



Corporate Social Responsibility Annual Report 2021



This is Aruba Airport Authority N.V. (AAA) 's first Annual Corporate Social Responsibility Report and this report will take you on our exciting journey towards becoming a social-responsible company, with Sustainability as our guiding principle and the United Nations Sustainable Development Goals (SDG's) as part of how AAA conducts business.

The Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.



Early 2021, AAA initiated an important process of realigning its purpose and to come to a new corporate strategy, to be better prepared for the future. This process included the active input of and feedback from all employees of AAA. The vision for the future of AAA defined is:

To become one of the most sustainable, safe and future proof Airports of the Latin America and Caribbean region, providing a trusted workplace, modern airport facilities and excellent customer service which reflects Aruban hospitality, contributing to a prosperous future for Aruba.

Sustainability has become a vital pillar and the focus for the years ahead and has now firmly been anchored throughout AAA's vision, purpose, values and strategies.

This report will not only show our activities, projects and achievements but will also identify our challenges into this journey. Finally, the report will also look into plans and projects related to sustainability.



Our Aspiration towards 2030

VISION

To become one of the most Sustainable, Safe and Future Proof Airports of the Latin American & Caribbean region, providing a trusted workplace, modern airport facilities and excellent customer service which reflects Aruban hospitality, contributing to a prosperous future for Aruba.

CORE PURPOSE

We facilitate a diverse air service network, a varied choice of commercial services and pleasant airport experiences through sustainable, safe, secure and reliable airport operations & facilities for all airport users.

We do this in close collaboration with all airport partners and key stakeholders.

ROLES



HOST



OPERATOR



DEVELOPER



THOUGHT LEADER

OUR DREAM COMPANY

We are building a solid company, based on the principle of trust:
 Where we feel inspired, engaged, safe and respected.
 Where making mistakes is part of a learning process and where innovation is a common practice.
 Where long-term focus wins from short-term gains
 Where we collaborate as a team and create partnerships to add value to the Aruban community.
 A company of which we can be proud of!

CORE VALUES



SUSTAINABILITY | HONESTY | INTEGRITY | NIMBLE | ENGAGED





How It Started

The aviation industry is considered one of the major polluters and together with Airports do contribute to part of the world's environmental challenges. Due hereto, AAA has been identifying areas in which it can become a more sustainable company and thus contribute as well to a more sustainable community. In the past few years AAA has made some important steps towards this goal, with for example providing of space for the largest Solar Park in the Dutch Caribbean, our Airport Carbon Accreditation (ACA) achievements, Investments in a brand-new Utility building, but a clear path and guidance was lacking.

The covid pandemic and related devastating crisis year of 2020 has significantly tested our company's resilience and has forced AAA to realign its purpose not only towards its staff and the Airport community, but also towards the community of Aruba in general.





A Cashless Community

In 2020, AAA took the decision to go cashless and urged all Airport users to follow suit. From a sustainability standpoint, not only were we able to reduce costs and waste, but we also achieved a safer workplace as large amounts of cash on our premises did constitute a risk for the Airport community. And as the 2020 Covid crisis taught us, the more contact points / touchpoints we could eliminate, this also helped in prevention of infections.



Going Paperless & Reduce Plastic Usage

Although the efforts to become a paperless company stem from 2015 with the introduction of an Enterprise Resource Software, through which we digitalized several processes that were historically very resources consuming. During the lockdown period in 2020 AAA was forced to shift to an almost completely paperless company and the use (and waste) of paper was reduced significantly. With efforts to further reduce the number of printers and full introduction of digital signature, AAA will continue towards its mission of becoming a fully paperless company by 2023. As to plastic reduction, AAA has significantly reduced plastic in its offices by eliminating individual trash bins thus reducing the use of more than 60 plastic bin liners daily.



3 GOOD HEALTH AND WELL-BEING



10 REDUCED INEQUALITIES



17 PARTNERSHIPS FOR THE GOALS



Focus on Health and Wellbeing

Although AAA has been actively promoting a healthy lifestyle for many years now, the Covid 19 pandemic did test the company's health safety resilience. AAA was one of the first companies in Aruba that had early in the pandemic, robust health-safety protocols in place to protect its employees. Awareness campaigns were set up, reminding employees of proper hand hygiene and other ways of preventing infection. Clear guidelines were put into place to reduce the spread of the virus including "stay-home-when-sick". Colleagues that felt the need for this, were given the opportunity to get coaching / psychological assistance. Webinars were held to share information on the virus and vaccination options. On an almost daily basis, information was shared with all AAA colleagues with updates on the Covid situation in Aruba and at the Airport.

Particularly during the first half of 2020 AAA shared its health safety protocols with various Airports, companies, organizations and with ACI and other international partners.

In 2021 and as soon as the Covid 19 vaccine became available in Aruba, AAA applied for a fast track, first for our employees, and later for all Airport users. With this, and as per mid 2021 AAA had over 90% of its staff fully vaccinated.

The effects of the pandemic as well as the reorganization of 2020 had some negative impact on AAA's staff and long lingering issues started to come to the surface. To address these issues, we initiated in 2021 the Let's Talk series, a series of Video-taped conversations by our colleagues with our colleagues, to address subjects that were previously not openly addressed in the company. The first in the series candidly addressed Mental Health and issues related to this topic. Subjects like work-life balance and stress were discussed in an open and honest way. The second in the series was an open discussion on Equality in AAA, in which colleagues explained the issues with "preferential treatment" and gave ideas on how AAA can become more inclusive. In the third Let's Talk video, information was shared on how to start/continue living a healthy lifestyle, incorporating activities in our daily work and life. Proper eating / nutrition habits and practical tips on eating healthier were also shared. Let's Talk # 4 completed the 2021 series, by addressing the topic of the relationship between physical and mental health.



A safe work environment must be free of employees under the influence of alcohol and / or drugs, so mid 2021 AAA updated the existing but slightly outdated Drugs-and Alcohol testing Policy.

Mid 2021 AAA introduced a Remote Work Policy (RWP) with the objective to give eligible staff members an opportunity to be able to work remotely. Not only would the RWP give the employees a better work-life balance, the RWP would also promote less commuting to/from work. Preliminary feedback from the RWP users reveal that they feel much more productive, can plan, and concentrate better on certain tasks and feel overall more engaged in their work.

Also in 2021, AAA employees came with an initiative to introduce quarterly Nature walks and several Units started with sports events to get the staff together in a healthy and safe environment.



Bringing Hope

The Covid 19 crisis hit our tourism dependent island of Aruba very hard, and the lockdown caused many families to lose their livelihoods. Families were struggling to put food on the table and children were taken out of school due to lack of funds to pay for uniforms and other basic school supplies.

In May 2020, and despite the company's own struggles and challenges at that time, AAA decided to do something about above and started with the "Wings of Hope" (WOH) program. In 2020 this program helped more than 70 families survive the deepest and most challenging months of the crisis by assisting with food vouchers. That year WOH helped 217 children obtain basic school supplies and 159 children received uniform vouchers as well. At the end of the year, we donated Christmas gifts to 172 children of families in need.



In 2021 WOH continued assisting some 50 families with food vouchers and mid 2021 helped 175 children with their essential school supplies and uniforms. WOH also paid for tuition of 88 students of which their parent(s) could not afford this, and they would have otherwise dropped out.

WOH also organized a Sustainability Challenge amongst Primary schools and the winning school's project to install solar panels to reduce power consumption by at least 20%, has been fully financed by WOH.

At end of 2021 AAA partnered up with one of our Maintenance contractors to build a nursery for Luna Foundation, a foundation with the objective of saving stray and mistreated dogs and give them a refuge to rehabilitate.

Partnering Up

Although the Airport business is about partnerships and stakeholders' relations, AAA did manage to successfully operate the Airport without much need for formal collaboration structures with other community partners (other than the usual partners like Airlines, Concessionaires etc.).

In 2020 it became evident that to become a sustainable company, we had to reach out to other partners and broaden our perspective on our purpose as a company.

AAA reached out to international organizations like IATA, ACI and ICAO, but also to regional Airports and our Schiphol International (SI) partners, in the several network platforms of SI for guidance in the restart phase. We collaborated with Aviation and Health authorities on protocols for restart and because of these joined effort, AAA was able to quickly adapt the Arrival and Departure processes and safely reopen the Airport mid 2020, far before any other regional Airport was able to.

AAA signed agreements with the University of Aruba to work together on Projects, specifically on sustainability and this partnership has resulted in a Sustainability Assessment of parts of the Airport maintenance and several of the recommendations are being addressed by projects for improvements.

In 2021 AAA took the initiative to start a collaboration between the CEO's of all Dutch Caribbean Airports. The Dutch Caribbean Collaboration of Airports (DCCA) aims to achieve economies of scale by further enhancing and strengthening cooperation, on the following key elements:

- Innovation
- Sustainability
- Manage development
- Regulations, safety and security
- Health challenges for airports
- Emergency assistance/response
- Economical sustainable, stable and affordable air connections between the Dutch Caribbean airports
- Maintenance, infrastructure and project management



Milestones and Roadmap To Certification

AAA initiated in 2018 its journey to achieve Airport Carbon Accreditation (ACA), in 2020 achieved Level 1 and in 2021 achieved ACA Level 2 Certification. attesting that the Airport achieved reduction in the inventory of Greenhouse Gas (GHG) emissions in 2019 to 7 777 metric ton of CO₂ for the Airport Operations, meeting the requirements of ISO 14064 - 1:2006.

Additionally, AAA is working towards more energy efficient equipment's and installations. In 2019 the Airport had also a small reduction in the power consumption and achieved an additional reduction of Greenhouse Gas (GHG) emissions of 71 metric ton of CO₂ in comparison with the power consumption of 2018.

In the year 2021 after the installation of new equipment's in the Utility Building in combination of the replacement of the Air Handling Units, AAA has achieved a considerable reduction in power consumption.

This is mainly due to efficiency of the entire cooling system including the installation of the variable frequency drive (VFD) on all pumps and ventilation motors. This electrical consumption contributed a reduction of 1345 metric ton of CO₂ GHG emissions in comparison with the power consumption of 2019. (2020 has been considered crisis year). A reduction of 1345 metric ton of CO₂ has a saving of almost 10.000 Oil Barrels.

AAA implement in 2020 a new Building Management System, which created the possibility to live monitor the condition of our equipment's including reviewing and analyzing their performance. For our Gateway 2030 Project, AAA is pursuing LEED accreditation Level Gold and in 2022 will start preparation works for applying for LEED certification for the existing buildings as well.

For 2022 AAA aims to initiate preparations to achieve Level 3 ACA certification. In 2022 AAA will also start preparations to reach the Green Globe certification, if achieved this will make Aeropuerto Internacional Reina Beatrix the first Airport to reach this prestigious certification.





Inspiring Ourselves and Others

The new unit Health, Safety and Sustainability (HSS) had emerged from AAA's reorganization in 2020, and early on in 2021 it became clear that AAA would need some guidance to start the SDG journey. As funds were still low, AAA had to become creative and seek partners that could assist inspire us a/o collaborate with AAA to start some projects with the current limitations.

In that light, AAA started organizing so called "HSS Sustainability Inspiration Tours", first only for the HSS team but soon thereafter we introduced an extended version of the Tour, in which each time we invite a different set of colleagues from each of the Units, to join us and get inspired as well. The Tour visited Bucuti Tara Hotel, where we received information on the Hotel's sustainability efforts, waste separation, learned about the visitors' need for eco-friendly operations and were able to visit their solar panel facilities.

On the next visit at Ecotech, the company shared its challenges with waste and waste separation in Aruba. Also, the limited capabilities to recycle waste were discussed. We received a tour of the Ser'i Teishi Waste storage facility operations. For the next Tour, AAA visited WEB NV and received information on how

WEB NV is making water and electricity production more sustainable and eco-friendlier. The Tour also paid a visit to Marriott Vacation Club where the colleagues received information of past, ongoing, and future projects and got an impression of the challenges companies in Aruba face when embarking on the sustainability journey.

The HSS+ Sustainability Inspiration Tours have become so popular within AAA that there is currently a waiting list of colleagues that wish to participate.

At the end of 2021 AAA reciprocated and organized a presentation and site-visit for all above companies, during which AAA presented our efforts thus far on Sustainability, the challenges we face and how we see our future role within the community.



Every Little Step in the Right Direction, Counts

In March 2021, AAA participated in the Earth Hour event and by switching off merely a few lights for one hour, AAA was able to reduce its power consumption. Lessons learned from the Earth hour event will help AAA in determining projects for reduction of power consumption in the coming years.

Mid 2021 and for all CAPEX projects moving forward, AAA introduced a SharePoint submittal system, and has included a Sustainability review as part of the assessment of each Project. This way, any new equipment purchase will be reviewed on its sustainability – value and same will be done for construction projects as well.

Also, mid 2021 AAA has adapted its standard contracts to include wording on sustainability-requirements for all companies doing business with AAA moving forward.

Throughout 2021 AAA has donated large amounts of surplus and gently used furniture and ICT equipment to schools and several Government entities.

In July 2021 AAA met with the Plastic Beach party Foundation to discuss possibilities for Plastic Waste separation and recycling. Plastic waste still is the most difficult type of waste to recycle, and the Foundation shared their efforts for repurposing of plastic waste materials. There are still some operational hurdles in the separation of plastic at the Airport, but AAA will be working on introducing plastic separation in 2022.

In September 2021 and in collaboration with our Waste Management partners (TS and Ecotech) and all Airport Concessionaires, AAA started the Carton separation Pilot-Project. All tenants immediately embraced the concept, as carton did constitute a very large portion of the Airport's total waste. The entire Airport community now completely separates carton from all other waste and this carton is being exported by Ecotech for recycling.

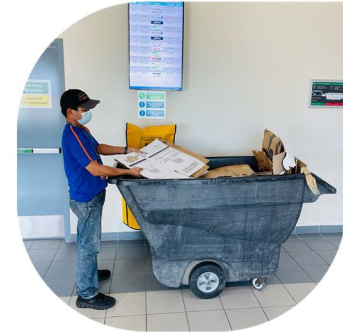


AAA is currently collecting all data's in regards the waste separation. These data are currently being closely monitored and analyzed in order to verify the effectiveness of the waste management. At this moment of time these collected data are insufficient to reflect any type of adjustment on AAA waste separation system. However, one of AAA's purposes is to start creating reports and dashboards in order to illustrate the developments regarding the waste management system.

Also, in September 2021 AAA removed all waste containers from our offices. Over 60 containers that were emptied daily and its plastic liners were replaced daily, were replaced by a couple of centrally located containers, reducing plastic liners usage with more than 90%. This Project not only helped the environment, but it also made AAA office workers, more aware of their own waste and made us move more.

In 2021 AAA initiated conversations with our Ground handlers (GENAIR and AGS) to encourage these companies to move more efficiently towards sustainable, electric Ground Service Equipment (GSE). AAA also discussed this important matter with the potential buyer of one of the Ground handling companies.

To help these entities increase their efficiency, towards the end of 2021 AAA provided X-ray free-of-charge training for two of our partners from Customs as well as KIA.





The Future Starts Today

Early in 2021 and based on the need for stable, suitably priced, and sustainable connections between the Dutch Caribbean islands, AAA started exploring possibilities for introducing electric flying as an alternative to the current airlift between these islands.

The ideas were discussed with the DCCA and AAA reached out to the Dutch Ministry I&W and the NLR for guidance.

By mid-2021 AAA presented to the DCCA a proposed Roadmap Electric Flying for the Dutch Caribbean. AAA also engaged the Aruba Investment Bank to discuss possibilities for a feasibility study on the concept of public transportation between the DC islands. AAA initiated preparation for an Electric Flying Month in November 2022, to bring the concept of Electrically propelled air transportation, closer to the DC island communities and to create interest and buy-in from the regional carriers.

For 2022 AAA will be researching the possibilities to have a Power (generating/storage) station at/ near the Airport to be able to supply power on the Airside to electric vehicles and aircraft.



Moving Forward; Food For Thought

AAA has set in 2021 an ambitious goal to become a more sustainable company and adopt the UN SDG's as our guiding principle. The path towards reaching these goals is not an easy one. The SDG journey is new to Aruba. Although the Government of Aruba has embraced this concept, actual tangible programs and projects are still scarce in the public as well as the private sector. AAA does not have many examples to follow from other entities / companies on the island, nor in the region. All materials and goods for use in Aruba are imported, but the technical possibilities to recycle are extremely limited in Aruba.

AAA realized in 2021 that it needs to actively seek partners that have similar sustainability ambitions to make positive changes towards a more sustainable Aruba. For this AAA has partnered up with the University of Aruba to initiate an Island coalition for sustainability, an effort that will be guided by the University of Aruba and in which companies, organizations, and individuals with passion for making Aruba more sustainable, can cooperate without much red tape.



AAA Goals

Sustainability is a key element throughout AAA's strategies for the future and creating and fostering the principles of sustainability in Aviation, Airport Operations and the Community are necessary to achieve AAA's aspiration to become one of the most sustainable and future proof Airports of the region.

AAA aims to positively contribute to most if not all SDGs by 2025, by introducing activities, policies, plans, programs and projects that will contribute to each the global goals. All SDG's matter, and will be duly addressed, but AAA has chosen to focus in 2022 on SDG Goals 3, 4 and 8.



Goal 3 – Ensure Healthy Lives and Promote Well-being For All Ages

- A comprehensive Health and Wellbeing Plan that will address health, nutrition, fitness and overall wellbeing of all AAA employees
- Activate Part-time possibilities for all function/roles, whenever possible, to encourage continuous learning as well as better work-life balance
- Create safe workplace for all by introducing a new “Vertrouwenspersoon” Policy to promote zero-tolerance for harassment, bullying and other unacceptable behaviors
- Address outdated leadership styles
- Introduce possibilities unpaid sabbaticals
- Early / Voluntary Retirement options
- Introduce schemes for phasing out, for mature employees (e.g. no nightshift after 60, coaching to prep for retirement)



4 QUALITY EDUCATION



Goal 4 – Ensure Inclusive and Equitable Quality Education and Promote Lifelong Learning Opportunities For All

- Open cross-functional training possibilities
- Preferential part time option for following further formal education
- Strengthening of Education Policy
- Internship opportunities

Goal 8 – Promote Sustained, Inclusive and Sustainable Economic Growth, Full and Productive Employment and Decent Work For All

- RWP and other options for flex work
- Revisit parental leave options
- Reintroduce/adapt Rotation Policy
- Career path support (coaching, mentoring)

8 DECENT WORK AND ECONOMIC GROWTH





As AAA moves forward towards a more sustainable future, an important first step will be to implement an Airport Sustainability Policy and Sustainability Plan. The plan will consist of different parts including several preparations for important certifications such as Airport Carbon Accreditation Level 3, Green Globe and LEED. Furthermore, waste management will be at the front of AAA's sustainable initiatives including becoming fully paperless by 2023, separation of plastic and aluminum cans from other waste, reuse of wastewater, separation of oil waste, reduce usage of fossil fuel by creating alternative power supply station/storage for airside equipment and setting up possibilities for charging electric aircraft. However, sustainability not only focuses on the environmental aspects, but also acknowledges socio economic elements. That is why AAA's Wings of Hope commits to yearly community development projects involving AAA employees and has a donations policy in place to assist organizations and/or foundations with specific community projects that align with AAA's corporate strategy as well as United Nations' Sustainable Development Goals.



Angeline Flemming
Director Health, Safety and Sustainability
a.flemming@airportaruba.com

