	130208*	680	986		900	Exchange of waste for recycling
	Hydrocarbon separators (washing area/buffer tank) (kg)	130507*/ 160708*	620		34,800	32,820	Recycling
	Oily clearance waste (kg)	150202*	766		603		Other pretreatment
	Oil-containing residual waste hydrocarbon separators (kg)	200306				38,480	Physicochemical treatment
Septic material		200304	60.12 tonnes + 24 m^3	39 tonnes + 18 m^3	32.84 m^3	288 m^3	Organic treatment
Transformers (tonnes)		160213*		1,083			Other pretreatment
Pressure containers (kg)		160504*			4	12	Exchange of waste for recycling
Veterinary waste or other waste of animal origin (kg)		180203	135	52		100	Incineration with energy recovery
Residual waste (including office waste of Belgocontrol)		200199/ 200399	375 m^3 + 135 kg	352.5 m^3 + 10.63 tonnes	444.4 m^3 + 8.14 tonnes	260 m^3 + 5.08 tonnes	Incineration with energy recovery

[1] EURAL (List of Wastes) Waste code specified with *: hazardous waste

Spills

In 2011, 9 incidents were recorded in connection with a fuel spill/oil spill (**EN23**). We record a falling trend compared to the previous years (see figure below), but avoiding spills continues to be a point of focus. Consequently, it is tried to further reduce the number of spills at the airport.

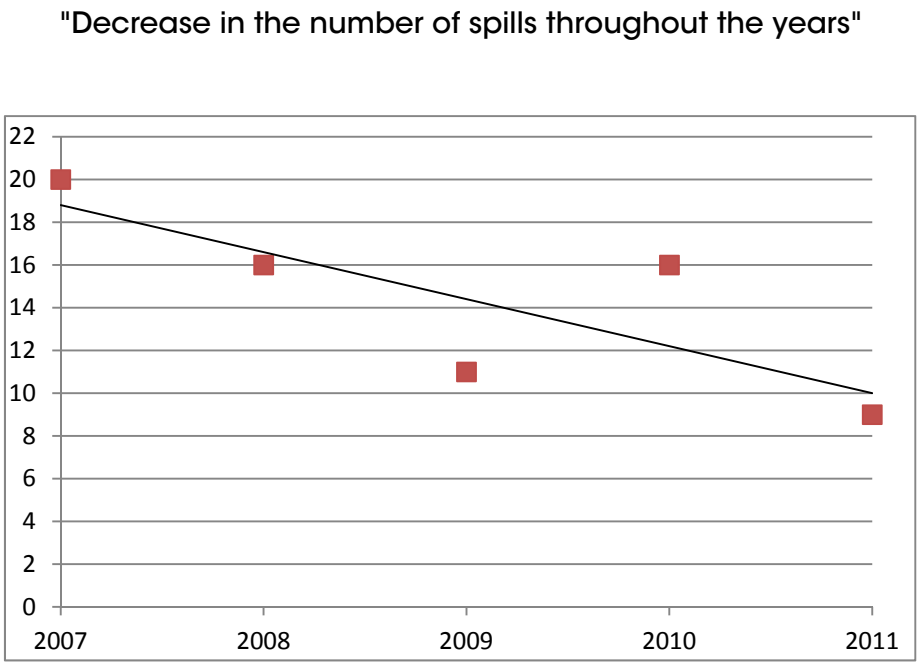


Figure 23: Evolution of the number of spills in the 2007-2011 period

As soon as a spill occurs, the airport fire brigade is called to quickly and efficiently clean up this spill. Apron 2 is the area where the main activities take place and, in consequence, the area with relatively the greatest risk of spills. The runoff from Apron 2 is discharged into a hydrocarbon separator which is periodically emptied and cleaned.

Measures

In 2012, Ostend Airport will start to intensively segregate waste in the passenger building (paper & cardboard, glass, plastic bottles and flasks, metal packaging and drinks cartons, and residual waste) as well as to improve the segregation of waste in the airport's own buildings.

It is aimed to further reduce the number of spills at the airport. To this end the awareness of airport staff will continue to be raised. This remains a point of focus.
In order to reduce the consequences of spills, the current measures for prevention, follow-up and clean-up will be closely monitored and further implemented.

Noise

Just like road and railway traffic, air traffic causes noise emissions. The noise is mainly produced by aircraft landing and taking off at the airport. Each year, Ostend Airport has the noise contours calculated by a recognised expert of the KU Leuven. These reports are available at any time at the website www.ost.aero.

2011 results

Overview of the number of movements

Table 7 (next page) gives an overview of the number of flight movements and the evolution thereof during the past years.

Table 7: Annual number of movements (day – night, commercial, non-commercial, cargo and military) (AOSS2)

	2008	2009	2010	2011
Total number of movements	33,298	37,356	37,875	37,555
Number of movements between 11 p.m. and 6 a.m.	757	632	704	676
Number of movements between 6 a.m. and 11 p.m.	32,541	36,724	37,171	36,879
Number of commercial movements	3,629	3,432	3,355	2,979
Number of non-commercial movements	29,669	33,924	34,520	34,576
Cargo	1,866	1,833	1,698	1,415
Military	No data			

Noise Monitoring System

The noise produced by aircraft can be continuously monitored by means of the noise monitoring system that was installed in 2002. This monitoring system consists of 4 measuring posts: 2 measuring posts on each side in the continuation of the runway.

Figure 24: Location of noise measuring posts

The annual report on the noise monitoring system for the past year is published each year on the airport's website. On the four measuring posts, an operational capacity of between 92.1% and 99.8% was realised. The measurements of the noise monitoring system validate the theoretical calculation of the noise contours.

Table 8: Comparison between calculation (INM-model) – measurement (NMS)

	2008		2009		2010		2011	
Measuring post	INM $L_{Aeq,24h}$ [dB(A)]	NMS $L_{Aeq,24h}$ [dB(A)]	INM $L_{Aeq,24h}$ [dB(A)]	NMS $L_{Aeq,24h}$ [dB(A)]	INM $L_{Aeq,24h}$ [dB(A)]	NMS $L_{Aeq,24h}$ [dB(A)]	INM $L_{Aeq,24h}$ [dB(A)]	NMS $L_{Aeq,24h}$ [dB(A)]
NMT1 Papegaaienstraat, Ostend	54.4	52.7	52.7	51.9	51.6	51	48.8	50.2
NMT2 Middle-Marker, Stene	62	60.1	60.1	59.1	58.8	57.7	55.4	57.5
NMT3 DD-marker Duineweg,Middelkerke	59.3	58.7	57.4	57.3	56.8	56.7	53.3	55.9
NMT4 Bibliotheek, Middelkerke	48.2	48.1	46.2	46.3	44.6	46.5	42.5	46.2

The impact of the decline in cargo traffic with aircraft types DC86 and B742 manifests itself less in the measured values than in the calculated values. This has led to a greater difference between the measurements and calculations in 2011.

The 2011 figures are calculated using the INM 6.0c version of the calculation model. Meanwhile, a more recent version of the model is also available (INM 7.0b). The theoretical calculations will be repeated with the new model to check whether greater correspondence can be reached with the measurements as a result of this.

Night movements

The environmental licence places the following restrictions on commercial movements taking place between 23:00h and 06:00h:

- For civil subsonic jet aeroplanes (with an MTOW of more than 6 tonnes), a maximum of 270 movements/quarter and 1,080 movements/year is allowed.
- For aircraft up to and including 6 tonnes MTOW, the maximum is 38 movements/quarter and 152 movements/year.

These obligations are closely monitored and complied with. The results are reported each quarter to external stakeholders (governments and consultation committee).

A number of public interest flights, such as humanitarian flights, fall outside this quota. In 2011, these amounted to 20 movements with aircraft up to and including 6 tonnes MTOW, mainly flights for pilotage services and flights within the framework of pollution control of the North Sea.

Table 9: Evolution of the number of flights outside the quota

	2008	2009	2010	2011
Number of flights outside the quota	49	70	73	20

Evolution of the number of night movements[1] from 1999 up to and including 2011 (AOSS2)

Table 10 gives an overview of the number of night movements from 1999 to 2011. With 624 movements for aircraft of more than 6 tonnes MTOW and 32 movements (52-20) for aircraft up to and including 6 tonnes MTOW, the number of night movements in 2011 stayed well below the maxima allowed by the environmental licence. This evolution is presented visually in figure 25 (next page).

Table 10: Evolution of the number of night movements from 1999 up to and including 2011

	+6 tonnes	≤6 tonnes	Total
2011	624	52	676
2010	602	102	704
2009	530	102	632
2008	686	71	757

[1] Between 23:00h and 06:00h.

2007	724	112	836
2006	611	410	1,021
2005	642	203	845
2004	679	310	989
2003	888	197	1,085
2002	368	356	724
2001	444	273	717
2000	577	266	843
1999	896	329	1,225

"Decrease in the overall number of night movements by 4% compared to 2010"

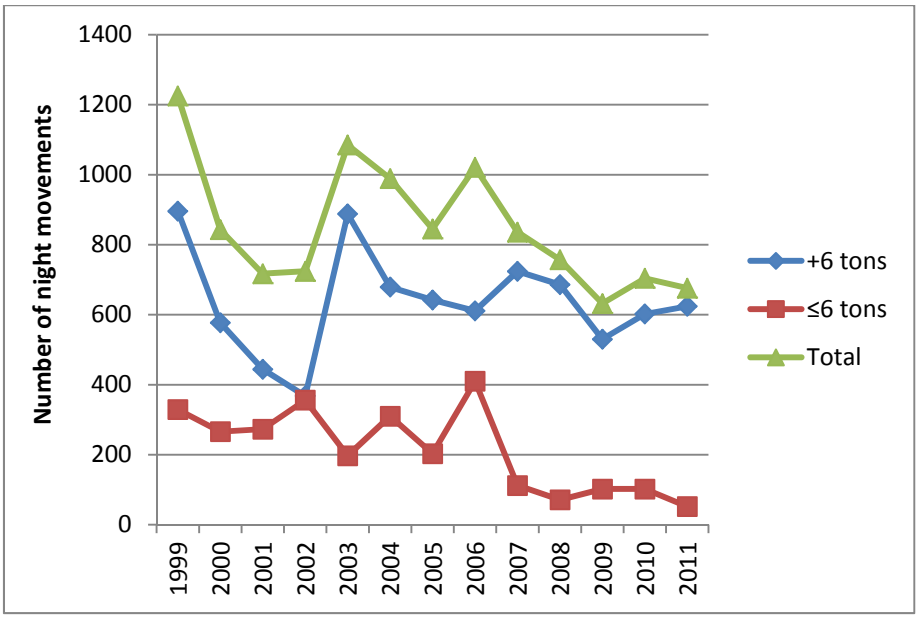


Figure 25: Evolution of the number of night movements

Quota Count (QC) follow-up in 2011

Between 23:00h and 06:00h. the maximum noise level imposed by the environmental licence is 37 QC per flight movement (compared to 82 in 2009). As of 1 January 2015 this maximum noise level is even further reduced to 12 QC.

The environmental licence also stipulates that the total amount of noise annually produced by aircraft departing between 23:00h and 06:00h must never exceed 25,100 QC. In 2011, a total of 3,296.8 QC was produced between 23:00h and 06:00h by departing aircraft.

"Close monitoring of airport's QC quota and compliance with stricter noise conditions from the environmental licence"

Table 11: Follow-up QC quota airport

Condition from the environmental licence	2008	2009	2010	2011
QC max. = 82 up to and including 31/12/2009 QC max. = 37 since 1/1/2010	86.1 (A124)	68.4 (B742)	36.3 (B744)	36.3 (B744)
QC dep. <25,100	7,290.4	6,110.3	2,935.4	3,296.8
QC arr.	2,558.6	1,065.9	2,065.9	1,168.4

The above-mentioned table mentions the maximum QC that was recorded at the airport in the relevant year.

In 2011, the contour was calculated of the flights performed in 2010. In 2012, the calculation was made for the flights in 2011. The contour reports are available through the airport's website (as of June 2012 for the flights of 2011).

Number of residents (also %) that live within the noise contours (AOSS6)

Since 2004, the environmental licence has limited the number of potentially seriously annoyed people (calculated on the basis of the population figures on 1 January 2001) to 2,700. This number corresponds with 70% of the number of people annoyed from 1998. The table below gives an overview of the number of people annoyed and the evolution of the number of people annoyed during the period 2007-2011.

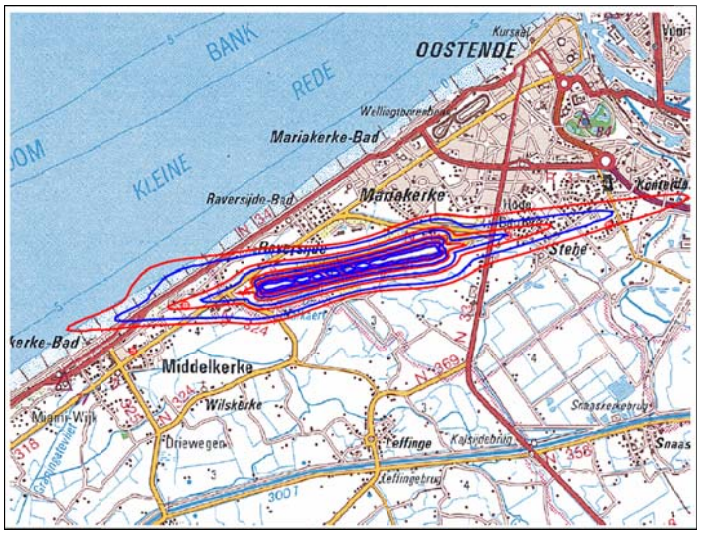
"Further reduction of the airport's noise contours"

Table 12: Number of potentially seriously annoyed people in the surroundings of the airport

	Residents		Number of potentially seriously annoyed people		%	
	L_{DN}	L_{DEN}	L_{DN}	L_{DEN}	L_{DN}	L_{DEN}
Contour	**55 dB(A)**					
2007	6,767	7,658	1,157	1,223	17.1	14.4
2008	5,912	7,195	1,029	1,044	17.4	14.5
2009	4,486	5,625	713	766	15.9	13.6
2010	2,728	4,097	403	533	14.8	13.0
2011	861	1,689	105	185	12.2	11.0

L_{DN}: Level Day-Night: measure for the noise load in which the noise events during the night are taken into account 10 times more than the day
L_{DEN}: Level Day-Evening-Night: measure for the noise load in which the load is determined for 3 day periods and the events during the evening and night are taken into account 5 and 10 times more.

The calculated noise contours have substantially decreased, mainly due to the strong decline in cargo traffic with aircraft types B742 and DC86. This caused the L_{DEN} noise contour to strongly decrease again.



In the accompanying figure the red lines represent the L_{DEN} noise contours of 55, 60, 65, 70 and 75 dB(A) for 2010. The blue lines show the contour lines for the same noise immissions for 2011.

Figure 26: Evolution L_{DEN} noise contours 2010-2011

Landing fees

Ostend-Bruges International Airport discourages night movements by charging higher landing fees between 22:00h and 07:00h.

Preferential runway use

In July 2010, the preferential runway use, as specified in the environmental licence, was officialised through a permanent NOTAM. It is tried to have as many aircraft as possible take off over the sea. Still, this is only possible if the wind direction and safety allow it, since safety is regarded as a priority.

GPU's versus APU's

After arrival at the parking area, the Auxiliary Power Unit (APU) must be switched off by the pilot as soon as possible. A Ground Power Unit (GPU) which produces less noise must be turned on as soon as possible. In exceptional circumstances, an APU can only be started following the prior consent of the Duty Operations Officer. For safety reasons, this consent is only given between 22:00h and 05:00h.

CDO

In cooperation with Eurocontrol, the airport and the airlines, Belgocontrol is studying the application of the CDO (Continuous Descent Operation) procedure[1] which leads to a significant decrease in noise nuisance in the approach phase, when an aircraft can descend without levelling off during its landing phase. Although this procedure cannot always be applied in a complex airspace with dense traffic, the aim is to raise, as much as possible, the percentage of flights performing a CDO at times when traffic is low. Meanwhile, on the basis of the Noise Monitoring System (NMS) of Ostend, Belgocontrol made a first analysis which showed that 61% of the landing aircraft already dropped continuously below 5,000 feet, even without the introduction of an explicit CDO procedure. The results of the Brussels flight trails are waited for before the procedure is further introduced.

[1] The current CDO procedure used to be called the CDA (Continuous Descent Approach) procedure.

It must be said that this is not just a complicated subject, but that the different elements are also strongly interconnected. Extending a departure route to improve the level of noise nuisance will lead to increased consumption and consequently to a higher emission of greenhouse gases. In the end, safety continues to be the real priority, with as much attention as possible being paid to reducing the noise for the surrounding area.

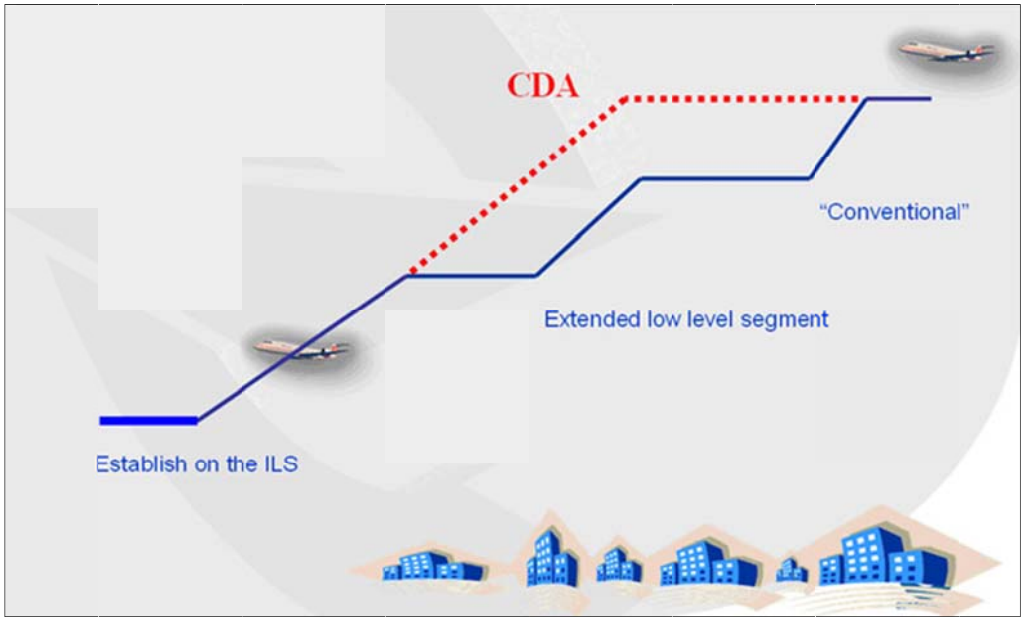


Figure 27: Presentation CDA (Source: EUROCONTROL)

Measures

Important points of focus within the environmental policy of Ostend Airport continue to be to monitor the rules of preferential runway use, to respect the stricter noise standards and, in consequence, to avoid aircraft with a high QC value.

Environment Consultation Committee

"Consultation between many actors"

The airport has a reporting service where people living in the neighbourhood, other stakeholders as well as passengers can report their complaints. An advisory committee (Environment Consultation Committee) convenes twice a year under the chairmanship of the Province of West Flanders. It discusses, among other things, the following topics: night flights, roof damage caused by vortex, noise contours, the noise monitoring system, and complaints.

2011 results

Complaints registration

In 2011, the airport received 12 complaints. No complaints were made about the privacy of customer information or human rights (**PR8/HR11**). Furthermore, the quality of the service provided by the airport is not actively measured. Therefore, because of the monitoring through complaints, this is referred to as a passive measurement. Still, the complaints procedures of the Flemish government are strictly complied with.

Table 13: Overview of complaints in the period 2008-2011 (PR5)

Subject of the complaints	2008	2009	2010	2011
Airport website	1			
Baggage handling	3	2		5
Baggage (stolen items)				1
Belgocontrol complaints processing		1		
Customer friendliness			1	
Customs (service provision)				1
Flight (course)	1			
Flight information (update)	3	2	1	1
Flight routing		1		
Ground noise		1		
Handling company (service provision)			1	1
Helicopter flights			1	
Infrastructure			1	
Maintenance of facilities			1	
Noise nuisance	6	3	4	1
Odour nuisance	1			
Parking			2	
Price tour operator				1
Security check	1	1	4	1
Service at the airport building	2	2		
Training flights	3	1		
Total	**21**	**14**	**16**	**12**

Complaints can be lodged with the complaints officer of the airport. The airport carefully handles the complaints, making use of a complaints overview which is available for the supervisory official of the Environmental Inspectorate Division.

In 2011, two complaints were submitted to the Environmental Inspectorate Division. Each of the lodged complaints had to do with noise nuisance of aircraft. Any complaints that are lodged with other bodies (City of Ostend, the Environmental Inspectorate Division or the province) are forwarded to the airport.

Roof tile damage – vortex (EN26)

Within the framework of good neighbourliness, the airport pays for damage to roofs in the neighbourhood, which can be expected to be caused by vortex. The airport appoints a repairer and the costs are borne by the airport. The claims have been actively recorded since 2004 and mainly occur in the axis of the runway side Stene. In 2011, 4 cases of roof damage were recognised, which amounted to an expenditure of 1,918 euros compared to 1,659 euros in 2010 (5 claims), 2,417 euros in 2009 (8 claims) and 3,700 euros in 2008 (7 claims).

"Further decline in the number of cases of roof tile damage compared to 2008"

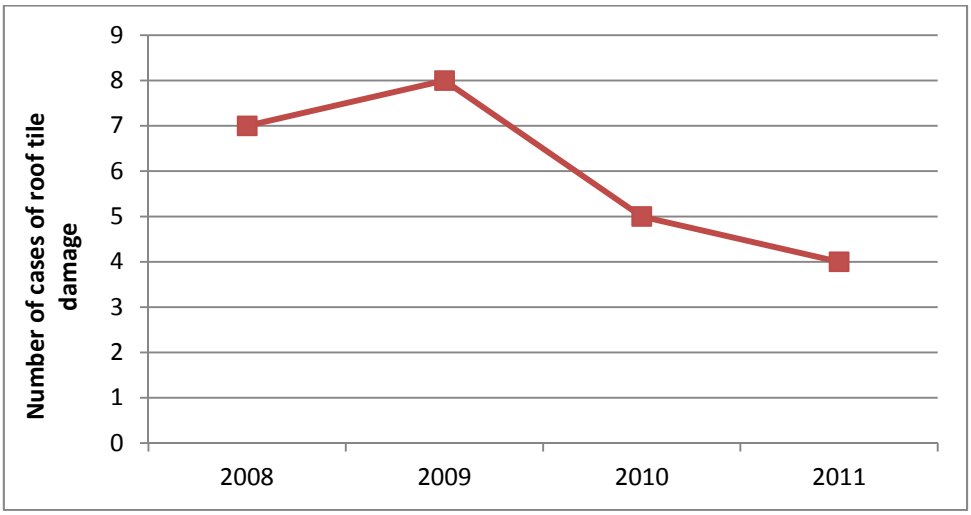


Figure 28: Evolution of the number of cases of roof tile damage

Roof tile damage mainly occurs in the area around Stene. This area is indicated on the figure below. Cases of damage in other areas around the airport are rare.

Figure 29: Situation of roof tile damage in the surrounding area of Ostend-Bruges International Airport

The claims are discussed at the Environment Consultation Committee that meets twice a year. If possible, a link is made in this inventory to the aircraft or airlines concerned. However, since the party who suffered damage does not always directly notice the damage, this link is not always univocal.

Measures

In the future the necessary attention will also be paid to the further monitoring of complaints and measures will be looked for to reduce the complaints and nuisance.

Air

Just like road and railway traffic, air traffic causes air emissions. The main nuisance that is recorded in this context is the nuisance from the power testing or warming up of aircraft engines. This power testing may lead to odour and noise nuisance in the surrounding area of the airport. This nuisance for the neighbourhood is constantly monitored and periodically evaluated. When carrying out odour-causing activities, account is always taken of the time and place of execution.

On the basis of odour diaries that were kept during the past years it can be decided that the odour nuisance decreased in the past years. This can be attributed to an improved scheduling of nuisance-causing activities in terms of time and place and to the removal of older aircraft from the aircraft market. Research during the summer period (the period of maximum nuisance) also revealed that no standards are exceeded.

2011 results

Power testing

Sometimes aircraft need to undergo additional tests before they are allowed to take off again. This may be necessary, for instance, after the aircraft has been standing still for a long time or if works were carried out to the aircraft. The tests can be broken down into full power tests and idle tests. Idle tests can be performed at a lower power than full power tests. The tests are necessary in order to guarantee flight safety.

During the tests the aircraft are parked in one specific location for power testing. This power testing may give rise to noise and odour nuisance. Full power tests cause the most nuisance for the surrounding area.

At the airport three locations are reserved for full power testing. It concerns the Alfa (A), Foxtrot (F) and Mike (M) locations. These locations are shown in figure 30. Depending on the wind direction, other movements and the potential nuisance for the surrounding area, the Duty Operations Officers communicate to the pilots the location they are to use for power testing at that moment. In 2011, 58 power tests were performed at the airport, 4 of which were full power tests. In 2010 the number of tests amounted to 113 in total. The full power tests all took place in location F. Idle tests are performed on the aprons of the parking area itself.

The performance of power tests is strictly monitored by the airport.

Figure 30: Overview of the aprons and locations for full power testing at Ostend Airport

Greenhouse gases

The consumption of energy can be coupled to greenhouse gas emissions.

No concrete measurement results are available yet concerning the emission of greenhouse gases (both directly and indirectly) at Ostend Airport. The airport does not have any impact on emissions by airline companies and users. The airport's own emissions mainly originate from heating buildings (incineration of natural gas) and from the internal transport (mobility) of its employees (Duty Operations Officers, Marshalling/BCU, airport fire brigade, electricians, etc.). Every two years the emissions of the combustion installations are measured by a recognised laboratory and checked against the prevailing standards. These are in conformity. Currently, no figures are available with regard to the total direct and indirect emissions (**EN16**).

In order to reduce the greenhouse gas emissions, the refrigeration installations are checked each year by a recognised refrigeration technician. The reason for this is that the coolants or freons in refrigeration installations are greenhouse gases. Potential leaks are detected and the airconditioning units concerned are either repaired or replaced. For 2011 no freon loss was recorded in refrigeration installations **(EN18)**. No halons or other prohibited ozone depleting substances with ODP factor 1 are present on the site. The coolant R22 (ODP factor 2) is scheduled to be phased out by 2015.

Measures

In 2012 as well the locations for performing power tests will be chosen depending on the specific circumstances, in order to limit the nuisance for the surrounding area.

By 1 January 2015, R22 must be phased out. The devices concerned are known and a replacement programme has been defined in consultation with the recognised refrigeration technician. Whenever a retrofit is impossible, the devices are replaced. A switch is to be made at all times to R134a.

Safety

Introduction

Safety is an airport's main concern. In order to steer operations in the right direction, clear (international) agreements are in place and the airport has, since 24 November 2005, a Safety Management System (SMS) in keeping with Annex 14 of ICAO and Circular CIR/GDF/09 (Belgian regulations). The safety policy has been laid down in a manual that is kept up-to-date by the Safety Manager. The safety policy of Ostend-Bruges International Airport is specified on the following page.

SAFETY POLICY

The management of Ostend-Bruges International Airport intends to maintain and improve the safety level of the airport.

To this end it shall perform the necessary inspections and maintain the infrastructure. It shall adapt its infrastructure to the latest technologies available.

The management shall give the highest priority to safety, and airport operations safety in particular, in spite of any commercial, operational, environmental, social and work pressure.

The airport shall comply with all regulations and obligations regarding safety.

The risk of accidents shall be kept at an absolute minimum. The core of the pursued safety policy shall be to eliminate or control potential hazards to reduce the safety risk to ALARP (As Low As Reasonably Practicable) level. For this purpose the management shall perform risk analyses, draw up the necessary procedures, as well as evaluate and adjust these procedures on a permanent basis.

The management shall see to it that contracted companies (suppliers, service industries, contractors, subcontractors, …) and concessionaires at the airport meet the safety requirements and regulations.

Within the company itself the Managing Director/CEO shall be held liable for safety. However, each staff member shall be responsible for the good and safe implementation of his/her own activities and shall be aware of the possible consequences of his/her mistakes. The staff shall attend refresher courses on a regular basis, assimilate the instructions of the management and follow them.

The staff shall be educated, trained and be made aware of safety.

The Managing Director/CEO has appointed a Safety Manager who monitors safety by means of a SMS (Safety Management System).

Each staff member shall immediately report any potential safety problem to the Safety Manager, even if it is his/her own fault, so that the problem can be analysed. In this context the principle shall be applied that staff who self-report mistakes shall not be penalized (no-blame culture).

Ostend, 1 August 2010

Gino Vanspauwen,
Managing Director/CEO

2011 results

Further professionalisation of the safety services at the airport

In the autumn of 2011 the tender for the delivery of a high-tech runway sweeper for Ostend-Bruges International Airport was approved. The final delivery, expected in the summer of 2012, will consist of a BEAM A9500 sweeper, built on a Mercedes "Axor" basic frame. This highly performing machine will allow for a more rapid and more efficient clearance of the manoeuvring areas, the taxiway and the runway from Foreign Object Debris (FOD), which can only benefit flight traffic safety.

Also, a new tractor was purchased. This tractor, a New Holland T7220 Side Winder II-Auto Command, will be delivered in 2012 and be equipped with a flail mower at the front and a boom flail mower at the back. As a result, the further optimisation of the green management at the airport has become fact. Since the delivery also includes a snow plough, the tractor will also be used for pulling one of the airport's snow clearing machines.

Reliability and emergency planning

The airport has several installations that can guarantee its reliability. Several emergency generators guarantee the supply of electricity, so that the air traffic can be safely assisted and can land and depart at all times. An emergency tower was built for traffic control. It is situated on top of the fire station. The operation of the safety circuits is tested frequently by the services concerned.

The airport has an emergency plan for incidents and accidents with air traffic. This emergency plan is regularly reviewed and on 5 April 2011 a large-scale disaster exercise was held. This provincial multidisciplinary field exercise during which actual aids were used was aimed at testing the airport's internal emergency plan, the provincial general emergency and intervention plan and the municipal general emergency and intervention plan of the City of Ostend.

In an emergency situation several disciplines enter into action in the field: the fire brigade, the medical services, the police services, civil protection and the people in charge of communication. During a disaster each discipline is thus responsible for a specific aspect of the emergency aid. Therefore, a fourth objective was to test the plans of each separate discipline, the so-called monodisciplinary plans.

Apart from the operational aspect, the policy-based aspect was practised as well. In addition, the provincial coordination committee gathered during the exercise.

Snow clearing plan

In 2011, an additional snow plough was purchased. Thanks to this machine the snow clearing capacity of Ostend Airport could be increased even more. The optimisation of the snow clearing plan was further worked on as well. A new storage depot for keeping de-icing granules was built by the airport's own services and allows for a quick and efficient resupply in severe winter conditions. The operations regarding the liquid de-icing material were optimised as well: the installation of an electrical pumping system with a high flow rate caused the time to fill the de-icing spreader units to be halved. At the same time this system reduces the risk of spillage when filling the units to a minimum, which can only be beneficial to the environment.

De-icing

Cryotech (both in liquid and solid form) is used to de-ice the runway and aprons. This product consists of potassium acetate, which is perfectly biodegradable and does not cause any damage to the ecosystem. To de-ice the car parks, use is made of de-icing granules (solid). This product is composed of calcium chloride. It is irritating, but is only applied for car parks. The use of Cryotech and de-icing granules is recorded in the fire brigade logbook. To de-ice aircraft, the handling companies Aviapartner and Flightcare apply Ecowing 26. This product is not classified as harmful and is easily biodegradable.

Table 14: Used raw materials: de-icing products (EN1/AOSS5)

	2008	2009	2010	2011
Apron and taxiway: Cryotech (potassium acetate) (liquid - litre)	18,900	66,646	207,443	750
Apron and taxiway: Cryotech (potassium acetate) (solid - kg)	0	40	11,325	0
Aircraft (1) (Type II) (litre)	5,577	8,433	23,760	3,272
Other roads: de-icing granules (kg)	0	101	690	0
Number of days of winter service	12	11 + 3	46 + 17	2

(1) By Aviapartner (also on the authority of Flightcare)

2011 was a year without a really severe winter period. As a result the consumption of de-icing products was lower last year than in the years before and substantially lower than in 2010 when severe frost was recorded in the periods January-February and November-December.

Normally, the consumption of de-icing products by the handling companies[1] amounts annually to between 5,000 and 10,000 litres (depending on the weather conditions). Again, we record a much lower consumption for the year 2011. The de-icing product is not applied in its pure form, but is always mixed with water on a 50/50 basis. The pure product (100%) is rarely used. This dilution is expressed as ADF or Aircraft De-icing Fluid. All used products are dumped. No de-icing path is available at the airport. For this reason, it is impossible to recycle any used de-icing products (**EN2**).

Table 15: Degree of recycling and dumping of used de-icing products (EN2)

	2008	2009	2010	2011
Cryotech	0/100	0/100	0/100	0/100
De-icer for Type II aircraft	0/100	0/100	0/100	0/100

Prevention of blind spot accidents

Blind spot accidents must be avoided. Therefore, correct mirror settings are of vital importance. In May 2011, a mirror check station was put into use at Ostend Airport. At the mirror check stations truck drivers can check whether the mirror settings of their vehicles are correct. The Government of Flanders intends to open another 20 such mirror check stations by the end of next year.

[1] Aviapartner also de-ices the aircraft on the authority of Flightcare.

Security

Airside access is strictly regulated. An airport security plan is in place for the airport premises which is in keeping with Article 12 of Regulation (EC) No 300/2008. The chairman of the local security committee (lokaal veiligheidscomité/LOVECO), i.e. the Managing Director/CEO, is responsible for the local coordination. He is assisted by the Security Manager.

Access is only possible provided an airport identification card has been applied for and issued. If an airport identification card is granted, the future holder of this card must follow training in order to become acquainted with and to apply the rules that are in force on the premises. The badge operator shall always make sure that the future holder has understood the instructions. In principle, the airport identification card is valid for a maximum of three years, unless the person concerned has to work at the airport for a shorter period of time (limited to the duration of the assignment). When the validity of the card has expired, the holder must hand in the airport identification card at his or her own initiative.

The security inspection of individuals is carried out in conformity with the prevailing European regulations:

- Regulation (EC) No 300/2008 of the European Parliament and of the Council of 11 March 2008 on common rules in the field of civil aviation security and repealing Regulation (EC) No 2320/2002;
- Commission Regulation (EC) No 272/2009 of 2 April 2009 supplementing the common basic standards on civil aviation security laid down in the Annex to Regulation (EC) No 300/2008 of the European Parliament and of the Council;
- Commission Regulation (EU) No 185/2010 of 4 March 2010 laying down detailed measures for the implementation of the common basic standards on aviation security;
- the relevant parts of Commission Decision C(2010) 774 laying down detailed measures for the implementation of the common standards on aviation security.

The human rights element is incorporated into the general training that is provided to each staff member of the Security Department.

Separate rooms are available for carrying out thorough searches and/or individual searches at the request of the individual concerned.

The Security Department is composed of four different teams, each consisting of 7 or 8 security officers, headed by two permanent heads of post who are alternately on duty.

The access control for pedestrians is carried out through the airport security post at the passenger building and the control tower. All vehicles that are given airside access are checked. During the search of the vehicle the occupants are not allowed to stay in the vehicle. The personal baggage must be removed from the vehicle and be subjected to a separate security check. Closed boxes (all packagings which the security officer has his doubts about) must also undergo a security check. This can be done by opening them and/or by using screening equipment. Some deliveries must be subjected to a security check.

On the airport premises there is a speed limit of 30 km/hour. The airport's Duty Operations Officer supervises this and will draw up an administrative report, if necessary.

Social

2011 results

Human rights

Up till now no conditions have been set with regard to the respect for human rights nor is any such screening being carried out when concluding concession and investment contracts with users and other parties **(HR1)**. So far, suppliers of works and services have not been screened in terms of respect for human rights **(HR2)** .

The subject of human rights is part, however, of the general training provided to each staff member of the Security Department (**HR8** = 100% for security personnel). The processing of personal information and the installation and use of security cameras are laid down by regulations, as well as included in a code of ethics. The processing of the above mentioned information (personal information and camera images) is technically secured and therefore only accessible to a limited extent.

Ostend Airport devotes attention to the rights of its employees. This means that the airport does not make any distinction between people on the basis of their status, origin or the situation they are in.

The airport activities do not have any direct bearing on human rights. Human rights are indirectly considered in any decisions taken by the airport (**HR10**). Respect for human rights, human dignity and the principles of freedom, democracy and the rule of law are common values of all the EU Member States, which are therefore also respected by the airport (**HR1**).

However, no specific evaluations are available on this subject.

Complaints register

The airport has a complaints register. Complaints can be lodged both by telephone and by e-mail. All complaints are followed up and every person lodging a complaint is informed about its progress.

As laid down in the environmental licence of the airport, a consultation committee gathers every six months (Environment Consultation Committee) in which several interest groups are represented (City of Ostend, municipality of Middelkerke, the Provincial Executive, people living in the neighbourhood, the Department of Environment, Nature and Energy of the Flemish public administration and Ostend-Bruges International Airport). Complaints can be expressed during this committee as well.

Impact on the local population (SO9 and SO10)

The airport keeps all the records of existing actions and installations which can logically be assumed to have a (potential) negative impact on the local population. In more concrete terms it involves information regarding flights (number, time), the noise value of the aircraft (QC), the noise emissions (through measurement at the measuring posts and the annual determination of noise contours) and information about power tests. This information is already mentioned elsewhere in this report. The airport may have a negative impact on the surrounding area in terms of noise and odour. However, this impact can be reduced through constant monitoring and regular consultation with the neighbourhood.

Switching as fast as possible from APU's to GPU's will also help reduce the noise emission in the surrounding area of the airport.

In case of new investment plants a risk analysis is each time carried out in order to be able to already assess the impact of the project before it is started and implemented, and if necessary, to introduce mitigation measures.

Local embedding

Apart from three firemen, all members of the airport fire brigade are also active within the local fire brigade of their municipality.

Health and safety of consumers (PR3)

The airport's safety policy is actively communicated. Health recommendations (for instance with regard to the prevention of flu) are made visible to staff members and passengers in the various buildings.

The members of the Security Department, responsible for carrying out security checks of people and baggage, are advised to wear gloves for reasons of hygiene. Disinfection products are available to them as well.

In case there is an increased risk of infection (for instance in case of epidemics) the wearing of gloves is compulsory until the health risk is lifted.

Labelling (PR3)

An international airport must meet the needs of visitors and airport users in terms of language use to the maximum extent. The relevant legislation is complied with. Any signs in the arrival and departure halls are drawn up in several languages: apart from a Dutch version, French and English translations are always available, and sometimes even a translation in other languages. Maximum use is made of pictograms that are not linked to languages. Posters with safety regulations are also hung up in different languages.

The privacy legislation is strictly observed. Personal information of passengers is not stored in any database. This comes under the responsibility of the airline companies. The use of security cameras is laid down by the Act of 21 March 2007 regulating the installation and use of security cameras.

Marketing communication

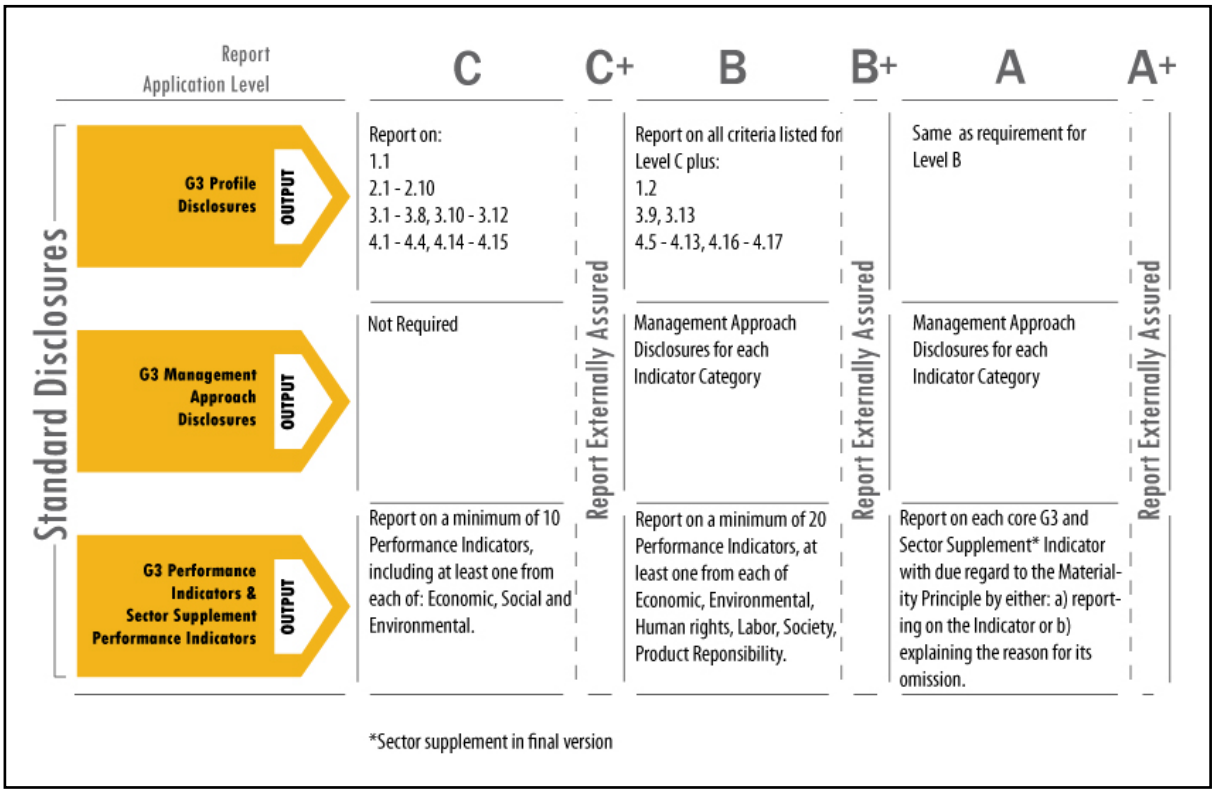
The airport tries to make the destinations it provides known to the public at large by publishing a summer/winter programme and placing it on the website as well as by publishing advertisements, mainly in professional media. The advertisements put by Ostend Airport are always in keeping with the prevailing advertising legislation that governs market practices and consumer protection. This advertising must not lead to discrimination, be deceptive or be shocking for children. Ostend Airport has so far not received any sanction, penalty or warning for violations against the law on advertising.

List of concepts

arr.	arrival
ABTO	Association of Belgian Tour Operators
ACI	Airports Council International
ACOD	Algemene Centrale der Openbare Diensten
ACV-Transcom	Trade union created on 1 April 2001 from an amalgamation of the Christian Union of Communication Media and Culture (Christelijke Vakbond van Communicatiemiddelen en Cultuur/CVCC) and the Christian Transport Workers and Diamond Manufacturers (Christelijke Vervoerarbeiders en Diamantbewerkers/CVD)
ADF	Aircraft Deicing Fluid
AED	Automated External Defibrillator
AIP	Aeronautical Information Publication
APU	Auxiliary Power Unit
BAFA	Ben-Air Flight Academy
BCU	Bird Control Unit
BDOC	Beleidsdomeinoverlegcomité (policy area consultative committee)
BWK	Biologische WaarderingsKaart (Biological Valuation Map)
CDO	Continuous Descent Operation
Civil subsonic jet aeroplane	A civil subsonic jet aeroplane with a certified MTOW of 34,000 kg or more or with a maximum capacity of more than 19 seats that is certified for the aircraft type concerned, not including the seats that are exclusively intended for the crew, and which is propelled by motors with a by-pass ratio of less than 3.
CSR	Corporate Social Responsibility
DAB	Dienst met Afzonderlijk Beheer (Separate Management Service/SMS)
DD-marker	Radio beacon delta delta
Deicing	To remove snow and ice from aircraft by means of deicing products
dep.	departure
DGLV	Directoraat-generaal Luchtvaart (Belgian Civil Aviation Authority)
EBOS	ICAO code for Ostend-Bruges International Airport
EIR	Environmental Impact Report
EOC	Entiteitsoverlegcomité (entity consultative committee)
EURAL	EURopese AfvalstoffenLijst (European List of Waste/LoW)
FAVV	Federaal Agentschap voor de Veiligheid van de Voedselketen (Federal Agency for the Safety of the Food Chain)

FOD	Foreign Object Deblis
FSC	Forest Stewardship Council
	FSC is a label or quality mark on a wood or paper product which indicates that the product originates from a sustainably managed forest. The FSC label guarantees the sustainable origin, because not only the forest of origin is monitored, but also the entire commercial chain up to the end consumer. In this way the end customer receives the guarantee that the product concerned comes from a well-managed, FSC certified forest.
FTE	Full-Time Equivalent
GPU	Ground Power Unit
GRI	Global Reporting Initiative
HC separator	Hydrocarbon separator
ICAO	International Civil Aviation Organisation
IMJV	Integraal Milieujaarverslag (Annual Integrated Environmental Report)
INM	Integrated Noise Model
KHBO	Katholieke Hogeschool Brugge-Oostende
L_{DEN}	Level Day-Evening-Night: measure for the noise load in which the load is determined for 3 day periods and the events during the evening and night are taken into account 5 and 10 times more
L_{DN}	Level Day-Night: measure for the noise load in which the noise events during the night are taken into account 10 times more than the day
LOVECO	LOkaalVEiligheidsCOmité (the local security committee)
MTOW	Maximum Take Off Weight
NMS	Noise Monitoring System
Noise contour	Isoline that connects points of an equal noise load. Noise contours are used for airports to objectively express and map the long-term noise load as a result of aircraft taking off and landing
NOTAM	Notice to Airmen: a message containing critical information about an airport or airspace. This information is either of a temporary nature or was unknown at the time when the flight charts were drawn up or when the airport-related books and publications were published. This information can contain anything that is to some extent important for the pilot (for instance whether a runway is temporarily closed, or whether the pilot may encounter any obstacles, such as parachute jumpers, etc.). For every flight a pilot will before departure request any NOTAMs from the airport(s) which he will or may possibly need.
NZVC	Noordzee Vliegclub
OAC	Ostend Air College

OVAM	Openbare Vlaamse Afvalstoffen Maatschappij (Public Waste Agency of Flanders)
QC	Quota Count is a criterion for the level of noise measured during landing or take-off, expressed in EPN(dB)
R134a	HFC refrigerant for application in medium and high temperature stationary commercial cooling as well as water chillers and domestic applications
R22	HCFC refrigerant for application in stationary and commercial aironditioning and for medium and low temperature commercial cooling
RAMSAR Convention	International Convention on Wetlands of International Importance. Named after the city of RAMSAR in Iran where in 1971 the international conference on wetlands and water birds took place and this convention was signed.
Red lists	Lists on which the endangered animal and plant species are mentioned per country.
Retrofit	The refrigerant of a cooling installation is exchanged by a more environment-friendly refrigerant. Sometimes an adaptation to the installation is required.
RITO	Runway Incursion Team
Runway Incursion	In accordance with ICAO this is any occurrence at an aerodrome involving the incorrect presence of an aircraft, vehicle or person on the protected area of a surface designated for the landing and take-off of aircraft.
SAFCO	Safety Committee Ostend-Bruges Airport
SEOC	Subentiteitsoverlegcomité (Sub-entity consultative committee)
Slot	Time period during which an aircraft may land or take off at an airport
SMS	Separate Management Service Safety Management System
SPA-B	Special protection area, designation of the special area of conservation in implementation of European Directive 2009/147/EC (Birds Directive)
SPA-H	Special protection area, designation of the special area of conservation in implementation of European Directive 92/43/EEC (Habitats Directive)
TIACA	The International Air Cargo Association
TMA	Terminal Area, is a controlled area which extends from a certain height above the ground up to its ceiling. These areas control the traffic landing at and taking off from an airport.
VMM	Vlaamse Milieu Maatschappij (Flemish Environment Company)
VMW	Vlaamse Maatschappij voor Watervoorziening (Flemish Water Supply Company)
Vortex	Spiral turbulence or wake turbulence
VSOA	Vrij Syndicaat voor het Openbaar Ambt (Free Trade Union for the Public Office)
WVI	West-Vlaamse Intercommunale (West Flanders Intermunicipal Association)


Report Application Level
C
C+
B
B+
A
A+
Standard Disclosures
G3 Profile Disclosures
OUTPUT
Report on:
1.1
2.1 - 2.10
3.1 - 3.8, 3.10 - 3.12
4.1 - 4.4, 4.14 - 4.15
Report on all criteria listed for Level C plus:
1.2
3.9, 3.13
4.5 - 4.13, 4.16 - 4.17
Same as requirement for Level B
G3 Management Approach Disclosures
OUTPUT
Not Required
Management Approach Disclosures for each Indicator Category
Management Approach Disclosures for each Indicator Category
G3 Performance Indicators & Sector Supplement Performance Indicators
OUTPUT
Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.
Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human rights, Labor, Society, Product Reponsibility.
Report on each core G3 and Sector Supplement* Indicator with due regard to the Material-ity Principle by either: a) report-ing on the Indicator or b) explaining the reason for its omission.
Report Externally Assured
Report Externally Assured
Report Externally Assured
*Sector supplement in final version

GRI INDEX

PROFILE

1. Strategy and Analysis

Profile Disclosure	Description
1,1	Statement from the most senior decision-maker of the organization.
1,2	Description of key impacts, risks, and opportunities.

2. Organizational Profile

Profile Disclosure	Description
2,1	Name of the organization.
2,2	Primary brands, products, and/or services.
2,3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.
2,4	Location of organization's headquarters.
2,5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.
2,6	Nature of ownership and legal form.
2,7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).
2,8	Scale of the reporting organization.
2,9	Significant changes during the reporting period regarding size, structure, or ownership.
2,10	Awards received in the reporting period.

3. Report Parameters

Profile Disclosure	Description
3,1	Reporting period (e.g., fiscal/calendar year) for information provided.
3,2	Date of most recent previous report (if any).
3,3	Reporting cycle (annual, biennial, etc.)
3,4	Contact point for questions regarding the report or its contents.
3,5	Process for defining report content.
3,6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.
3,7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).
3,8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.
3,9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.
3,10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g.,mergers/acquisitions, change of base years/periods, nature of business, measurement methods).
3,11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.
3,12	Table identifying the location of the Standard Disclosures in the report.
3,13	Policy and current practice with regard to seeking external assurance for the report.

4. Governance, Commitments, and Engagement

Profile Disclosure	Description
4,1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.
4,2	Indicate whether the Chair of the highest governance body is also an executive officer.
4,3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.
4,4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.
4,5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).
4,6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.
4,7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.
4,8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.

4,9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.
4,10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.
4,11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.
4,12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.
4,13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.
4,14	List of stakeholder groups engaged by the organization.
4,15	Basis for identification and selection of stakeholders with whom to engage.
4,16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.
4,17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.
	MANAGEMENT APPROACH
G3 DMA	**Description**
DMA EC	**Disclosure on Management Approach EC**
Aspects	Economic performance
	Market presence
	Indirect economic impacts
DMA EN	**Disclosure on Management Approach EN**
Aspects	Materials
	Energy
	Water
	Biodiversity
	Emissions, effluents and waste
	Products and services
	Compliance
	Transport
	Overall
	Noise
DMA LA	**Disclosure on Management Approach LA**
Aspects	Employment
	Labor/management relations
	Occupational health and safety
	Training and education
	Diversity and equal opportunity
	Equal remuneration for women and men
DMA HR	**Disclosure on Management Approach HR**
Aspects	Investment and procurement practices
	Non-discrimination
	Freedom of association and collective bargaining
	Child labor
	Prevention of forced and compulsory labor
	Security practices
	Indigenous rights
	Assessment
	Remediation
DMA SO	**Disclosure on Management Approach SO**
Aspects	Local communities
	Corruption
	Public policy
	Anti-competitive behavior
	Compliance
DMA PR	**Disclosure on Management Approach PR**
Aspects	Customer health and safety
	Product and service labelling
	Marketing communications
	Customer privacy
	Compliance
	PEFORMANCE INDICATORS
Economy	

Performance Indicator	Description
Economic performance	
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.
EC3	Coverage of the organization's defined benefit plan obligations.
EC4	Significant financial assistance received from government.
Market presence	
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.
AOSS1 (AO1)	Total number of passengers annually, broken down by passengers on international and domestic flights and broken down by origin-and-destination and transfer, including transit passengers.
AOSS2 (AO2)	Annual total number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation flights.
Indirect economic impacts	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.

Environmental

Performance Indicator	Description
Materials	
EN1	Materials used by weight or volume.
EN2	Percentage of materials used that are recycled input materials.
Energy	
EN3	Direct energy consumption by primary energy source.
EN4	Indirect energy consumption by primary source.
EN5	Energy saved due to conservation and efficiency improvements.
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.
Water	
EN8	Total water withdrawal by source.
EN9	Water sources significantly affected by withdrawal of water.
EN10	Percentage and total volume of water recycled and reused.
AOSS3 (AO4)	Quality of storm water by applicable regulatory standards.
Biodiversity	
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.
EN13	Habitats protected or restored.
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.
Emissions, effluents and waste	
EN16	Total direct and indirect greenhouse gas emissions by weight.
EN17	Other relevant indirect greenhouse gas emissions by weight.
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.
EN19	Emissions of ozone-depleting substances by weight.
EN20	NOx, SOx, and other significant air emissions by type and weight.
EN21	Total water discharge by quality and destination.
EN22	Total weight of waste by type and disposal method.
EN23	Total number and volume of significant spills.
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.
AOSS4 (AO5)	Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (µg/m3) or parts per million (ppm) by regulatory regime.
AOSS5 (AO6)	Aircraft and pavement de-icing/anti-icing fluid used and treated by m3 and/or metric tonnes.

Products and services	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.
Compliance	
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.
Transport	
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.
Overall	
EN30	Total environmental protection expenditures and investments by type.
AOSS6 (AO7)	Number and percentage change of people residing in areas affected by noise.
Social: Labor Practices and Decent Work	
Performance Indicator	**Description**
Employment	
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.
LA15	Return to work and retention rates after parental leave, by gender.
Labor/management relations	
LA4	Percentage of employees covered by collective bargaining agreements.
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.
Occupational health and safety	
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.
LA9	Health and safety topics covered in formal agreements with trade unions.
Training and education	
LA10	Average hours of training per year per employee by gender, and by employee category.
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.
LA12	Percentage of employees receiving regular performance and career development reviews, by gender
Diversity and equal opportunity	
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.
Equal remuneration for women and men	
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.
Social: Human Rights	
Performance Indicator	**Description**
Investment and procurement practices	
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.
Non-discrimination	
HR4	Total number of incidents of discrimination and actions taken.
Freedom of association and collective bargaining	
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.
Child labor	
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.
Forced and compulsory labor	
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.
Security practices	

HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.
Indigenous rights	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.
Assessment	
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.
Remediation	
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.
Social: Society	
Performance Indicator	**Description**
Local communities	
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.
SO9	Operations with significant potential or actual negative impacts on local communities.
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.
AOSS7 (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.
Corruption	
SO2	Percentage and total number of business units analyzed for risks related to corruption.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.
SO4	Actions taken in response to incidents of corruption.
Public policy	
SO5	Public policy positions and participation in public policy development and lobbying.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.
Anti-competitive behavior	
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.
Compliance	
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.
Social: Product Responsibility	
Performance Indicator	**Description**
Customer health and safety	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.
AOSS8 (AO9)	Total annual number of wildlife strikes per 10,000 aircraft movements.
Product and service labelling	
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.
Marketing communications	
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.
Customer privacy	
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.
Compliance	
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.

Legend:

XX.Y	core indicator
AOSS	core indicator in airport operator sector supplement

department
Mobility and
Public Works

Composition
Ostend - Bruges International Airport
Nieuwpoortsesteenweg 889 - 8400 Ostend
Gino Vanspauwen, Tom Robeyn, Ann Vanpraet, Els Jaques,
Cathy Lattrez , Claire Verlinde, Kathy Verstraete, Emanuela Segers,
Petra Ingelbrecht (Grontmij), Annelies Verlee (Grontmij)

Final editing
Els Jaques

Chief editor
Gino Vanspauwen, Managing Director/CEO

Layout and printing
BZ - AFM - Digitale Drukkerij
Nadia De Braekeler
Salto Reclame (cover)

Paper
Cocoon Preprint - 100% recycled
Cocoon Gloss - 100% recycled
FSC® certified

Photography
Ostend Airport, Sven de Bevere, Andre Deblauwe,
Nico Deblauwe, Westtoer, Toerisme Brugge

Catalogue number
D/2012/3241/026

Publication
August 2012

The present Sustainability and Annual Report can be obtained free of charge, in Dutch or English, at the following address:

Ostend-Bruges International Airport
Mrs Cathy Lattrez
Nieuwpoortsesteenweg 887 bus 4
B - 8400 Oostende
Telephone: +32 (0)59 80 20 08
Fax: +32 (0)59 70 55 12
e - mail: cathy@ost.aero

international AIRPORT OSTEND - BRUGES

Ostend-Bruges International Airport
Nieuwpoortsesteenweg 889
8400 Ostend
Belgium
Tel.: +32 (0)59 80 20 08
Fax: +32 (0)59 70 55 12
www.ost.aero

department Mobility and Public Works