# OSTEND-BRUGES
# INTERNATIONAL AIRPORT

# SUSTAINABILITY AND ANNUAL REPORT 2010

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# About this report

With this first 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 2010 as well as of its performance in terms of sustainable development. In addition we offer an insight into our medium term ambitions. Within this framework the present report can be regarded as a baseline measurement. The airport's environmental permit and the accompanying environmental legislation already impose quite a number of obligations with regard to the communication of environmental performance. These figures primarily serve as a source of information for the drafting of the present sustainability and annual report.

When drawing up the report, Ostend-Bruges International Airport complies with the guidelines of the Global Reporting Initiative (GRI) as well as takes account of the draft documents regarding the Airport Operators Sector Supplement (AOSS) (latest available version of 28 July 2010).

## Scope

The information pertains to the reporting year running from 1 January through 31 December 2010. To the extent possible, trends are reported through figures for the period 2008-2010.

## Global Reporting Initiative guidelines and verification of this report

The G3 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. As for the indicators relating to our operational management the sheet indicates where the information about the subject concerned can be found.

## 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.

Global Reporting Initiative™

# Statement
# GRI Application Level Check

GRI hereby states that Ostend Bruges International Airport has presented its report "Sustainability and Annual Report 2010" to GRI's Report Services which have concluded that the report fulfills the requirements of Application Level B.

GRI Application Levels communicate the extent to which the content of the G3 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 Guidelines.

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

26 April 2011, Amsterdam

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative


*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 11 April 2011. GRI explicitly excludes the statement being applied to any later changes to such material.*

# Preface

Dear reader,

In 2010, 64,041 tons of freight were transported. For Ostend-Bruges International Airport this is a decline compared to its 2009 performance. However, the airport maintains its ranking compared to airports performing similar activities. Passenger traffic, on the other hand, rose by 10.8%. This increase is largely owing to the new destination of Malaga provided by Jetairfly.The number of movements also slightly grew by 1.4% in 2010.

Although the economic crisis is still ongoing, we believe that carriers and tour operators appreciate the trumps of Ostend-Bruges International Airport and will not be blind to the sustainability performances we have inventoried for you. Sustainability has become a core value and we seek to translate this into our new mission statement: "By 2020 we aim to be one of the most attractive, efficient and sustainable cargo airports in Europe". This means that we will try to attract carriers with a younger fleet (less emissions), promote local employment, ensure an adapted infrastructure with maximum focus on the sustainable renovation of the airport buildings and more energy-efficient lighting, etc. We aim to constantly improve, in terms of economic as well as environmental and social performance.

With the 'Flemish Action Plan on Sustainable Procurement 2009-2011' a first step has been taken towards sustainable embedding. In keeping with the current definition the concept of 'sustainable procurement' is 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. By 2020, the Flemish Government will have achieved 100 percent of sustainable procurement. Interim criteria will provide guidance for this process and even accelerate it. In this context Ostend-Bruges International Airport plays an important role in managing and extending its infrastructure and in purchasing services and selecting suppliers.

Furthermore, we are pleased that – despite the decline in cargo figures in 2009 compared to 2008 – it was announced in December 2010 that Ostend-Bruges International Airport ranked 29th on the European ranking of the top 30 cargo airports in 2009 and is still holding the 94th position among cargo airports worldwide. These figures originate from the Airports Council International (ACI) and were published in Airline Cargo Management. With regard to the publication of this ranking, I wish to emphasise our intention to at least maintain the position of Ostend-Bruges International Airport in these two rankings in the future. We want to stress that – after our best two years ever with 108,260 tons in 2005 and 108,953 tons in 2007 – the airport will give its all to achieve in the medium term the milestone of 120,000 tons in a sustainable manner.

Gino Vanspauwen,
Managing Director/CEO

# Mission statement

**By 2020 we aim to be one of the most attractive, efficient and sustainable cargo airports in Europe. We wish to be a professional, profitable and reputable organisation which offers aviation-related services to consumers and business users. We intend to play an important economic role in our region and wish to achieve this goal with the concept of sustainable development in mind.**

We wish to further develop Ostend-Bruges International Airport and we intend to stimulate our regional economy as 'gateway to the world'.

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 good management and an excellent commercial approach.

Hereby, the airport aims at sustainable development and puts its principles into practice. This means that the airport is indeed pursuing more traffic, taking into account the conclusions of the MER[1] which was drawn up in 2004 within the framework of the procedure to obtain a new environmental licence.

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

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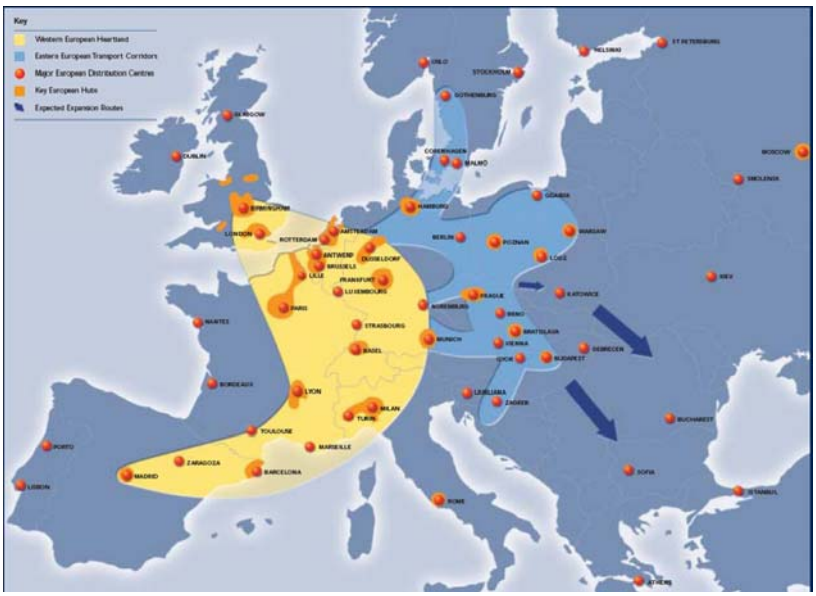
# Profile of the organisation

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 below 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 2010. 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.

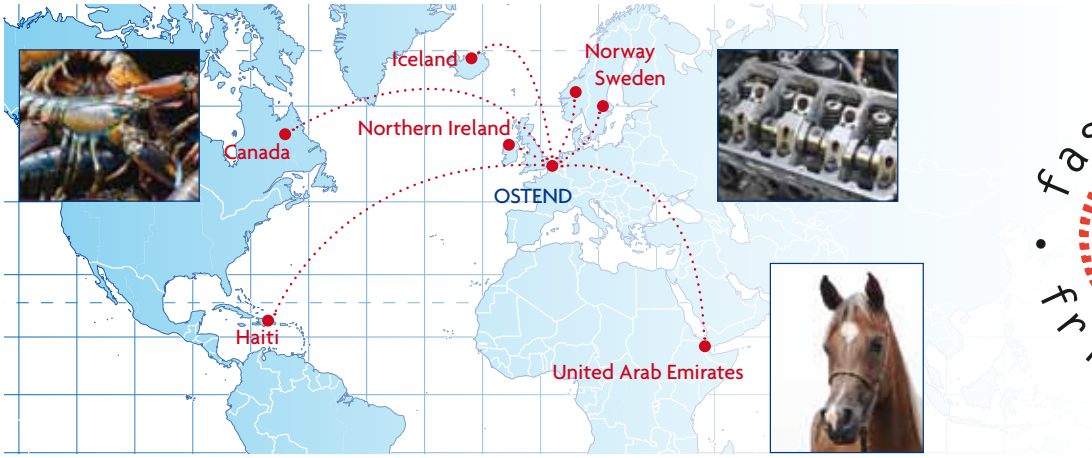
1 World Airways flies on the authority of ANA Aviation.

# 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)

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## Market presence

During the 2011 summer season passenger flights are 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).

**AOSS1 Total number of passengers annually, broken down by international and domestic flights**

| Number of transported passengers | 2010 | 2009 | 2008 |
|---|---|---|---|
| International flights | 175,635 | 161,313 | 169,555 |
| Domestic flights | 38,003 | 31,463 | 30,403 |
| **Total** | **213,638** | **192,776** | **199,958** |

# PASSENGER DESTINATIONS


# FLY TO THE SUN AND THE FUN!

Are you looking for the sun in Spain, the Greek Islands or on the Turkish or Tunisian coasts?
Start your holiday without any stress and leave from Ostend airport.

Alicante - Majorca - Tenerife - Malaga - Gran Canaria - Crete - Kos - Rhodes - Izmir - Antalya - Bodrum - Enfidha (Monastir)

international AIRPORT OSTEND - BRUGES

Easy to reach • Affordable parking • Relaxed atmosphere •
**Contact your tour operator for more info • 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 near 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:**<br>▪ Passengers and visitors<br>▪ Concessionaires<br>▪ Airlines<br>▪ Handling companies<br>▪ Flying schools and flying club | Website **www.ost.aero**<br>Teletext<br>Individual talks<br>Advertisements<br>Notice to Airmen (NOTAM) |
| **Sector partners:**<br>▪ Airlines and tour operators<br>▪ Handling companies<br>▪ Belgocontrol<br>▪ West Flanders Intermunicipal Association (West-Vlaamse Intercommunale/WVI)<br>▪ Carriers, forwarding companies, logistic providers, consolidators, producers and marketeers of flowers, vegetables and fruit,…<br>▪ Fuelling<br>▪ 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:**<br>▪ 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, …<br>▪ Suppliers<br>▪ Knowledge and research institutions | (Multi-annual) contracts<br>Individual talks and alignment<br>Annual report<br>Personnel Working Group |
| **Society:**<br>▪ People living in the neighbourhood of the airport<br>▪ Interested parties<br>▪ Spotters<br>▪ Job students | Website **www.ost.aero**<br>Environment Consultation Committee<br>Complaints registration and handling<br>Advertisements |
| **Authorities:**<br>▪ International: International Civil Aviation Organisation (ICAO)<br>▪ Federal: Belgian Civil Aviation Authority (Directoraat-generaal Luchtvaart/DGLV)<br>▪ Flemish government<br>▪ Minister<br>▪ Province of West Flanders<br>▪ City of Ostend and municipality of Middelkerke<br>▪ West Flanders Intermunicipal Association (West-Vlaamse Intercommunale/WVI)<br>▪ NPO Toeristische Ontsluiting West-Vlaanderen (including city of Ostend, city of Bruges, city of Ghent) | Environment Consultation Committee<br>Internet<br>Annual report<br>Regular alignment<br>Audits |
| **Collaborators:**<br>▪ Ostend Airport<br>▪ Family members of personnel<br>▪ Trade unions | Intranet<br>Staff magazine '13'<br>Memoranda and messages to personnel on signs<br>Direct e-mail<br>Sub-entity consultative committee (Subentiteitsoverlegcomité/SEOC)<br>Teambuilding and personnel activities |

## Personnel

On 31 December 2010, the Separate Management Service (SMS) Ostend Airport employed 128 members of staff. On 31 December 2009, their number still amounted to 133. This is thus a decrease by 5 members of staff. A number of staff members left the workforce and will not be replaced until 2011: in the spring of 2011 two new Security Officers will take up employment with the airport. The organisation chart has not changed much since 2009. 'Cleaning' now comes under the supervision of the Executive Secretary. The position of Head of Technical Services is filled again since 1 January 2010. In 2010, 1 Duty Operations Officer, 1 Marshaller/Bird Control Unit (BCU) and 6 Security Officers were recruited. All these recruitments were replacements. The position of Fire & Rescue Manager is yet to be filled. 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).

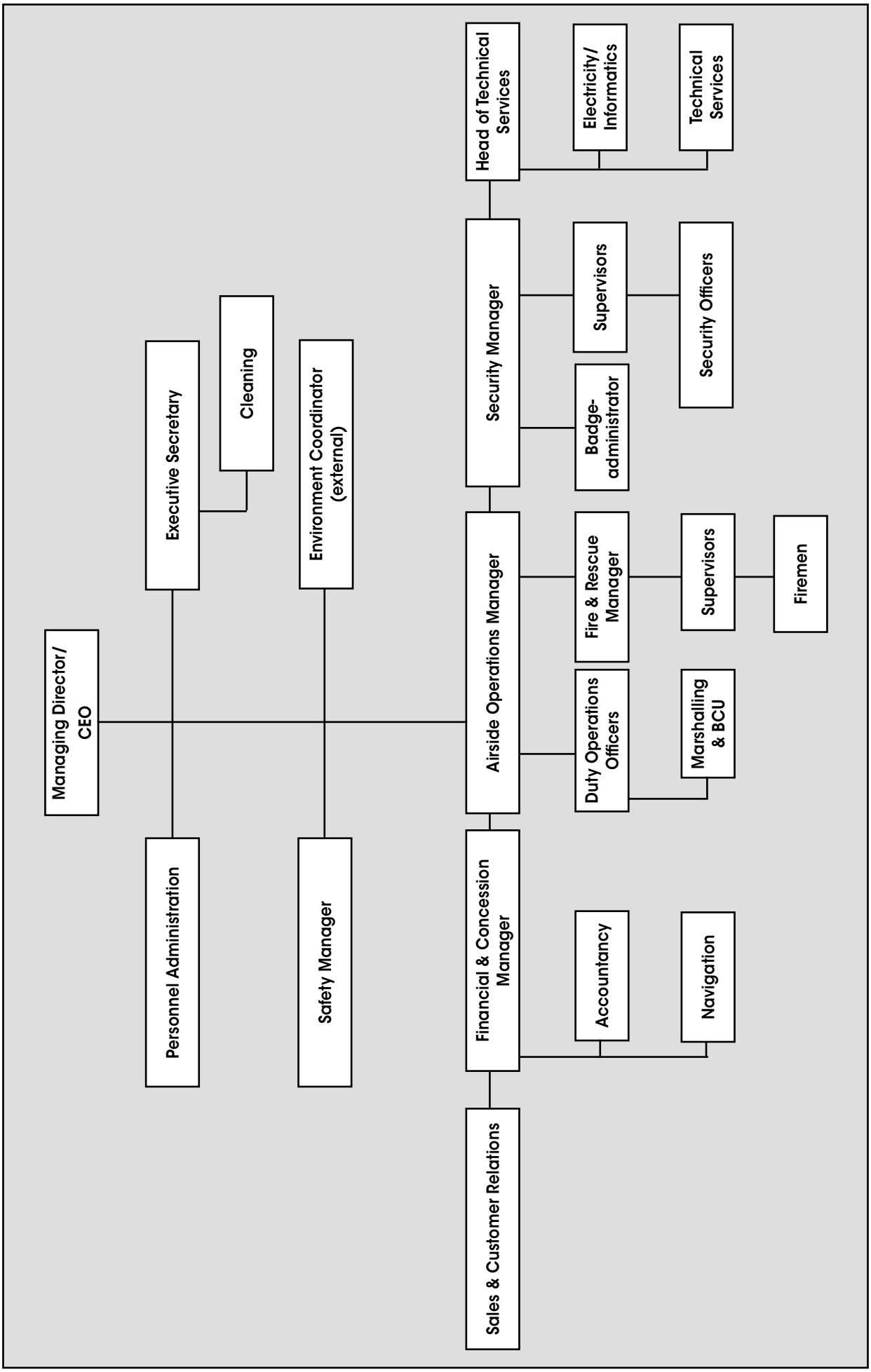
Since the West Flanders Economic Research and Consultancy Bureau (West-Vlaams Economisch Studiebureau/WES) has decided to no longer offer environmental consultancy, the Flemish government decided late 2009 to put out a tender to appoint a new external environmental coordinator. On 27 September 2010, the cooperation with the WES was discontinued. The duties of the environmental coordinator were taken over by an employee from the Grontmij company.

**Situation on 31 December 2010**

| | Number | FTE[1]s |
|---|---|---|
| Managing Director/CEO | 1 | 1 |
| Executive Secretary | 1 | 0.8 |
| Cleaning | 4 | 3.8 |
| Personnel Administration | 2 | 2 |
| Safety Manager | 1 | 1 |
| Finance & Concession Department | | |
| Financial & Concession Manager | 1 | 1 |
| Accountancy | 3 | 2.5 |
| Navigation | 5 | 3.5 |
| Airside Operations | | |
| Airside Operations Manager | 1 | 1 |
| Duty Operations Officers | 6 | 5.8 |
| Marshalling & Bird Control Unit | 10 | 10 |
| Fire & Rescue Manager (vacancy) | | |
| Firemen | 38 | 37.8 |
| Security | | |
| Security Manager | 1 | 1 |
| Security Officers | 37 | 36.8 |
| Badge Administrator | 1 | 1 |
| Technical Services | | |
| Head of Technical Services | 1 | 1 |
| Electricity/Informatics | 8 | 7.5 |
| Technical Services | 3 | 3 |
| No performance (both full-time unpaid leave and full-time career break) | 4 | 0 |
| **Total** | **128** | **120.5** |
| Sales & Customer Relations Consultant | 1 | 1 |

1 Full-Time Equivalent

**Organisation chart on 31 December 2010**

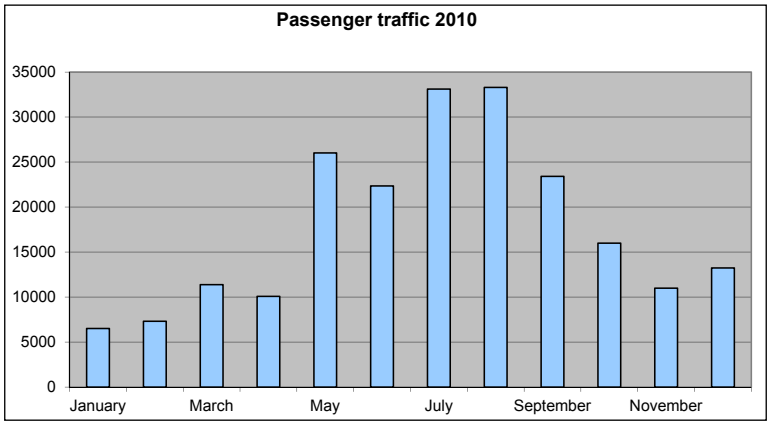


# Traffic

## Passengers

In 2010, passenger numbers rose by 10.8% compared to 2009: from 192,776 passengers in 2009 to 213,638 in 2010. This increase is largely owing to the new destination of Malaga that is provided by Jetairfly. In 2010, the occupancy rate of aircraft was higher as well. Compared to December 2009, the airport recorded in December 2010 an exceptional increase in passenger traffic by 82% as a result of the handling of flights diverted from Luik, Brussels and Charleroi. These airports had been closed shortly before Christmas due to heavy snowfall.

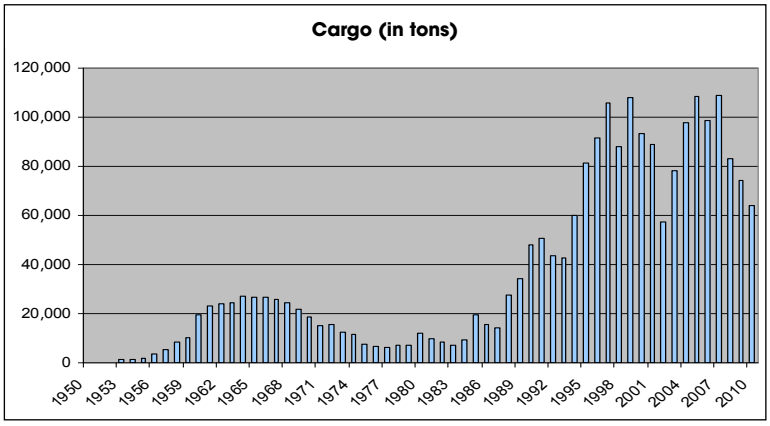
The data included in the diagram below confirm the seasonal cycle. However, because of the nature of the destinations a lot of passengers are also recorded outside school holiday periods. The small peak registered in December 2010 is the result of the aforementioned diverted flights from Luik, Brussels and Charleroi.




## Cargo

The cargo division did not perform so well. 64,041 tons of goods were shipped, which is a decrease by 13.6% compared to 2009. This decrease by 13.6% can be explained by the departure of the most important customer, MK Airlines, in the spring. In the second half of the year the airport started to get back on its feet per cent by per cent.

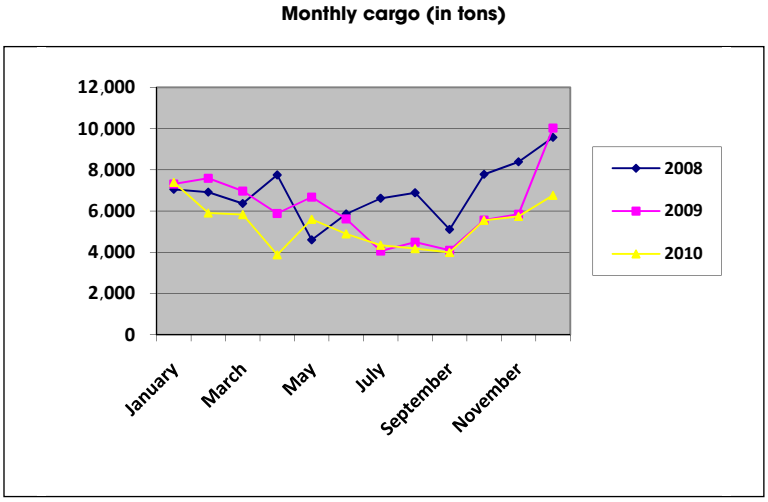
The departure of MK Airlines and the flight ban of Meridian Airways above Europe affected the airport in 2010: on the one hand the cargo of MK Airlines was only partially taken over by the airport's other customers, and on the other hand these airlines use smaller aircraft, which implies a lower cargo capacity.




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.

The diagram of the monthly cargo (see below) clearly shows the impact of the departure of MK Airlines: the cargo figures of April 2010 amount to 50% of the cargo figures recorded in April 2008.



## Movements

In 2010, there were 37,875 movements. This is a slight increase of 1.4 per cent compared to 2009. The general aviation movements (touring and training flights) still account for the largest part. In addition, the number of business flights departing from Ostend grew.

In the past two years the airport has been faced with a strong rise in the number of 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. In the past years the number of movements with these aircraft grew to such an extent that a monthly follow-up is required in order to avoid any exceedances of this limit value.

| Aircraft (MTOW[1]) | 2010 | 2009 | 2008 | Maximum |
|---|---|---|---|---|
| ≤ 6 tons | 33,352 | 33,183 | 28,579 | 34,000 |
| > 6 tons | 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.

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Cargo (in tons) | 64,041 | 74,148 | 82,920 |
| Number of passengers | 213,638 | 192,776 | 199,958 |
| Number of movements[2] | 37,875 | 37,356 | 33,298 |

1 Maximum Take Off Weight

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

## 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, a 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 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 2010, 128 staff members (120.5 FTEs) were employed by the Flemish government at Ostend-Bruges International Airport. The division between fulltime and part-time shows a small increase in part-time work.

On 31 December 2010, the workforce consisted of 42 permanent staff members and 86 contractual staff members: a ratio of 33% permanent staff and 67% contractual staff, as opposed to 34% permanent staff and 66% contractual staff at the end of 2009. In 2010, three permanent staff members retired and were replaced by contractual staff members. One contractual staff member became a permanent staff member after having participated in the generic tests.

**LA1 Employment**

| | **2010** | **2009** | **2008** |
|---|---|---|---|
| Flemish government (FTE) | 128 (120.5) | 133 (126.1) | 132 (125) |
| fulltime/part-time | 92% / 8% | 93% / 7% | 95% / 5% |
| permanent/contractual | 33% / 67% | 34% / 66% | 30% / 70% |
| Private enterprises and services | 224 | 232 | 252 |
| Public services | 81 | 82 | 79 |

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.

The Flemish government aims to employ as many staff members as possible in a permanent job. Yes, these past years, there has been a gradual increase in contractual positions compared to permanent jobs. Currently, the majority of staff members at Ostend Airport work on a contractual basis (67%). The transition from a number of contractual staff members to permanent staff members between 2008 and 2010 has to do with the generic tests that were organised in 2009 and 2010. At the airport the percentage of contractual staff members is higher than the average of 55% contractual staff members of the Flemish government. No detailed information is available about the breakdown between permanent and contractual jobs with other public services that are active at the airport.

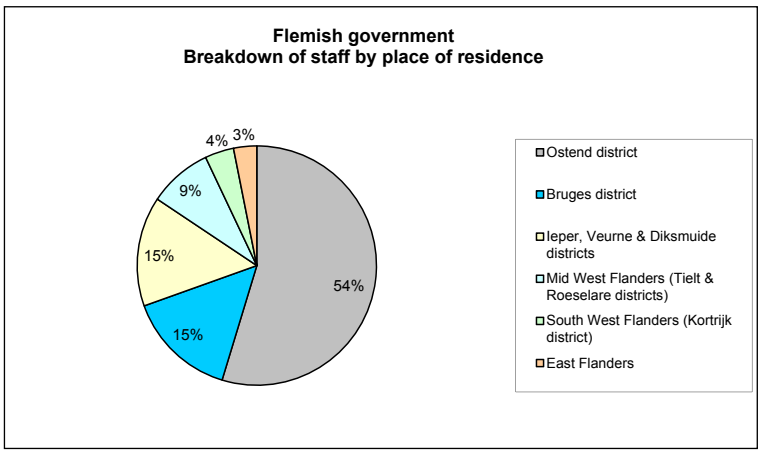
Ostend Airport has many employees who have already worked there for a lot of years, which means there is little staff turnover. The average number of years' service is 10.9 years, compared to 11.1 years in 2009 and 2008. The average age of the workforce is 43 years, compared to 42 years in 2009 and 43 years in 2008. Nearly one third of the staff members has less than five years' service.

Again we record a slight decrease in the number of female members of staff: 18% of the staff members, compared to 20% in 2009 and 18% in 2008. 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. On the other hand, at management level (Managing Director/CEO + Assistants to the Director) more women (4) are employed than men (3).

92% of the employees of the Flemish government work fulltime. The other 8% work in accordance with a different regime for several reasons: a part-time contract, leave for part-time work, part-time career break.

54% 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. One third of the members of staff of SMS Ostend Airport live in Ostend or Middelkerke, which means that in principle they also live in the neighbourhood of the airport.

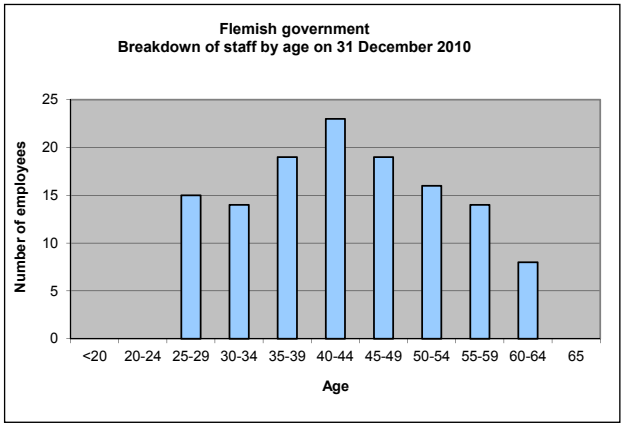
| Place of residence | Number of staff members |
|---|---|
| Ostend district | 70 |
| Bruges district | 19 |
| Ieper, Veurne & Diksmuide districts | 19 |
| Mid West Flanders (Tielt & Roeselare districts) | 11 |
| South West Flanders (Kortrijk district) | 5 |
| East Flanders | 4 |
| **Total** | **128** |

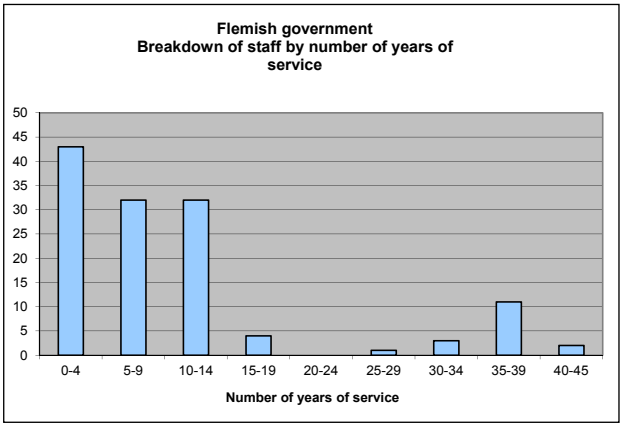


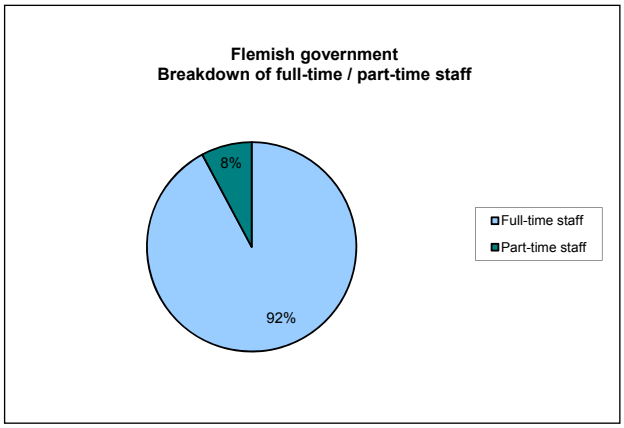
### LA2 Breakdown of staff by age

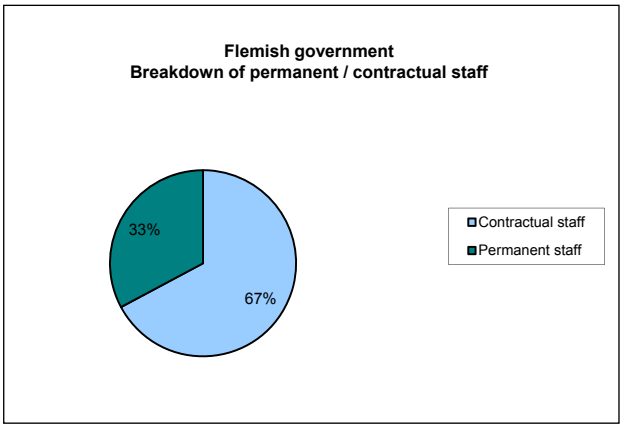
| | 2010 | 2009 | 2008 |
|---|---|---|---|
| <20 | 0 | 0 | 0 |
| 20-24 | 0 | 3 | 3 |
| 25-29 | 15 | 12 | 15 |
| 30-34 | 14 | 15 | 17 |
| 35-39 | 19 | 26 | 20 |
| 40-44 | 23 | 20 | 19 |
| 45-49 | 19 | 26 | 23 |
| 50-54 | 16 | 10 | 11 |
| 55-59 | 14 | 14 | 18 |
| 60-64 | 8 | 7 | 6 |
| 65 | 0 | 0 | 0 |
| Total | 128 | 133 | 132 |

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Average number of years' service | 10.9 | 11.1 | 11.1 |
| Average age | 43 | 42 | 43 |



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 company doctor 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)

**LA7 Absenteeism rates**

When comparing the 2010 absenteeism rates to the 2008 and 2009 rates, we still notice a falling trend. The total number of sick days amounted to 1,475 in 2010 and the absence due to long-term illness (> 3 months) amounted to 461 days. This means that the total number of sick days in 2010 fell by over 9% compared to 2009 (1,625 sick days). Absenteeism thus amounted to 5.76% in 2010. The analysis of the absenteeism rates shows us that 41 employees did not have any sick days at all, which means that zero absenteeism amounted to 32%.

| | Average number of sick days per staff member | Average number of sick days per staff member (absence due to long-term illness not included) |
|---|---|---|
| 2008 | 13.5 | 8.9 |
| 2009 | 12.9 | 8.5 |
| 2010 | 12.1 | 8.3 |

**LA7 Accident ratio per 1,000 employees**

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Number of accidents/1,000 employees/year | 41.1[1] | 23.79 | 48 |
| Sick days (converted to 1,000 employees) | 12,129.93 | 12,886.60 | 13,520 |
| Absenteeism in % | 5.76 | 6.11 | 6.50 |

In 2010, 5 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[2]). These industrial accidents resulted in 80 calendar days of incapacity for work.

In 2010, the staff of SMS Ostend Airport worked 184,832 hours.

1 5 accidents on 121.6 FTEs
2 In 2010, one incident took place with the BCU, with temporary hearing damage (without absence from work) as a result.

## 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 2010, the staff members of Ostend Airport followed training for a total of 1,449 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.

Several management courses, such as training for evaluators, are provided by the Flemish government. In addition, the airport management organised a 'congruent communication' master class for the management team in 2010. In addition, the airport management took part in a number of foreign, function-specific working groups and seminars.

The Bird Control Unit followed a course on how to safely handle weapons and took a theoretical test in this respect.

In 2007, a simulation package was purchased to provide training and in-service training to the Security Officers. This package also included the necessary training sessions. Thanks to a monthly update of the training programme, the Security Officers can make optimal use of the purchased training equipment.

The training of Security Officers consists of two parts:

- a theoretical part in which the following aspects are discussed:
  - unlawful actions and terrorist attacks against civil aviation and other current threats;
  - the legal framework regarding aviation security;
  - objectives and the organisation of aviation security, including duties and obligations of people who carry out security checks (This also includes the 'human rights' aspect.);
  - access control procedures;
  - identity card systems used at the airport;
  - procedures to stop people and conditions under which people must be stopped;
  - reporting procedures;
  - skills to identify prohibited objects;
  - skills to take proper action in case of security-related incidents;

- o knowledge of how human behaviour and the reactions to that can influence the security performance (Again, this includes the 'human rights' aspect.);
- o the ability to communicate in a clear and convincing manner.

- a practical component consisting of:
  - o manual security checks of:
    - vehicles;
    - individuals;
    - hand baggage;
    - hold baggage.
  - o the operation of screening equipment for (*):
    - hand baggage;
    - hold baggage.

(*) Computer-assisted training only concerns this aspect and consists of training sessions and test sessions. The results of the test sessions are kept and monitored. The time and duration of the sessions are determined by the Security Officer himself, but the duration must be at least 1 hour per month. This obligation has been entered in 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.

**LA10 Average hours of training per employee, by employee category**

| | **2010** | **2009** | **2008** |
|---|---|---|---|
| Managing Director/CEO / Executive Staff / Line Management / Administration | 26.6 | 70 | 15.4 |
| Airside Operations | 9 | 8.7 | 0 |
| Security | 13.1 | 14.3 | 12.3 |
| Technical Services | 0 | 14.4 | 1 |
| **Total** | **11.3** | **18.5** | **5.7** |

The high number of training hours in 2009 of the 'Managing Director/CEO / Executive Staff / Line Management / Administration' category is due to the:

- 'Advanced Management Programme' training (500 hours) at Vlerick, followed by the Managing Director/CEO;
- the 'Aviation Security Management' training (380 hours) at the European Aviation Security Training Institute (EASTI). This training was followed by the Security Manager since the Belgian Civil Aviation Authority has imposed a compulsory certification of Security Managers.

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)**:

- IT in-service training;
- First aid in-service training;
- Public procurement training;
- Dilemma and integrity training.

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).

## 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.

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

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Men | 82% | 80% | 82% |
| Women | 18% | 20% | 18% |
| Nationality: | | | |
| Belgian | 98% | 98% | 99% |
| Non-Belgian | 2% (Polish and Dutch nationality) | 2% (Polish and Dutch nationality) | 1% (Polish nationality) |
| 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. The operating endowment increases each year, taking into account the growing wage costs. The investment endowment, on the other hand, has been declining for a number of years now. 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 renovation of the sewer system is a hidden investment which will in addition not lead to any better economic performance.

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 450 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.

The presence of the airport generates about 450 jobs on the airport premises, of which nearly two thirds in private companies and other public services. According to a recent study by the National Bank of Belgium, the employment multiplier is approximately 2.1[1], which means that every job at Ostend Airport generates one additional job outside the airport.

## 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 2010 with a slightly positive balance. Profits fell sharply from 995,258.50 euros in 2009 to 153,018.72 euros in 2010.

The decrease in cargo traffic was reflected in the airport's own revenues. This decline not only had an impact on aeronautical revenues. Non-aeronautical revenues, such as the commission on aircraft fuel and on the handling, were impacted by this as well.

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

Whereas the operating endowment was merely indexed (see **EC4**), the operating costs rose:

- The costs of rolling equipment have risen: the airport is maintaining more and more vehicles under its own management. In addition, a lot of expenses have been made to restore the snow equipment to a decent state.
- The general maintenance costs have increased sharply: because of the heavy snowfall in 2010, de-icing products were heavily invested in to keep the runway, taxiway and aprons free of snow and ice. This snow also caused a great deal of damage to the electrical infrastructure. Also, as of 2010, the airport has been obliged to keep a stock of certain electrical spare parts. Up until 2009 the maintenance of the grass could be paid through the investment endowment. Since 2010, however, this has to be calculated through the operating costs. All of this has led to a visible increase in maintenance costs by 380,000 euros compared to the year 2009.
- The airport's electricity bill rose in accordance with the market prices.
- The fire brigade was equipped with a completely new set of intervention clothing, which caused the item 'industrial clothing' to increase.
- On the other hand, savings were realised on training programmes for personnel and the marketing costs were kept at an absolute minimum.

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

We must remark in this context that the airport has had to recruit some temporary labour after all in order to remedy the shortage of staff within the cleaning crew.

The financial cost rose substantially in 2010. This is owing to the payment of interests on arrears that are the result of endless procedures. Payment claims are indeed to be approved by (too) many different bodies of the external offices before they can be presented to the airport's accounting department for payment.

The airport was sentenced by the Court of Appeal in Brussels to reimbursing airport fees to Noordzee Helikopters Vlaanderen. This payment was recorded under the item 'Extraordinary Charges'.

**EC1 Direct economic value (euro)**

| | |
|---|---|
| **Directly generated economic value** | |
| a) Endowment for operating charges | 4,892,000.00 |
| b) Airport's own income | 4,312,254.79 |
| a. Aeronautical income | 3,110,798.31 |
| b. Non-aeronautical income | 1,088,423.48 |
| c. Other operating income | 113,033.00 |
| **Directly distributed economic value** | |
| c) Operating charges | 2,028,634.88 |
| d) Personnel costs and benefits | 6,525,674.61 |
| e) Loans | 0.00 |
| f) Taxes: | |
| a. Real property tax | 36,138.00 |
| b. VAT (to be reclaimed) | -133,971.00 |
| g) Investments in the community: | |
| a. Making available 1,562 m² of airport domain in the Schoolstraat for the purposes of a neighbourhood park. | - |
| b. Making available 6,656 m² of land to the Flemish Aviation Training Centre (Vlaams Luchtvaartopleidingscentrum/VLOC). | - |
| c. Subscription for students from aviation schools that are located here: OAC, BAFA and NZVC (purchase of training cards for 49,000 euros for a value of 245,000 euros). | 196,000.00 |
| **Retained profits** | **153,018.72** |

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.

**EC4 Significant financial assistance Flemish Region**

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Endowment for operating charges (x 1,000 euros) | 4,892 | 4,884 | 4,672 |
| Endowment investment (x 1,000 euros) | 2,908 | 2,905 | 3,046 |
| Fixed investments (% endowment investment) | 99.99 | 99.99 | 88.5 |

In 2010, Ostend-Bruges International Airport envisaged the following investment projects:

- In 2011, maintenance works will be carried out on a continuous basis to pavements and road markings, both landside and airside.

  Cost price: 460,000 euros

- The roof of the cargo building is showing serious defects. As a result, water seeps in when it rains.

  Cost price: 30,000 euros

- The electrical equipment on the runway and taxiway requires urgent renovation. The feed units of the runway lighting need to be renewed as well. The reliability of the electrical infrastructure and the taxi lighting is a prerequisite for the safe operation of the airport.

  Cost price: 1,100,000 euros

- In 2009, the project 'Supply and installation of new check-in counters, scanners and a baggage transport system' was committed. This project was started in 2010. Because of the extension of the baggage system/check-in and the installation of a second and third scanner these areas need to be renovated.

  Cost price: 200,000 euros

- The diversion of the service road around sensitive areas of the Instrument Landing System (ILS) must be realised so as to ensure that these sensitive areas are safeguarded. In order to realise the diversion of the service road, additional asphalting is required.

  Cost price: 316,000 euros

- The environmental licence of Ostend-Bruges International Airport stipulates that aprons 1 and 3 must be drained by means of a hydrocarbon separator, possibly with a by-pass system.

  Cost price: 189,000 euros (apron 3)

- By installing a new baggage/arrival carousel the handling of baggage will be more efficient.

  Cost price: 222,000 euros

- The airport has also invested heavily in rolling equipment, including snow clearing equipment.
  Cost price: 163,500 euros
- In order to reduce the waste load of the wastewater from the Belair restaurant, the installation of a grease separator was envisaged.
  Cost price: 29,000 euros
- A budget of 44,000 euros was committed for the insulation of the heating pipes. The installation of glass foil accounts for an investment of 1,622 euros.
- Investments were also made in a defibrillator, wheelchairs and an evacuation chair.
  Cost price: 6,200 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.

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Airport's own investments in euros | 84,550 | 56,624 | 119,272 |

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 a steam generator, an airco system and a compressor.

In 2010, the airport's own revenues were also used to purchase a second-hand Schörling snowplough (25,000 euros).

**EC6 Policy, practices, and proportion of spending concerning locally-based suppliers**
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.

**EC7 Procedures for local hiring and proportion of senior management hired from the local community**
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.

**EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement**
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.

In 2010, the airport purchased an automatic external defibrillator (AED) which will be installed in the passenger hall. On airside the fire brigade already 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:

**EN30 Environmental investments**

| euro | 2010 | 2009 | 2008 |
|---|---|---|---|
| Costs related to waste collection and treatment | 15,119 | 25,055 | 21,776 |
| Costs related to emission treatment | 189,000 for hydrocarbon separator apron 3 | Unknown | Unknown |
| Costs for repair and remediation (for instance in case of roof tile damage) | 1,659 | 2,417 | 3,700 |
| Costs related to prevention | 70,158 (Intervention clothing, AED, compressed air and O2 equipment) | 1,008,064 (Crash tender, asbestos removal) | 231,000 (Powder vehicle) |
| Costs related to environmental management and/or environmental advice | 29,230 [1] (including external environmental coordinator contract) | 37,667 (including external environmental coordinator contract) | 38,990 (including external environmental coordinator contract, validation of environmental audit laid down by Flemish Parliament Act) |

The decrease in waste collection and treatment costs is due to the optimization of waste treatment and invitation for tenders.

1 The air study was performed in 2010, but not invoiced until 2011.

## 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 runs over the period 2009-2011 and is 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.

For the purchase of service vehicles the airport has used the framework contracts available within the Flemish administration. Depending on the needs, 4×4 vehicles can be purchased in order to be able to reach the entire domain. 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  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 2010
# 01.01.2010 – 31.12.2010

# Balance sheet financial year 2010

| ASSETS | 2010 | 2009 | 2008 | 2007 |
|---|---|---|---|---|
| **FIXED ASSETS** | | | | |
| III. Tangible assets | | | | |
| Plants, machinery and equipment | 737,379.91 | 715,500.06 | 706,339.46 | 647,197.72 |
| Installations, machinery and equipment | 1,031,815.37 | 1,017,034.05 | 976,591.69 | 922,351.66 |
| Furniture | 322,877.45 | 312,330.79 | 308,174.59 | 302,284.39 |
| Rolling stock | 1,697,322.22 | 1,659,979.67 | 1,657,114.45 | 1,657,114.45 |
| Endowment investments | 46,201,817.55 | 43,355,496.00 | 40,504,028.57 | 37,923,140.16 |
| Total fixed assets | 49,991,212.50 | 47,060,340.57 | 44,152,248.76 | 41,452,088.38 |
| Depreciations | 35,030,082.31 | 31,784,994.04 | 28,370,039.96 | 24,861,869.81 |
| **CURRENT ASSETS** | | | | |
| VII. Amounts receivable within one year | | | | |
| Trade debtors | 444,773.45 | 651,605.38 | 669,414.06 | 755,473.12 |
| Other debtors | 4,892,162.27 | 4,832,816.70 | 4,703,709.88 | 4,666,804.17 |
| IX. Liquid assets | 9,893,793.54 | 8,696,814.18 | 7,405,503.27 | 7,740,910.97 |
| X. Deferred charges and accrued income | 47,923.21 | 25,247.15 | 46,951.92 | 32,495.87 |
| Total current assets | 15,278,652.47 | 14,206,483.41 | 12,825,579.13 | 13,195,684.13 |
| **TOTAL ASSETS** | **30,239,782.66** | **29,481,829.94** | **28,607,787.93** | **29,785,902.70** |

| LIABILITIES | 2010 | 2009 | 2008 | 2007 |
|---|---|---|---|---|
| **AIRPORT'S OWN CAPITAL** | | | | |
| IV. Reserves | | | | |
| Legal reserve<br>(cfr. Art.19 of Flemish Government Decree on the financial management of DAB Airports of June 8th, 1994) | 1,075,365.32 | 1,075,365.32 | 1,060,428.16 | 1,060,428.16 |
| V. Surplus brought forward | 7,897,367.39 | 7,744,348.67 | 6,749,090.17 | 5,230,653.97 |
| VI. Capital grants | 14,350,079.95 | 14,655,888.79 | 15,111,948.43 | 16,321,691.93 |
| Total capitals and reserves | 23,322,812.66 | 23,475,602.78 | 22,921,466.76 | 22,612,774.06 |
| **PROVISIONS FOR LIABILITIES AND CHARGES** | | | | |
| VII. Other liabilities and charges | 0.00 | 0.00 | 0.00 | 412,728.49 |
| **DEBTS** | | | | |
| IX. Amounts payable within one year | | | | |
| Suppliers | 595,176.81 | 775,779.05 | 465,729.74 | 1,435,999.65 |
| Invoices payable | 5,017,288.56 | 3,952,917.00 | 3,919,828.92 | 4,105,017.05 |
| Subtotal trade accounts | 5,612,465.37 | 4,728,696.05 | 4,385,558.66 | 5,541,016.70 |
| Remuneration | 896,422.93 | 944,454.60 | 965,897.90 | 1,064,013.82 |
| Other debts | | | | |
| Guarantees | 182,693.99 | 185,264.63 | 185,838.97 | 155,369.63 |
| X. Deferred income and accrued charges | 225,387.71 | 147,811.88 | 149,025.64 | 0.00 |
| Total amounts payable | 6,916,970.00 | 6,006,227.16 | 5,686,321.17 | 6,760,400.15 |
| **TOTAL LIABILITIES** | **30,239,782.66** | **29,481,829.94** | **28,607,787.93** | 29,785,902.70 |

# Profit-and-loss account 2010

| | 2010 | 2009 | 2008 | 2007 |
|---|---|---|---|---|
| **I. OPERATING INCOME** | | | | |
| Endowment | | | | |
| Endowment for operating charges | 4,892,000.00 | 4,884,065.27 | 4,672,000.00 | 4,451,591.00 |
| Airport's own income | | | | |
| Aeronautical income | 3,110,798.31 | 3,196,203.73 | 3,287,665.13 | 3,295,467.26 |
| Non-aeronautical income | 1,088,423.48 | 1,274,966.96 | 1,150,795.93 | 1,152,798.05 |
| Other operating income | 113,033.00 | 74,823.28 | 65,659.44 | 76,613.62 |
| Subtotal airport's own income | 4,312,254.79 | 4,545,993.97 | 4,504,120.50 | 4,524,878.93 |
| Total operating income | 9,204,254.79 | 9,430,059.24 | 9,176,120.50 | 8,976,469.93 |
| **II. OPERATING CHARGES** | | | | |
| 1. Services and other goods | | | | |
| Costs rolling stock | 140,192.27 | 89,629.82 | 119,699.35 | 101,179.03 |
| Maintenance charges buildings + grounds+machinery | 948,463.87 | 568,197.16 | 510,587.45 | 467,844.21 |
| Electricity | 243,698.64 | 215,161.87 | 317,568.26 | 223,028.55 |
| Heating | 121,286.17 | 135,398.10 | 164,093.51 | 130,238.43 |
| Water | 32,558.07 | 29,587.77 | 50,695.92 | 43,654.40 |
| Telephony | 23,179.09 | 23,495.50 | 21,217.05 | 27,591.50 |
| Costs administration | 51,658.28 | 40,469.64 | 48,533.82 | 50,202.15 |
| Costs industrial clothing | 88,290.22 | 73,524.38 | 5,807.63 | 84,704.59 |
| Consultancy fees | 29,230.27 | 37,667.36 | 38,990.21 | 36,297.77 |
| Costs Sales & Marketing | 164,796.38 | 181,300.53 | 180,879.07 | 588,315.50 |
| Fees | 20,448.57 | 35,143.06 | 45,936.36 | 35,000.18 |
| Costs temporary employees | 28,021.50 | 0.00 | 0.00 | 0.00 |
| Cost ground rent | 31,586.02 | 31,586.02 | 31,623.03 | 28,160.58 |
| Miscellaneous expenses | 105,225.53 | 120,023.32 | 131,428.71 | 80,586.81 |
| Subtotal services and other goods | 2,028,634.88 | 1,581,184.53 | 1,667,060.37 | 1,896,803.70 |
| 2. Remuneration and social security | 6,525,674.61 | 6,585,289.59 | 6,518,094.76 | 6,398,332.51 |
| 3. Depreciation and amortisation | 3,396,635.18 | 3,554,929.56 | 3,609,954.14 | 3,309,169.27 |
| 4. Other operating charges | 42,796.78 | 48,794.42 | 38,860.50 | 43,242.56 |
| Total operating charges | 11,993,741.45 | 11,770,198.10 | 11,833,969.77 | 11,647,548.04 |

| | 2010 | 2009 | 2008 | 2007 |
|---|---|---|---|---|
| III. OPERATING PROFIT / (LOSS) | -2,789,486.66 | -2,340,138.86 | -2,657,849.27 | -2,671,078.11 |
| IV. FINANCIAL INCOME | 3,156,075.96 | 3,323,287.21 | 3,825,683.93 | 3,196,297.35 |
| V. FINANCIAL CHARGES | 123,958.63 | 4,586.58 | 4,439.98 | 5,620.71 |
| VI. OPERATING RESULT | 242,630.67 | 978,561.77 | 1,163,394.68 | 519,598.53 |
| VII. EXTRAORDINARY INCOME | 67,164.79 | 45,611.13 | 383,943.17 | 174,845.73 |
| VIII. EXTRAORDINARY CHARGES | 156,776.74 | 13,977.24 | 28,901.65 | 445.43 |
| IX. NET RESULT : PROFIT / (LOSS) | 153,018.72 | 1,010,195.66 | 1,518,436.20 | 693,998.83 |
| **CASHFLOW** | | | | |
| Profit / (loss) for financial year | 153,018.72 | 1,010,195.66 | 1,518,436.20 | 693,998.83 |
| Depreciation | 3,396,635.18 | 3,554,929.56 | 3,609,954.14 | 3,309,169.27 |
| Total | 3,549,653.90 | 4,565,125.22 | 5,128,390.34 | 4,003,168.10 |
| Appropriation to legal reserve | 0.00 | 14,937.16 | 0.00 | 0.00 |
| PROFIT / (LOSS) FOR FINANCIAL YEAR | **153,018.72** | **995,258.50** | **1,518,436.20** | **693,998.83** |

# Environmental performance

## Energy

The airport's energy consumption is determined by the consumption of electricity and gas (heating). Diesel is purchased only to a very limited extent to supply the emergency generators. Because of this limited use, accurate energy consumption figures are not available.

**EN3 Energy consumption by primary energy source**

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Electricity consumption (GJprim) | 33,170 | 32,878 | 27,266 |
| Natural gas (GJprim) | 14,689 | 13,740 | 13,766 |
| Diesel (for emergency generators) | Minimal | Minimal | Minimal |
| Total (GJprim) | 47,859 | 46,618 | 38,050 |
| **Total (PJ)** | **0.048** | **0.047** | **0.038** |

### Rational use of energy

In 2009, the airport launched an awareness campaign (posters) about energy efficiency. This campaign concentrated on the use of lighting and heating in the different rooms. **(EN7)** No measurement results are available to calculate the impact. **(EN5)** In 2010, the energy consumption (heating) increased due to the severe winter and the fact that the insulation around the heating pipes in the passenger building had to be removed for reasons of asbestos removal. This insulation was refitted during the winter period 2010-2011, which will also have an impact on the 2011 energy figures.

At the end of 2008, an energy performance certificate was issued for the airport building. After a thorough audit it turned out that the measured energy consumption is fairly high (868.39 kWh/m²). This result is, amongst others, due to the fact that most buildings were built before 1980. The recommendations from the energy expert are examined and implemented, whenever possible. In 2010, the sun screens of the Belair restaurant were renovated, which will have a positive impact on the energy consumption for airconditioning in this part of the building. The installation of new windows in the cargo building is scheduled for 2011. **(EN7)**

## Water

Ostend-Bruges International Airport mainly uses tap water as source of water for sanitary ware, etc. The tap water required for the buildings at the passenger building, the technical building, the cargo building, etc, is supplied by the Flanders Intermunicipal Water Supply Company (Tussengemeentelijke Maatschappij der Vlaanderen voor Watervoorziening/TMVW). The tap water used in the guard post and the warehouse at the Rolbaanstraat is supplied by the Flemish Water Supply Company (Vlaamse Maatschappij voor Watervoorziening/VMW). No groundwater is used. At the horse stables the water that is caught from the roof of the stables is collected by means of a rainwater tank. This rainwater is used to clean the horse stables (consumption figures unknown). At the guard post rainwater tanks have also been installed to catch the roof water. This rainwater is used for the washing area at the forward fire brigade station.

**EN8 Water consumption (on the basis of invoices calculated into calendar years)**

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Tap water consumption for Separate Management Service Ostend Airport ($m^3$) (1) | 8,886(*) | 14,307 | 13,797 |
| Disposal of sanitary waste from aircraft ($m^3$) (3) | -22.84 | -39 | -66 |
| Consumption of concessionaires through EBOS | -191 | -210 | -163 |
| Consumption of EBOS | 8,672.16 | 14,058 | 13,568 |
| Water consumption/pax (2) | 0.042 | 0.074 | 0.069 |
| Water consumption/tons of cargo (2) | 0.139 | 0.193 | 0.166 |

(1) on the basis of main metres and EBOS subscription, calculated into calendar days
(2) consumption related to total consumption
(3) The waste from sanitary ware in aircraft is stored in separate tanks. These waste streams are gathered, collected and treated. The empty aircraft tanks are filled with fresh water.

Over the years the water consumption has remained the same.

(*) In fact, the figures for 2010 are not complete since part of the consumption in 2010 is still to be invoiced in 2011.

The water is used for sanitary ware (toilets, showers) and to clean the building. Because a cleaning device is used the water consumption is very low compared to the area that is to be cleaned.

**EN10 Percentage and total volume of water recycled and reused**

The percentage of water that is recycled and reused at the airport is negligible. Rainwater is only caught from the roof of the horse stables and is reused after collection by means of an underground rainwater tank to hose off the horse stables. The rainwater that is collected by means of the underground water tanks at the guard post at the Rolbaanstraat is used there to wash the fire brigade vehicles. No measurements are available to list the total volume of water that was used for this purpose.

**AOSS3 Quality of storm water, by regulatory regime**

The airport has several paved zones. For safety reasons it is important for this rainwater to be quickly removed from these zones (in particular the runway, taxiways and aprons). The rainwater that falls on apron 2 is then led through a hydro-carbon separator by means of 3 surge basins before it is discharged into the Albertusgeleed. The rainwater of Apron 3 is discharged by means of a hydrocarbon separator into the open brook at the Nieuwpoortsesteenweg and is then drained away to the Kalsijdegeleed. A hydrocarbon separator will also be installed at apron 1 in the course of 2011. This apron is currently not in use. The rainwater that falls on the runway and taxiways leaves the airport premises through an extensive sewer system into surrounding ditches and watercourses. A special stipulation in the environmental licence of 2004 states that, by 2015, the sewer system has to be further adapted so as to allow further infiltration and buffering of rainwater as well as to provide for additional measures which reduce the environmental risks in case of calamities (cutoff). The Infrastructure Agency, Roads and Traffic Division for the Province of West Flanders has started preparations to launch this project and to execute it by 2015.

## Biodiversity

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 this context, for instance, fertilization is omitted and an adapted mowing management was put into place.

### Flora[1]

The valuation of the area is largely based on the data originating from the Biological Valuation Map (Biologische WaarderingsKaart/BWK). The Biological Valuation Maps were drawn up using the following criteria: rarity, biological quality, vulnerability, substitutability and naturalness.

The ecotopes were subdivided into value classes on the basis of these criteria:

| Class | Value |
|---|---|
| m | Biologically less valuable |
| w | Biologically valuable |
| z | Biologically very valuable |
| mw | Complex of biologically less valuable and valuable elements |
| mwz | Complex of biologically less valuable, valuable and very valuable elements |

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

At the apron at the Rolbaanstraat a large part of the plot that has been designated as valuable to very valuable in accordance with the Biological Valuation Map (pastures with ditches and microrelief, brackish ditches) has already been used for infrastructure.

The rarity of the ecotopes is assessed on the basis of data from the 1999 Nature Report. The ecotopes are subdivided into rarity categories on the basis of the current surface area in Flanders. The table below gives an overview of the rarity categories that are used.

**Rarity categories (1999 Nature Report)**

| Category | Description | Surface area in Flanders | |
|---|---|---|---|
| | | In ha | In % |
| 1 | Practically not present | 200 – 400 | 0.015 - 0.03 |
| 2 | Extremely rare | 400 – 2,800 | 0.03 – 0.2 |
| 3 | Very rare | 2,800 – 5,600 | 0.2 – 0.4 |
| 4 | Rare | 5,600 – 14,000 | 0.4 – 0.9 |
| 5 | Fairly rare | 14,000 – 20,000 | 1 – 1.5 |
| 6 | Less common | > 20,000 | > 1.5 |

**EN11 Overview of the valuable and very valuable ecotopes found in the area studied (Ostend Airport premises) and the surface area of BWK classified plots**

Area in ha. It is also indicated on which plots interventions are planned.

| Code | Ecotope | Value | Rarity | Area | Intervention |
|---|---|---|---|---|---|
| **A : Wetlands** | | | | | |
| Ah | More or less brackish pool | z | 2 | 6.7 | First use of surge basin |
| **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[1] | |
| Hu | Mesophile meadows | w | 3 | 0.8 | |
| **U : Urbane 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 | Various interventions, such as asphalting of ring road |

1 Adjusted compared to BWK 2.1

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).

The current area (9.8 hectare) of the biologically valuable pasture complexes is smaller than indicated on the BWK version 2.1 (18.8 hectare). As a matter of fact, to the east of the airport premises the apron 1 area has already been extended where, originally, biologically valuable plots used to be located. The remaining area of the airport premises is biologically less valuable and is used for airport activities.

## (AVI)-Fauna

In the EIR that was carried out in 2004 the area studied for (avi)fauna was specified as a zone in a radius of 15 kilometres around Ostend Airport. This area includes the following areas that are important for birds (see table below). These areas are not entirely situated within this 15km zone.

**EN13 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 15km perimeter around the airport**

| 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 |

(1) This is the entire surface area of the region, not the area within the 15km zone.
(2) The SPA-H zone 'Trappegeers-stroombanken' largely coincides with the RAMSAR area 'Vlaamse Banken'. This area comes under federal competence.

It must be noted that the aforementioned areas are situated only partially within the 15km zone around the airport. These areas are the SPA-H area 'Polders', the SPA-B area 'Poldercomplex', the RAMSAR area 'Vlaamse Banken' and the federal SPA-H area 'Trappegeers-stroombanken'.

## Bird Control Unit

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) consisting of 5 experienced inspectors. This service has a vehicle (4x4) at its disposal that is equipped with a sound system to scare birds away (scare crow). Furthermore, the service has sporting guns with bird-scaring and hunting cartridges, flare pistols to fire bird-scaring cartridges, as well as a laser gun.

Before every take-off and landing the runway and safety zones are surveyed and actions are taken to chase birds. 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. Between 10 p.m. and 7 a.m. this task is carried out by the fire brigade which checks whether any birds are too close to the runway.

When wounded animals (birds, hedgehogs, etc.) are found, they are collected and transferred to the Rescue Centre for Birds and Wildlife (Opvangcentrum voor Vogels en Wilde Dieren) in Ostend, provided this is in keeping with aviation security.

The bodies of animals (mostly birds) are collected by the BCU and stored in a cool place until they are collected by a specialised firm.

Leftovers and other waste that might attract birds, must be kept in closed containers and be removed from the airport as soon as possible.

Wildlife that is found at the airport (which is close to the sea and therefore not in the migration zone of game species) includes among other things the following species:

- hares and rabbits (to a lesser extent given the clay soil);
- duck, goose and partridge.

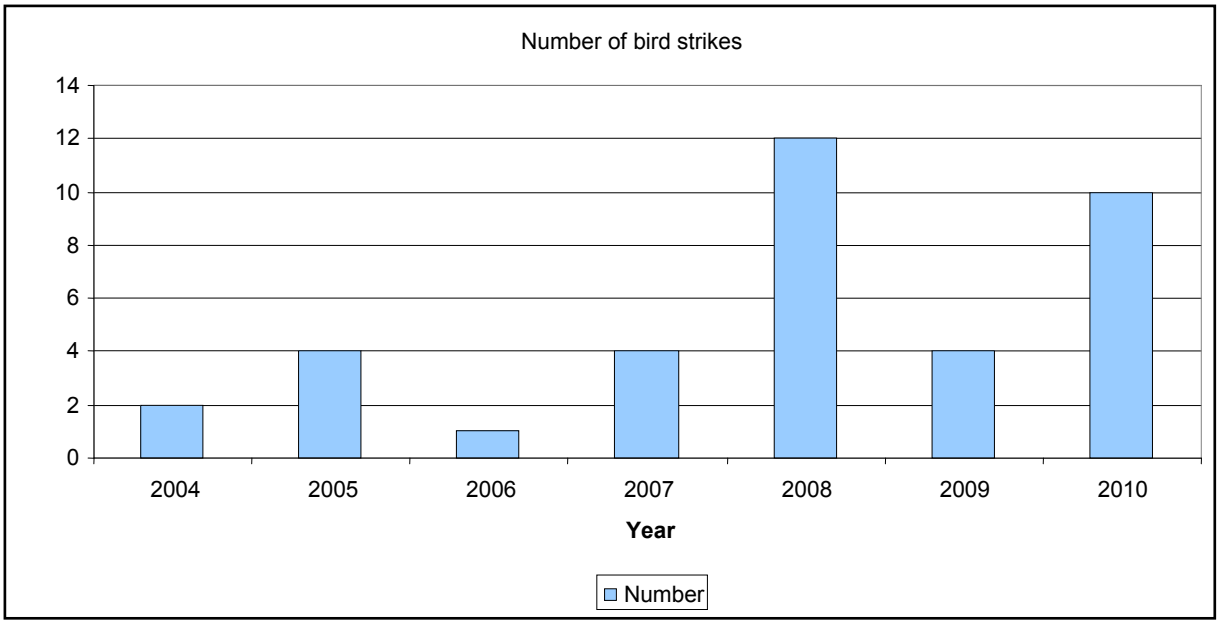
Traps are also set to catch feral cats. In 2011, fox cages were also purchased due to the increased fox population density.

The airport has appointed a wildlife inspector who observes the wildlife stock and advises the Airport Operations Manager on the wildlife spread (timing and action).

The wildlife and nature management committee that was formally established on 8 February 2006 functions as a sub-committee of the SAFCO of the airport. This committee discusses the observations of animals at the airport and advises the Managing Director/CEO and Safety Manager on measures and techniques to reduce the danger which animals, and especially birds, pose to civil aviation.

The length of the grass is a determining factor for controlling the birds at the airport. Short grass is to be avoided as much as possible and to be limited to those areas where this is necessary in order to meet operational requirements (for instance Precision Approach Path Indicators (PAPIs), etc.).
The grass is mown (with the exception of the short grass zones where this is done 8 times a year) 5 times a year by a maintenance contractor. In principle, these mowing operations take place between spring and autumn.

In 2010, 10 bird strikes were reported. **(AOSS8)** The diagram below shows the evolution between 2004 up to the present.



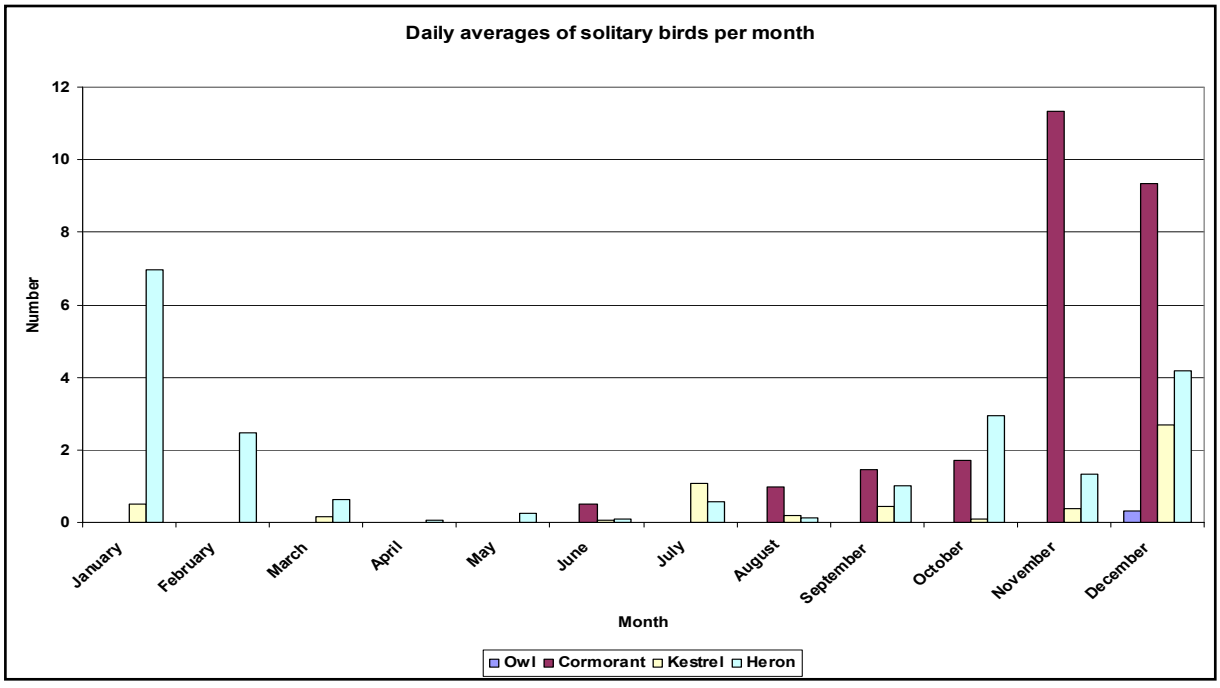
In 2010, the following solitary birds and groups of birds were reported:

## Solitary birds

**Table: Average number of solitary birds in 2010**

| | Owl | Partridge | Pheasant | Cormorant | Kestrel | Heron |
|---|---|---|---|---|---|---|
| January | 0 | 0 | 0 | 0 | 1 | 7 |
| February | 0 | 0 | 0 | 0 | 0 | 2 |
| March | 0 | 0 | 1 | 0 | 0 | 1 |
| April | 0 | 0 | 4 | 0 | 0 | 0 |
| May | 0 | 0 | 3 | 0 | 0 | 0 |
| June | 0 | 0 | 1 | 1 | 0 | 0 |
| July | 0 | 0 | 0 | 0 | 1 | 1 |
| August | 0 | 0 | 0 | 1 | 0 | 0 |
| September | 0 | 0 | 0 | 1 | 0 | 1 |
| October | 0 | 2 | 2 | 2 | 0 | 3 |
| November | 0 | 4 | 3 | 11 | 0 | 1 |
| December | 0 | 3 | 2 | 9 | 3 | 4 |

**Diagram: Daily averages of solitary birds per month in 2010**

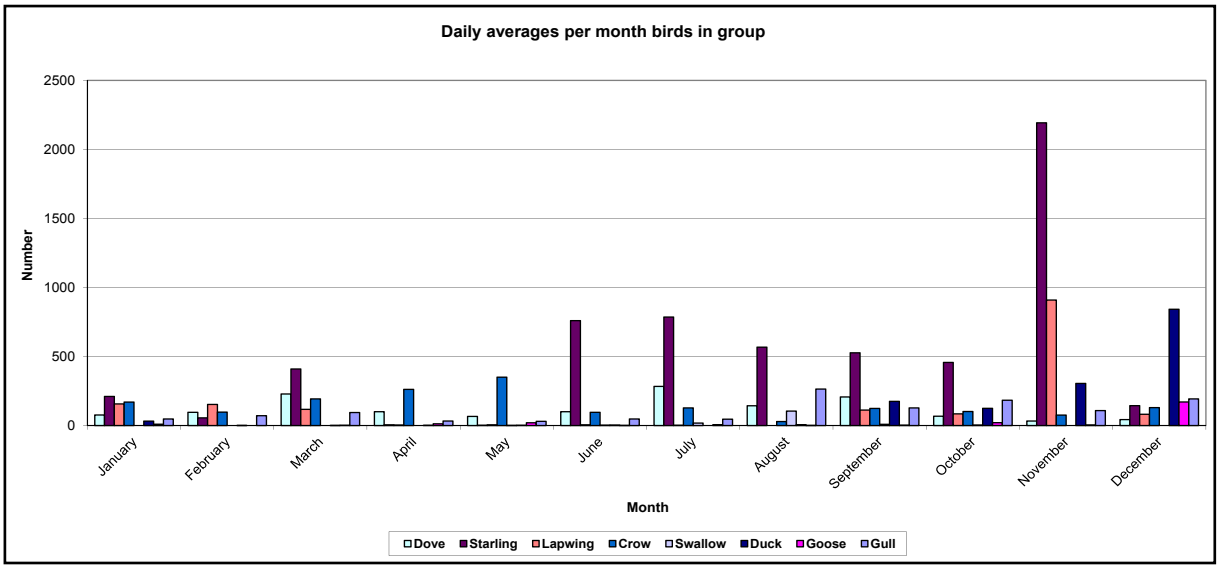


## Birds in group

**Table: Average number of group birds in 2010**

| | Dove | Starling | Lapwing | Crow | Swallow | Duck | Goose | Gull |
|---|---|---|---|---|---|---|---|---|
| January | 77 | 211 | 157 | 170 | 0 | 32 | 10 | 48 |
| February | 96 | 56 | 153 | 97 | 0 | 1 | 0 | 71 |
| March | 229 | 410 | 118 | 194 | 0 | 0 | 2 | 94 |
| April | 100 | 5 | 4 | 262 | 0 | 2 | 13 | 33 |
| May | 66 | 2 | 5 | 351 | 0 | 1 | 20 | 31 |
| June | 100 | 760 | 5 | 96 | 2 | 3 | 0 | 47 |
| July | 284 | 786 | 1 | 128 | 18 | 0 | 6 | 46 |
| August | 144 | 568 | 0 | 30 | 105 | 6 | 1 | 265 |
| September | 207 | 527 | 112 | 124 | 9 | 176 | 2 | 128 |
| October | 68 | 457 | 85 | 102 | 3 | 125 | 21 | 184 |
| November | 33 | 2 193 | 910 | 76 | 0 | 305 | 4 | 109 |
| December | 44 | 144 | 82 | 130 | 0 | 842 | 171 | 193 |

**Diagram: Number of group birds (daily averages) in 2010**



Among the reported birds, the partridge, cormorant, sand martin and lesser black-backed gull are known as 'red list' species **(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 name. As a result, not every species can be linked to the red list.

**Cormorant (Phalacrocorax carbo)**
This bird weighs 1.9 to 2.3kg,
has a length of 1m and feeds on fish
from the Kalkaert pond.

## Emissions, effluent and waste

### Greenhouse gases

The climate changes caused by greenhouse gases are addressed by the Kyoto Protocol, which anticipates a reduction in emissions by an average of 8% during the period 2008-2012 compared to the situation in 1990. Although international air transport is not part of the national inventories of the signatories, and its contribution to the CO2 emissions is estimated at only 2 to 3% of the total emission from man-made sources, ICAO was assigned to study the way in which aviation could contribute to this process. Three means were identified[1]:

**Technical progress:** As a result of the technological evolution the older, usually converted, passenger planes that were used for cargo transport have partially been removed and replaced by more modern aircraft.

**Economic measures:** Among the economic measures considered to stimulate the reduction of emissions, the most promising one consists in the European Union emission trading scheme (EU-ETS) being applied to air transport. Other contemplated measures include voluntary measures, such as the renewal of fleets by introducing more fuel-efficient aircraft, which are consequently less polluting. Although EU-ETS was launched in 2010, the airport itself is not one of the partners involved.

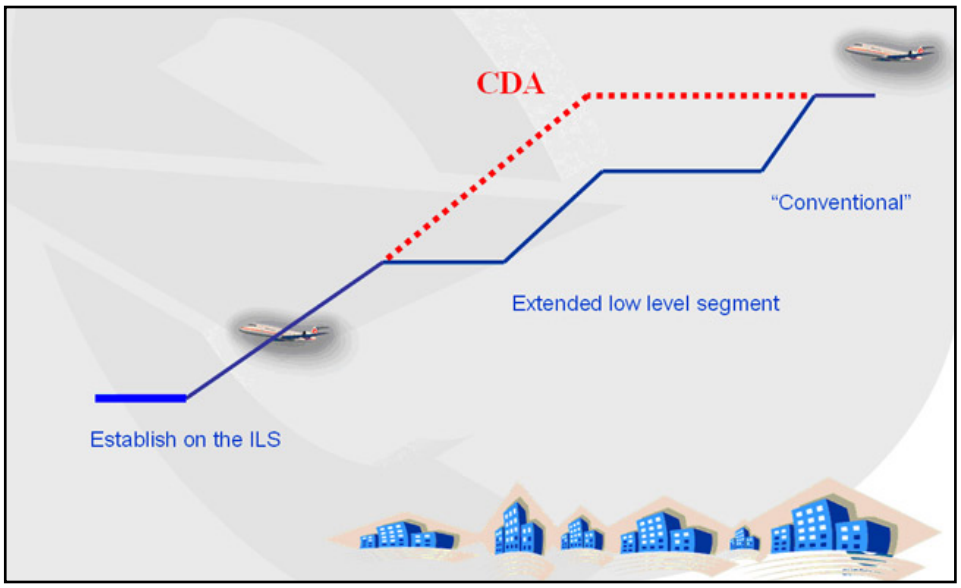
**Improvement of procedures:** It was recognised that a better airspace management could result in a 6 to 12% reduction of en route emissions, in particular thanks to the use of more direct routes and to infrastructure improvement.

1 Source: Belgocontrol website

### Application of CDA

In cooperation with Eurocontrol, the airport and the airlines, Belgocontrol is studying the application of the CDA (Continuous Descent Approach) procedure which leads to a significant decrease in emissions and 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 CDA 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 CDA procedure. The results of the Brussels flight trails are waited for before the procedure is further introduced.

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. Ultimately, safety continues to be the main priority.




Source: EUROCONTROL

### EN16 Total direct and indirect greenhouse gas emissions (ton $CO_2$ equivalent)

No concrete measurement results are available yet with regard to the emission of greenhouse gases at Ostend Airport. The airport does not have any impact on the emissions of the airlines and users. The airport's own emissions mainly originate from the incineration of natural gas to heat buildings and from the internal transports (mobility) of its employees (Duty Operations Officers, Marshalling/BCU, fire brigade, electricians, etc.). Twice a year 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.

### EN18 Initiatives to reduce greenhouse gas emissions

The refrigeration installations are checked each year by a recognised refrigeration technician. Potential leaks are detected and the airconditioning units concerned are either repaired or replaced. 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.

### Wastewater

The wastewater is completely separated from the rain water. The wastewater leaves the airport through a sewer system and is discharged into the public sewer system. It was decided to install a grease separator to purify the wastewater from the Belair restaurant before discharging it together with the other wastewater. The water consumption of the concessionaires that receive water from the water companies through their own water meter is not known at the airport. As a result, the figures regarding these water discharges are also unknown.

### EN21 Total water discharge

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Tap water consumption for Separate Management Service Ostend Airport ($m^3$) (1) | 8,886(*) | 14,307 | 13,797 |
| Disposal of sanitary waste from aircraft ($m^3$) (2) | -22.84 | -39 | -66 |
| Consumption of concessionaires through EBOS | -191 | -210 | -163 |
| Discharge of wastewater EBOS and concessionaires who receive water through EBOS | 8,863.16 | 14,268 | 13,731 |

(1) On the basis of main metres and EBOS subscription, calculated into calendar days.
(2) The waste from sanitary ware in aircraft is stored in separate tanks. These waste streams are gathered, collected and treated. The empty aircraft tanks are filled with fresh water.
(*) In fact, the figures for 2010 are not complete since part of the consumption in 2010 is still to be invoiced in 2011.

### Waste

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. 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 at least once a month in a waste register and reported annually through the Annual Integrated Environmental Report (Integraal Milieujaarverslag/IMJV).

**EN22/EN24 Total waste production and disposal**

| | EURAL[1] | 2008 | 2009 | 2010 | Waste treatment/disposal |
|---|---|---|---|---|---|
| Waste wood, sawdust | 030105 | 0 | 5 $m^3$ | 3.9 tons | Recycling |
| Organic solvents | 070104* | 264 kg | | | Other pretreatment |
| Mixed or cured paints/ inks/adhesives, sealants/ resins | 080111* | 215 kg | 52 kg | | Other pretreatment |
| Oils, petroleum, lubricating oils | 130208* | 680 kg | 986 kg | | Other pretreatment |
| Oily water from hydrocarbon separators | 130507* | 620 kg | | 34.8 tons | Other pretreatment |
| Other wastes | 130899* | 215 kg | | | Other pretreatment |
| Empty printer cartridges and printing toners | 150110* | | 60 liter + 100 kg | | Recycling |
| Oily clearance waste | 150202* | 766 kg | | 603 kg | Other pretreatment |
| Tyres | 160103 | | 3.38 tons | | Recycling |
| End-of-life vehicles | 160104* | 27 tons | | | Other pretreatment |
| Transformers | 160213* | | 1.083 tons | | Other pretreatment |
| High voltage switches | 160214 | | 694 kg | | Recycling |
| Pressure containers | 160504* | | | 4 kg | Other pretreatment |
| Lead batteries | 160601* | 270 kg | | | Other pretreatment |
| Wastes not otherwise specified | 160799 | 400 kg | | | Other pretreatment |
| Veterinary waste or other waste of animal origin | 180203 | 135 kg | 52 kg | | Incineration |
| Paper and cardboard (including Belgocontrol) | 200101 | 50.6 $m^3$ | 53.9 $m^3$ | 46.2 $m^3$ | Other pretreatment |
| Wood other than mentioned in 20 01 37 | 200138 | 270 $m^3$ | | | Sorting |
| Scrap metal | 200140 | | 2.69 tons | | Recycling |
| Residual waste (including office waste of Belgocontrol) | 200199 | 375 $m^3$+ 135 kg | 352.5 $m^3$ | 444.4 $m^3$ | Incineration |
| Sludge from sanitary tanks of aircraft (Aviapartner and Flightcare) | 200304 | 60.12 tons | 39 tons | 20.84 $m^3$ | Other pretreatment |
| Septic tank sludge | 200304 | 24 $m^3$ | 18 $m^3$ | 12 $m^3$ | Other pretreatment |
| General residual waste | 200399 | | 10.63 tons | 8.14 tons | Incineration |

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

The waste from the sanitary tanks of aircraft is collected in a closed tank and removed on a regular basis by a recognised waste collection company. It is treated by the wastewater treatment plant.

### Spills

All interventions carried out by the airport fire brigade are recorded in a database. Spills and related incidents, if any, are also entered in this database. In 2010, 16 incidents were recorded in connection with a fuel spill/oil spill. **(EN23)** These are usually very limited spills which are removed as soon as possible by the fire brigade by means of absorption material, from the moment it detects any kerosene or oil spills on the apron. The volume of these spills was not kept and is in addition difficult to measure.

On 17 September 2010, an environmental incident occurred on apron 3. During the dismantling of an old DC-8 aircraft there was a fuel spill which required the intervention of the Civil Protection service to expertly clean everything up. All competent bodies were informed and under the supervision of the Environmental Inspectorate Division, the clean-up actions were completed. In addition, a recognised soil decontamination expert was appointed. It showed from the results of the control samples and the evaluation report from the recognised soil decontamination expert that no contamination was recorded in the soil and that no further measures were required. This was owing, among other things, to the expert measures that had been taken immediately after the incident. This advice was endorsed by the Public Waste Agency of Flanders (Openbare Vlaamse Afvalstoffenmaatschappij/OVAM). Consequently, the incident was closed.

## Noise

Each year, Ostend Airport has the noise contours calculated by a recognised expert. These reports are available at any time at the website www.ost.aero.
The environmental licence places the following restrictions on commercial movements taking place between 23:00h and 06:00h:

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

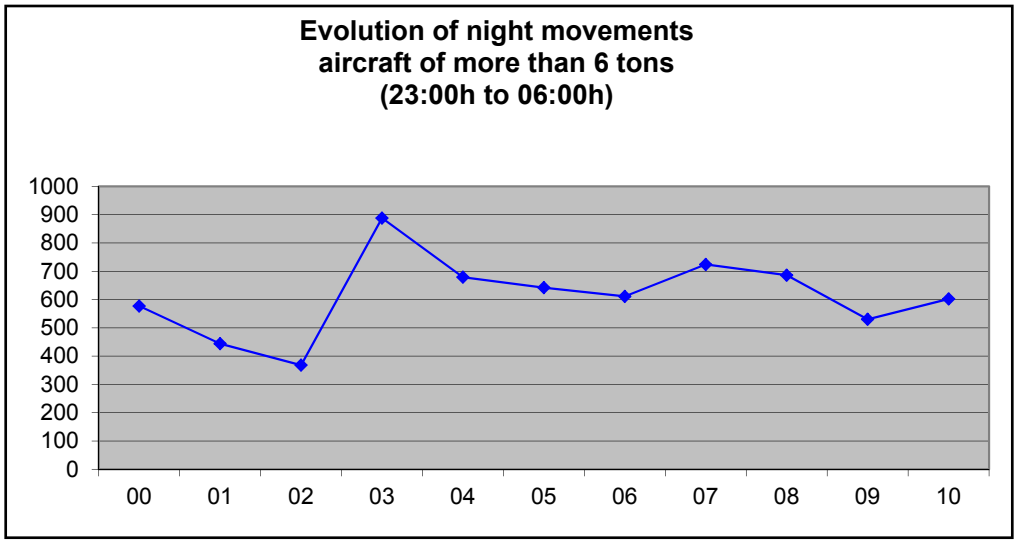
A number of public interest flights fall outside this quota. In 2010, these amounted to 73 movements with aircraft up to and including 6 tonnes MTOW, mainly flights for pilotage services and flights within the framework of pollution control of the North Sea.

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Number of flights outside the quota | 73 | 70 | 49 |

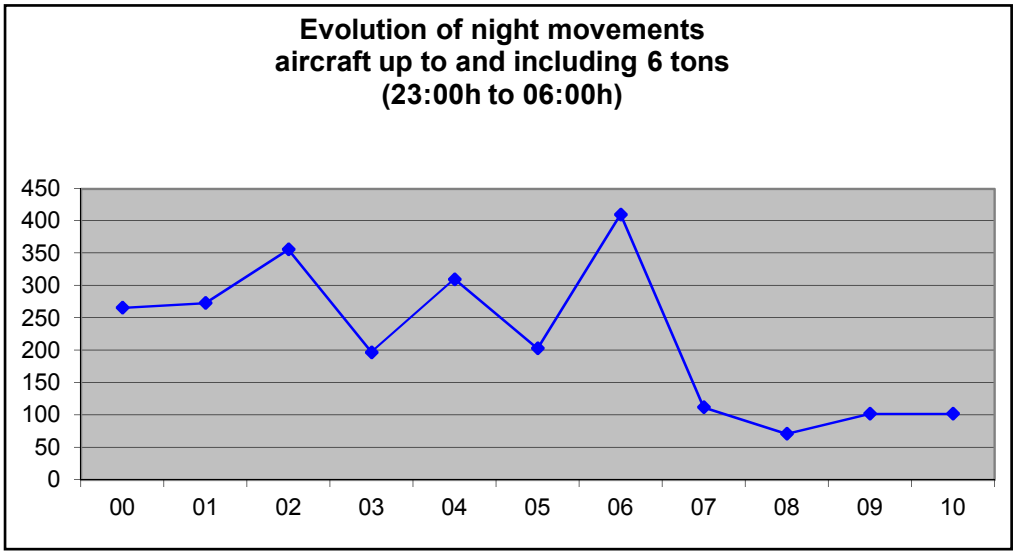
## Evolution of the number of night movements from 1999 up to and including 2010 (AOSS2)

With 602 movements for aircraft of more than 6 tons MTOW and 29 movements (102-73) for aircraft up to and including 6 tons MTOW the number of night movements in 2010 stayed well below the maxima allowed by the environmental licence.

| | +6 tons | ≤6 tons | Total |
|---|---|---|---|
| 2010 | 602 | 102 | 704 |
| 2009 | 530 | 102 | 632 |
| 2008 | 686 | 71 | 757 |
| 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 |




(1) Between 23 p.m. and 6 a.m.




## Quota Count (QC) follow-up in 2010

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 2010, a total of 2,935.4 QC was produced between 23:00h and 06:00h by departing aircraft, which amounts to only 11.7% of the total noise production (25,100) that is allowed. These past years the environmental benefits were mainly achieved by departing flights, since this part of the Landing and Take-Off (LTO) cycle produces the most noise.

| Condition from the environmental licence | 2008 | 2009 | 2010 |
|---|---|---|---|
| Aircraft >6 tons: max. 1,080/year or 270/quarter<br>Highest quarterly figures | 660<br>218 (quarter 3) | 530<br>159 (quarter 3) | 602<br>210 (quarter 4) |
| Aircraft ≤6 tons: max. 152/year or 38/quarter | 26 | 32 | 29 |
| Higher quarterly limit | No | No | No |
| QCmax. = 82<br>QCmax. = 37 since 1/1/2010 | 86.1<br>(A124) | 68.4<br>(B742) | 63.8 (B742)[1]<br>67.6 (B742) |
| QC dep. <25,100 | 7,290.4 | 6,110.3 | 2,935.4 |
| QC arr. | 2,558.6 | 1,065.9 | 2,065.9 |
| % used of allowed QC dep. | 29.0 | 24.3 | 11.7 |

(1) It concerned 2 humanitarian flights with aid for Haiti.

In 2010, the contour was calculated of the flights performed in 2009. In 2011, the calculation was made for the flights in 2010. The contour reports are available through the airport's website (as of May 2011 for the contour calculation of 2010).

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

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.

| | **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 |

### 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. The annual report on the noise monitoring system for 2010 was published on the airport's website. On the four measuring posts, an operational capacity of between 98.1 and 99.8 was realised. The measurements of the noise monitoring system validate the theoretical calculation of the noise contours.

**Comparison between calculation (INM) and measurement (NMS)**

| | **2010** | | **2009** | | **2008** | |
|---|---|---|---|---|---|---|
| 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)] |
| NMT1 Papegaaienstraat, Ostend | 51.6 | 51.0 | 52.7 | 51.9 | 54.4 | 52.7 |
| NMT2 Middle-Marker, Stene | 58.8 | 57.7 | 60.1 | 59.1 | 62.0 | 60.1 |
| NMT3 DD-marker Duine-weg, Middelkerke | 56.8 | 56.7 | 57.4 | 57.3 | 59.3 | 58.7 |
| NMT4 Bibliotheek, Middelkerke | 44.6 | 46.5 | 46.2 | 46.3 | 48.2 | 48.1 |

## 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 NOTAM in the Aeronautical Information Publication (AIP).

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

| | 2010 | 2009 | 2008 |
|---|---|---|---|
| Total number of movements | 37,875 | 37,356 | 33,298 |
| Number of movements between 23:00h and 06:00h | 704 | 632 | 757 |
| Number of movements between 06:00h and 23:00h | 37,171 | 36,724 | 32,541 |
| Number of commercial movements | 3,355 | 3,432 | 3,629 |
| Number of non-commercial movements | 34,520 | 33,924 | 29,669 |
| Cargo | 1,698 | 1,833 | 1,866 |
| Military | No data | No data | No data |

## Environment consultation committee

In 2010, this advisory committee convened twice under the chairmanship of the Province of West Flanders. It discussed, among other things, the following topics: night flights, roof damage caused by vortex, noise contours, the noise monitoring system, and complaints.

In 2010, the airport received 16 complaints. No complaints were made about the privacy of customer information. **(PR8)** 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.

| Subject of the complaints | 2010 | 2009 | 2008 |
|---|---|---|---|
| Airport website | | | 1 |
| Baggage handling | | 2 | 3 |
| Belgocontrol complaints processing | | 1 | |
| Car park | 2 | | |
| Customer friendliness | 1 | | |
| Flight (course) | | | 1 |
| Flight information (update) | 1 | 2 | 3 |
| Flight routing | | 1 | |
| Ground noise | | 1 | |
| Handling company (service provision) | 1 | | |
| Helicopter flights | 1 | | |
| Infrastructure | 1 | | |
| Maintenance of facilities | 1 | | |
| Noise nuisance | 4 | 3 | 6 |
| Odour nuisance | | | 1 |
| Security check | 4 | 1 | 1 |
| Service at the airport building | | 2 | 2 |
| Training flights | | 1 | 3 |
| **Total** | **16** | **14** | **21** |

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 of the Flemish government.
In 2010, three 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.

**EN26 Roof tile damage - vortex**

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 2010, 5 cases of roof damage were recognised, which amounted to an expenditure of 1,659 euros in 2010 compared to 2,417 euros in 2009 (8 claims) and 3,700 euros in 2008 (7 claims).

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.

## Air study

In 2003, an air study was carried out at and around the airport. This study inquired after the annoyance felt by people living in the neighbourhood by having them keep an odour diary. In addition the immission concentrations of the main components present in kerosene were measured using passive samplers. The results of the study revealed that odour (nuisance) was mainly detected in the immediate environment of the airport. For this reason a number of emission-reducing and effect-oriented mitigating measures were proposed to reduce the observed odour and nuisance in the immediate environment of the airport to the level measured in the area situated further on. After implementation of the study the airport introduced several measures. Meanwhile, the mixture of aircraft visiting the airport has changed.

In 2010, the air study was resumed to a limited extent. During the period from 12 June 2010 to 8 September 2010, 23 volunteers living up to a distance of approximately 500 metres from the airport recorded their findings with regard to odour in an odour diary. The recorded results show that the observation frequency of the kerosene odour has declined compared to 2003. In 2010, the observation percentage varied between 0% and 7.4%. In 2003, this was between 0% and 53.3% in an area larger than the currently studied circle of 500 metres around the airport. The percentage of observations during which no odour was experienced at all or the odour was experienced as slightly annoying has increased from 34.5% in 2003 to 74.1% in 2010. The percentage of observations during which the odour was experienced as very annoying has fallen from 27.1% to 13.5%.

The odour diaries thus reveal that the observation percentages and nuisance percentages have decreased compared to 2003. On the basis of the results of the odour diaries it can therefore be decided that, as a result of the introduced measures, the airport's current activities do not cause any unacceptable odour nuisance for the environment.

For 3 months (from 11 June 2010 to 8 September 2010) 14 passive samplers were installed in the neighbourhood of the airport to measure the average VOC immission concentrations. The results indicate that the measured concentrations are lower for each of the components than in 2003. For some components that are typical of kerosene (higher alkanes) increased concentrations were recorded in the neighbourhood of the airport. For other components (BTX) the highest concentrations were measured further away from the airport, but closer to the centre of Ostend. These components mainly originate from road traffic. The limit value for benzene in outdoor air (5 µg/m³) is never exceeded (the highest concentration measured amounted to 0.4 µg/m³). There are no limit values for the other components. However, the measured concentrations are a factor 1.5 to 2 lower than in 2003.

On the basis of this study it turns out that the odour observation percentages, nuisance percentage, odour nuisance indices and the average VOC concentrations are low and that the norms have not been exceeded. The measures that have already been introduced should be maintained and complied with. Also, it is important to take the time and place into account in odour-producing activities, such as running up the engines of aircraft.

## Power testing

At the airport, locations have been reserved for carrying out full power tests. The Duty Operations Officers will inform the pilots of these locations, amongst others in view of the wind direction, other movements and the possible nuisance for the environment. In 2010, 113 power tests were performed at the airport, including 15 full and 98 idle power tests.

# Safety

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 below.

International AIRPORT OSTEND - BRUGES

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

## Further professionalisation of the safety services at the airport

Ostend-Bruges International Airport has certainly not been standing still in terms of safety. In December 2010, a new ultramodern fire-extinguishing vehicle (type Panther of the mark Rosenbauer) was delivered. The purchase of this vehicle is a further step towards increasing the safety of passengers as well as employees at the airport. The installation of a state-of-the-art TETRA radio communication system guarantees a good communication between the airport's different operational services, which further enhances the operational capacity and safety of the airport.
A transition was also made to the ASTRID communication network. People in charge of operations at Ostend-Bruges International Airport can now communicate directly through the national emergency services radio network, which will increasingly facilitate cooperation between external fire stations and the fire station at the airport.

## 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. In 2010, 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 in April 2011 a large-scale disaster exercise was held.

Due to the eruption of the volcano in Iceland the airport was exceptionally closed for 4.5 days. On 1 of these days VFR traffic below 4,500 feet[1] was allowed.

## Snow clearing plan

At the airport a new snow clearing plan was also worked on. The necessary investments were made in snow clearing equipment and after the summer the staff was thoroughly trained in various snow clearing techniques. The result was clearly positive: while many other airports were closed, Ostend-Bruges International Airport succeeded in staying operational. Many airlines used Ostend as a safe landing place to subsequently resume their activities at a later time.

1 Aircraft are only allowed to carry out a visual flight below 4,500 feet.

## 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.

**EN1/AOSS5 Used raw materials: de-icing products**

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

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

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). However, 2010 was an exceptional year due to the winter periods in January/February and in November/December. 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)**.

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

**EN2 Degree of recycling and dumping of used de-icing products**

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

## 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.).

**EN1 Used raw materials: pesticides**

| Year | 2010 | 2009 | 2008 |
|---|---|---|---|
| Total (litre) | 70 | 104 | 66 |

# 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.

In the past year, the Security Service underwent a real transformation. In 2009, security officers did not belong to a fixed team. These staff members had to report to the on-duty security supervisor. As a result, the deployed team of security officers and leading security supervisor constantly changed in terms of composition. In the course of 2010 it was opted to abandon this loose structure and fixed teams were composed, each consisting of 7 or 8 security officers, headed by two permanent security supervisors who are alternately on duty. Consequently these security supervisors manage the same security officers. This allows them to better follow up and more quickly adjust the actions of the security officers. All of this reinforces the coaching role of the security supervisors.

In order to improve airside accessibility, a permanent access post was created at the control tower. As a result of this extended number of available airside/landside passages, more security officers holding the certificate for operating the security equipment, have to be employed.

In the course of the year the internal procedures were entirely adjusted to the new regulations, and were entered, among other things, in 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 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 official report, if necessary.

# Social

## Human rights

Up till now no conditions have been set with regard to the respect for human rights nor is any such screening **(HR1)** being carried out when concluding concession and investment contracts with users and other parties. 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.

## 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

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 Service, 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

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 hall 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 airlines. 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.

In order to be able to provide new destinations, the airport offers financial support, the so-called start-up aid. This start-up aid can only be granted for starting up new connections that increase the net amount of passengers from and to Ostend Airport. This support measure was approved on 17 November 2009 by the European Commission and was made possible through the Communication from the Commission – Community guidelines on financing of airports and start-up aid to airlines departing from regional airports (Official Journal of the European Union, C312/1, 9 December 2005).

The value that is created for the neighbourhood by promoting tourism is not to be underestimated. Through the non-profit organisation Toeristische Ontsluiting West-Vlaanderen the various actors work together to actively promote the cities of Bruges, Ghent and Ostend as destination.

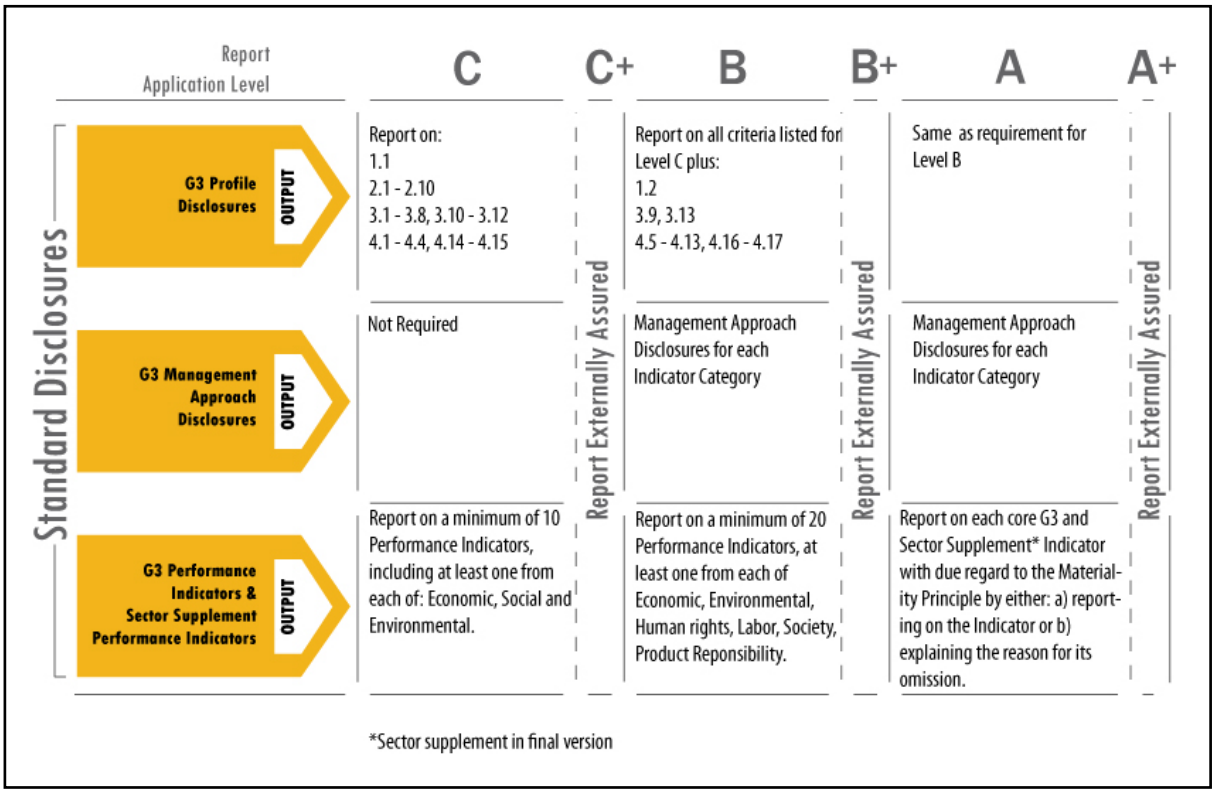
# List of concepts

| | |
|---|---|
| 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 |
| ASTRID | Since 1998, the plc ASTRID has been responsible for the development, management and maintenance of a radio and paging network and emergency centres. ASTRID is an initiative of the federal and local authorities. |
| BAFA | Ben-Air Flight Academy |
| BCU | Bird Control Unit |
| BDOC | Beleidsdomeinoverlegcomité (policy area consultative committee) |
| BTX | benzene, toluene, xylene |
| BWK | Biologische WaarderingsKaart (Biological Valuation Map) |
| CDA | Continuous Descent Approach |
| 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) |
| EASTI | European Aviation Security Training Institute |
| EBOS | ICAO code for Ostend-Bruges International Airport |
| EIR | Environmental Impact Report |
| EOC | Entiteitsoverlegcomité (entity consultative committee) |

| | |
|---|---|
| ETSI | European Telecommunications Standard Institute: an organisation established by the European Commission that is in charge of drawing up European standards for telecommunication. The ETSI has drafted the TETRA standard. |
| EU-ETS | European scheme for greenhouse gas emission allowance trading |
| 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) |
| FSC | Forest Stewardship Council<br><br>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 |
| GRI | Global Reporting Initiative |
| HC separator | Hydrocarbon separator |
| ICAO | International Civil Aviation Organisation |
| ILS | Instrument Landing System |
| 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) |
| LTO cycle | Landing and Take Off cycle |
| 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) |
| PAPI | Precision Approach Path Indicator |
| pax | passenger |
| 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<br>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) |

| | |
|---|---|
| TETRA | Terrestrial Trunked Radio ; TETRA is a digital standard for radio communication that is mainly used by professional users. TETRA is an official standard drawn up by the European Telecommunications Standards Institute (ETSI). |
| 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. |
| TMVW | Tussengemeentelijke Maatschappij der Vlaanderen voor Watervoorziening (Flanders Intermunicipal Water Supply Company) |
| VFR | Visual Flight Rules |
| VLOC | Vlaams LuchtvaartOpleidingsCentrum |
| VMM | Vlaamse Milieu Maatschappij (Flemish Environment Company) |
| VMW | Vlaamse Maatschappij voor Watervoorziening (Flemish Water Supply Company) |
| VOC | Volatile organic compounds |
| Vortex | Spiral turbulence or wake turbulence |
| VSOA | Vrij Syndicaat voor het Openbaar Ambt (Free Trade Union for the Public Office) |
| WES | West-Vlaams Economisch Studiebureau (West Flanders Economic Research and Consultancy Bureau) |
| 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 | Reported | Cross-reference/Direct answer |
|---|---|---|---|
| 1,1 | Statement from the most senior decision-maker of the organization. | Fully | See 'Preface' and 'Mission Statement' on p 5 and p 7. |
| 1,2 | Description of key impacts, risks, and opportunities. | Fully | Preface' on p 5 and reference on p 51 |

### 2. Organizational Profile

| Profile disclosure | Description | Reported | Cross-reference/Direct answer |
|---|---|---|---|
| 2,1 | Name of the organization. | Fully | Ostend-Bruges International Airport |
| 2,2 | Primary brands, products, and/or services. | Fully | See pp. 9-13 ; also see overview of freight connections and passenger destinations. |
| 2,3 | Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures. | Fully | See organisation chart (p 18) and overview stakeholders (pp. 14-15). |
| 2,4 | Location of organization's headquarters. | Fully | Ostend |
| 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. | Fully | Belgium |
| 2,6 | Nature of ownership and legal form. | Fully | Separate Management Service, comes under the Flemish government, see p 9. |
| 2,7 | Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries). | Fully | See overview of freight connections and passenger destinations, on p 11 and p 13. |
| 2,8 | Scale of the reporting organization. | Fully | See pp. 19-20 concerning traffic. |
| 2,9 | Significant changes during the reporting period regarding size, structure, or ownership | Fully | No changes |
| 2,10 | Awards received in the reporting period. | Not | |

### 3. Report Parameters

| Profile disclosure | Description | Reported | Cross-reference/Direct answer |
|---|---|---|---|
| 3,1 | Reporting period (e.g., fiscal/calendar year) for information provided. | Fully | 2010 |
| 3,2 | Date of most recent previous report (if any). | Fully | 2009 |
| 3,3 | Reporting cycle (annual, biennial, etc.) | Fully | Yearly |
| 3,4 | Contact point for questions regarding the report or its contents. | Fully | Gino Vanspauwen |
| 3,5 | Process for defining report content. | Fully | See pp. 3-4. |
| 3,6 | Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance. | Fully | p 9 ; Cooperation with other services not explicitly included. |
| 3,7 | State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope). | Fully | In consultation with the stakeholders, more limitations will probably come into the picture in the future ; pp. 3-4, 9, 14 |

| | | | |
|---|---|---|---|
| 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. | Fully | The previous Annual Report was used as point of departure. Information was added taking into account the GRI G3 guidelines. |
| 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. | Fully | Reference to sources, calculations, models, where relevant (f.i. water and energy: on the basis of invoicing ; for noise: INM-calculation model and Noise Monitoring System) |
| 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). | Fully | Mentioned where relevant ; However, in the past the Annual Report was not yet based on the GRI guidelines. |
| 3,11 | Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report. | Fully | Compared to the previous Annual Report, the number of subjects is significantly higher. |
| 3,12 | Table identifying the location of the Standard Disclosures in the report. | Fully | p 85 |
| 3,13 | Policy and current practice with regard to seeking external assurance for the report. | Fully | No external assurance ; creation of report under the supervision of external rapporteur (p 3, 96) ; external assessment GRI standards by GRI (p 3-4) |
| **4. Governance, Commitments, and Engagement** | | | |
| **Profile disclosure** | **Description** | **Reported** | **Cross-reference/Direct answer** |
| 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. | Fully | After an examination, the Managing Director/CEO was appointed by the Flemish government which is being supervised by the Flemish Parliament. The Separate Management Service comes under the Mobility and Public Works Department. Since the introduction of Better Administrative Policy, the Managing Director/CEO is being evaluated by the highest-ranking official of the Department, the Secretary-General (SG). In addition, the Managing Director/CEO, at the invitation of the SG, participates at board meetings of the Department. As to the structure of the operational management of the airport: see organisation chart p 18 and table p 17, consultation structures pp. 22-23 |
| 4,2 | Indicate whether the Chair of the highest governance body is also an executive officer. | Fully | The Managing Director/CEO is the highest-ranking manager of the Separate Management Service Ostend Airport. |
| 4,3 | For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members. | Fully | The Separate Management Service is being supervised by the Flemish government which in its turn is being supervised by the Flemish Parliament. |
| 4,4 | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. | Fully | As to the operational functioning of the airport: see the consultation structures on pp. 22-23 ; also yearly evaluation and planning talks with the staff members (p 31). As to the political decisions, reference has to be made to the reporting to the Flemish government, whereby the Flemish Parliament has a supervising responsability/task and whereby through the Mobility and Public Works Department the policy of the concerned Minister is executed. |
| 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). | Fully | There is no linkage. |

| | | | |
|---|---|---|---|
| **4,6** | Processes in place for the highest governance body to ensure conflicts of interest are avoided. | Fully | The airport forms a separate structure (Separate Management Service) within the Flemish government. As a Separate Management Service, it is possible to pursue a specific autonomous policy within the Flemish government. Reporting takes place directly to the Flemish government whereby the Flemish Parliament has a supervising function. The purchases of the Separate Management Service are being regulated by the law on public procurement. |
| **4,7** | Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics. | Fully | The Managing Director/CEO is the highest-ranking manager and has been appointed by the Flemish government in 2003 through a decree of appointment. |
| **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. | Fully | See 'Mission Statement' on p 7, 'Safety Management System' on p 71. |
| **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. | Fully | Providing means and regular reporting, as stipulated in the concerned legislation. |
| **4,10** | Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance. | Fully | There are several reports which are imposed by rules and legislation. There are yearly evaluation and planning talks with the staff members. The Managing Director/CEO directly reports to the Flemish government. |
| **4,11** | Explanation of whether and how the precautionary approach or principle is addressed by the organization. | Fully | See 'Safety Policy' on p 71 and security policy on p 75-76. |
| **4,12** | Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses. | Fully | a.o. Safety Management System (binding) and security rules (pp. 75-76) |
| **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. | Fully | Membership TIACA, ABTO and ACI (regional forum) |
| **4,14** | List of stakeholder groups engaged by the organization. | Fully | See pp. 14-15. |
| **4,15** | Basis for identification and selection of stakeholders with whom to engage. | Fully | See pp. 14-15 for the overview of the identified stakeholders ; identification on the basis of determined consultation structures and communication channels (information of airport management) ; consultation of stakeholders (in 2011) is planned in order to map needs/wishes of stakeholders. |
| **4,16** | Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group | Fully | See pp. 14-15 with overview stakeholders and communication channels. |
| **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. | Fully | See pp. 14-15 ; subjects which are part of the tasks of the different consultation structures (pp. 22-23) ; Environmental consultative committee (pp. 68-69) ; other consultation structures (pp. 22-23) |

**MANAGEMENT APPROACH**

| **G3 DMA** | **Description** | **Reported** | **Cross-reference/Direct answer** |
|---|---|---|---|
| **DMA EC** | **Disclosure on Management Approach EC** | | |
| **Aspects** | Economic performance | Fully | See pp. 33-39. |

| | | | |
|---|---|---|---|
| | Market presence | Fully | See p 12 ; see overview of freight connections (p 11) and passenger destinations (p 13). |
| | Indirect economic impacts COMM | Partially | See pp. 33-34. |
| | Service Quality COMM | Partially | No concrete measurements ; passive measurement (monitoring through complaints registration), see p 68. |
| **DMA EN** | **Disclosure on Management Approach EN** | | |
| **Aspects** | Materials | Fully | See pp. 73-74. |
| | Energy | Partially | See p 49. |
| | Water COMM | Partially | See pp. 50-51. |
| | Biodiversity COMM | Partially | See pp. 51-59. |
| | Emissions, effluents and waste COMM | Partially | See pp. 59-63. |
| | Products and services | Fully | See p 69 concerning the aspect 'vortex'. |
| | Compliance | Fully | Appointment external environmental coordinator |
| | Transport COMM | Partially | |
| | Intermodality COM | Partially | See p 39. |
| | Overall | Fully | See p 9 "blue banana". |
| | Noise COMM | Fully | Yearly contour calculation, Noise Monitoring System, follow-up of stipulations as imposed by the regulations |
| **DMA LA** | **Disclosure on Management Approach LA** | | |
| **Aspects** | Employment COMM | Fully | See p 16, 24-27. |
| | Labor/management relations COMM | Fully | See p 27, 32. |
| | Occupational health and safety COMM | Fully | See pp. 27-28. |
| | Training and education | Fully | See pp. 29-31. |
| | Diversity and equal opportunity | Fully | See p 32. |
| **DMA HR** | **Disclosure on Management Approach HR** | | |
| **Aspects** | Investment and procurement practices | Fully | See p 33, 36, 72 en 77. |
| | Non-discrimination | Fully | See p 32. |
| | Freedom of association and collective bargaining | Fully | See p 32. |
| | Child labor | Fully | See p 32. |
| | Forced and compulsory labor COMM | Fully | See p 32. |
| | Security practices COMM | Fully | See pp. 75-76. |
| | Indigenous rights | Fully | See p 66 concerning the number of annoyed people. |
| **DMA SO** | **Disclosure on Management Approach SO** | | |
| **Aspects** | Community: impacts of operations on local communities including vulnerable groups within the communities COMM | Fully | p 36 ; when relevant changes occur or at the renewal of the environmental licence, an EIR is made up which deals with these matters. The last EIR dates from 2004. |
| | Corruption | Fully | See p 32. |
| | Public policy COMM | Fully | Execution of the policy of the competent Flemish minister for airports |
| | Anti-competitive behavior | Fully | See p 35. |
| | Compliance | Fully | See p 35. |
| **DMA PR** | **Disclosure on Management Approach PR** | | |
| **Aspecten** | Customer health and safety | Fully | See p 71, 77. |
| | Product and service labelling | Fully | See p 77. |
| | Marketing communications | Fully | See p 78. |
| | Customer privacy | Fully | See p 68, 78. |

| | | | |
|---|---|---|---|
| | Compliance | Fully | See p 78. |
| | business continuity and emergency preparedness COMM | Fully | See p 72. |
| **PERFORMANCE INDICATORS** | | | |
| **Economy** | | | |
| **Profile disclosure** | **Description** | **Reported** | **Cross-reference/Direct answer** |
| **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. | Fully | a.o. p 36 and also see the details in the profit-and-loss account on pp. 43-47. |
| **EC2** | Financial implications and other risks and opportunities for the organization's activities due to climate change. | Not | |
| **EC3** | Coverage of the organization's defined benefit plan obligations. | Not | |
| **EC4** | Significant financial assistance received from government. | Fully | endowment for operating charges and endowment investment ; also see p 37. |
| **Market presence** | | | |
| EC5 | Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. | Partially | Wages are being paid by the Flemish government on the basis of determined wage scales. At the airport, wage scales A to D are applicable. |
| **EC6** | Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. | Fully | No determined policy ; is unconsciously being applied to smaller purchases ; see p. 39. |
| **EC7** | Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. | Fully | See p 39. |
| **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. | Fully | The airport is operated by the Flemish government within the framework of the public interest and as a logistic gateway ; see p 39. |
| EC9 | Understanding and describing significant indirect economic impacts, including the extent of impacts. | Not | |
| **Environmental** | | | |
| **Profile disclosure** | **Description** | **Reported** | **Cross-reference/Direct answer** |
| **Materials** | | | |
| **EN1** | Materials used by weight or volume. | Fully | deicing (p 73) and pesticides (p 74) |
| **EN2** | Percentage of materials used that are recycled input materials. | Fully | See p 74: no recycling of deicing fluid |
| **Energy** | | | |
| **EN3** | Direct energy consumption by primary energy source. | Fully | See p. 49. |
| **EN4** | Indirect energy consumption by primary source. | Not | |
| EN5 | Energy saved due to conservation and efficiency improvements. | Partially | No data available. Qualitative approach included on p 49. |
| EN6 | Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. | Not | |
| EN7 | Initiatives to reduce indirect energy consumption and reductions achieved. | Partially | No quantification, see p 49. |
| **AOSS1** | Total number of passengers annually, broken down by international and domestic flights | Fully | See table p 12. |

| | | | |
|---|---|---|---|
| **AOSS2** | Annual total number of aircraft movements by day and night, broken down by commercial, non-commercial, cargo and military. | Fully | See table p 64 and also p 67. |
| **Water** | | | |
| **EN8** | Total water withdrawal by source. | Fully | See table p 50 for the partition of the water consumption. Ultimately, the water is being discharged as domestic wastewater into the public sewer system of the city. |
| EN9 | Water sources significantly affected by withdrawal of water. | Not | |
| EN10 | Percentage and total volume of water recycled and reused. | Partially | No data available ; qualitative approach, see p 50. |
| **AOSS3** | Quality of storm water, bij regulatory regime | Partially | No data on quality, only qualitative approach ; also see p. 51. |
| **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. | Fully | See p 53. |
| **EN12** | Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. | Not | |
| EN13 | Habitats protected or restored. | Fully | See table p 54. |
| EN14 | Strategies, current actions, and future plans for managing impacts on biodiversity. | Not | |
| EN15 | Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. | Partially | See a.o. p 59. |
| **Emissions, effluents and waste** | | | |
| **EN16** | Total direct and indirect greenhouse gas emissions by weight. | Not | There are no detailed data available for the airport. Former MIRA reports each time mention the complete aviation in Flanders. Also see p. 60. |
| **EN17** | Other relevant indirect greenhouse gas emissions by weight. | Not | There are no detailed data available for the airport. Former MIRA reports each time mention the complete aviation in Flanders. |
| EN18 | Initiatives to reduce greenhouse gas emissions and reductions achieved. | Partially | See explanation on p 61. |
| **EN19** | Emissions of ozone-depleting substances by weight. | Not | The logbooks of the airport give a first impression but weren't incorporated because incomplete. |
| **EN20** | NOx, SOx, and other significant air emissions by type and weight. | Not | No detailed calculation available |
| **EN21** | Total water discharge by quality and destination. | Partially | Discharge of wastewater coming from sanitary applications (at the peak hours at the airport). Water discharges concessionaires not described ; see p 61. |
| **EN22** | Total weight of waste by type and disposal method. | Fully | See pp. 61-62. |
| **EN23** | Total number and volume of significant spills. | Fully | See p 63. |
| 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. | Fully | See p 62. |
| 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. | Not | |
| **AOSS4** | Ambient air quality levels according to pollutant concentrations in µg/m³ or ppm by regulatory regime | Fully | Reference to results air study by VITO in 2010 ; see p 69-70. |
| **AOSS5** | Aircraft and pavement de-icing/anti-icing fluid used and treated by m³ and/or tones | Partially | Overlap with EN1 and EN2 on p 73 ; surface area pavements not added yet. |
| **Products and services** | | | |

| | | | |
|---|---|---|---|
| **EN26** | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. | Fully | Intervention airport in case of roof tile damage by vortex, explained on p 69. |
| **EN27** | Percentage of products sold and their packaging materials that are reclaimed by category. | Not | Not applicable |
| **Compliance** | | | |
| **EN28** | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. | Not | |
| **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. | Not | No calculations were made. |
| **Overall** | | | |
| EN30 | Total environmental protection expenditures and investments by type. | Fully | See list environmental investments in table on p 40. |
| **Noise** | | | |
| **AOSS6** | Number and percentage change of people residing in areas affected by noise | Fully | See table p 66 and also reference to yearly contour calculations published on the website. |
| | **Social: Labor Practices and Decent Work** | | |
| **Profile disclosure** | **Description** | **Reported** | **Cross-reference/Direct answer** |
| **Employment** | | | |
| **LA1** | Total workforce by employment type, employment contract, and region. | Fully | See p 24. |
| **LA2** | Total number and rate of employee turnover by age group, gender, and region. | Fully | See p 26. |
| LA3 | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. | Partially | See p 27. |
| **Labor/management relations** | | | |
| **LA4** | Percentage of employees covered by collective bargaining agreements. | Fully | See p 27. |
| **LA5** | Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. | Not | |
| **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. | Fully | See p 27. |
| **LA7** | Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region. | Fully | See p 28. |
| **LA8** | Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. | Not | |
| LA9 | Health and safety topics covered in formal agreements with trade unions. | Not | |
| **Training and education** | | | |
| **LA10** | Average hours of training per year per employee by employee category. | Fully | See table p 30. |
| LA11 | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. | Partially | See p 31. |
| LA12 | Percentage of employees receiving regular performance and career development reviews. | Fully | See p 31. |

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|---|---|---|---|
| **Diversiteit en kansen** | | | |
| **LA13** | Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. | Fully | See organisation chart ; diversity when recruiting is encouraged ; all jobs are open to both men and women, regardless of their nationality ; see p 25 and table p 32 (only the maintenance / security departments count non-Belgians among their staff members ) |
| **LA14** | Ratio of basic salary of men to women by employee category. | Fully | No difference in basic salaries at the Flemish government ; p 32 |
| | | **Social: Human Rights** | |
| **Profile disclosure** | **Description** | **Reported** | **Cross-reference/Direct answer** |
| **Investment and procurement practices** | | | |
| **HR1** | Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. | Fully | No human rights clauses, see p 77. |
| **HR2** | Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. | Fully | No screening, see p 77. |
| 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. | Fully | This aspect is only included in the training of the Security Officers, see pp. 29-30. |
| **Non-discrimination** | | | |
| **HR4** | Total number of incidents of discrimination and actions taken. | Fully | Discrimination does not occur and is not tolerated. (p 32) |
| **Freedom of association and collective bargaining** | | | |
| **HR5** | Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights. | Fully | No activities determined where this could be a problem. |
| **Child labor** | | | |
| **HR6** | Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. | Fully | No activities determined where this could be a problem. |
| **Forced and compulsory labor** | | | |
| **HR7** | Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor. | Fully | No activities determined where this could be a problem. |
| **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. | Fully | These aspects are included in the training of all Security Officers, see p 77. |
| **Indigenous rights** | | | |
| HR9 | Total number of incidents of violations involving rights of indigenous people and actions taken. | Fully | No problem |
| | | **Social: Society** | |
| **Profile disclosure** | **Description** | **Reported** | **Cross-reference/Direct answer** |
| **Community** | | | |
| **SO1** | Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting. | Fully | When relevant changes occur or at the renewal of the environmental licence, an EIR is made up which deals with these matters. |

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|---|---|---|---|
| **AOSS7** | Actual or estimated number of persons voluntarily and involuntarily displaced and/of resettled by airport develoment, broken down by project | Fully | The airport did not execute any projects which resulted in a compulsory move or expropriation. |
| **Corruption** | | | |
| **SO2** | Percentage and total number of business units analyzed for risks related to corruption. | Partially | No analysis has been made ; staff members participate in training in this matter. |
| **SO3** | Percentage of employees trained in organization's anti-corruption policies and procedures. | Partially | See p 32. |
| **SO4** | Actions taken in response to incidents of corruption. | Not | |
| **Public policy** | | | |
| **SO5** | Public policy positions and participation in public policy development and lobbying. | Fully | Execution of the policy of the competent Flemish minister for airports |
| SO6 | Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. | Fully | No contributions |
| **Anti-competitive behavior** | | | |
| SO7 | Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. | Fully | See lawsuit with repayment costs to Noordzee Helicopters ; see p 35. |
| **Compliance** | | | |
| **SO8** | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. | Fully | See repayment costs to Noordzee Helicopters ; see p 35. |
| | **Social: Product Responsibility** | | |
| **Profile disclosure** | **Description** | **Reported** | **Cross-reference/Direct answer** |
| **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. | Not | |
| 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. | Not | |
| **AOSS8** | Number of wildlife strikes | Fully | See reporting concerning the functioning of the BCU, pp. 55-59. |
| **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. | Partially | See p 77. |
| PR4 | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. | Fully | No incidents known |
| PR5 | Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. | Partially | No survey measuring customer satisfaction. However, a follow-up system for complaints is in use ; see p 68. |
| **Marketing communications** | | | |
| **PR6** | Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship | Not | |
| 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. | Fully | None, see explanation p 78. |
| **Customer privacy** | | | |

| | | | |
|---|---|---|---|
| **AOSS7** | Actual or estimated number of persons voluntarily and involuntarily displaced and/of resettled by airport develoment, broken down by project | Fully | The airport did not execute any projects which resulted in a compulsory move or expropriation. |
| **Corruption** | | | |
| **SO2** | Percentage and total number of business units analyzed for risks related to corruption. | Partially | No analysis has been made ; staff members participate in training in this matter. |
| **SO3** | Percentage of employees trained in organization's anti-corruption policies and procedures. | Partially | See p 32. |
| **SO4** | Actions taken in response to incidents of corruption. | Not | |
| **Public policy** | | | |
| **SO5** | Public policy positions and participation in public policy development and lobbying. | Fully | Execution of the policy of the competent Flemish minister for airports |
| SO6 | Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. | Fully | No contributions |
| **Anti-competitive behavior** | | | |
| SO7 | Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. | Fully | See lawsuit with repayment costs to Noordzee Helicopters ; see p 35. |
| **Compliance** | | | |
| **SO8** | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. | Fully | See repayment costs to Noordzee Helicopters ; see p 35. |

**Social: Product Responsibility**

| Profile disclosure | Description | Reported | Cross-reference/Direct answer |
|---|---|---|---|
| **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. | Not | |
| 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. | Not | |
| **AOSS8** | Number of wildlife strikes | Fully | See reporting concerning the functioning of the BCU, pp. 55-59. |
| **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. | Partially | See p 77. |
| PR4 | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. | Fully | No incidents known |
| PR5 | Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. | Partially | No survey measuring customer satisfaction. However, a follow-up system for complaints is in use ; see p 68. |
| **Marketing communications** | | | |
| **PR6** | Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship | Not | |
| 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. | Fully | None, see explanation p 78. |
| **Customer privacy** | | | |

| | | | |
|---|---|---|---|
| PR8 | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. | Fully | No complaints regarding breaches of privacy and losses of customer data ; also see p. 68. |
| **Compliance** | | | |
| **PR9** | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. | Not | |

Legend:

| | |
|---|---|
| **XX.Y** | core indicator |
| AOSS | core indicator in airport operator sector supplement |

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