



# CORPORATE SOCIAL RESPONSIBILITY

ANNUAL REPORT 2023



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# CSR 2023



This is Aruba Airport Authority N.V. (AAA)'s third Annual Corporate Social Responsibility Report. AAA used ESG Framework guidelines including international standards to prepare the 2023 report. The United Nations' Sustainable Development Goals (SDGs) is also part of how AAA conducts business.

The CSR report reflects on three ESG topics; environmental, social and governance. This report will show our activities, projects and achievements related to these three areas.



# AAA'S 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



# HIGHLIGHTS OF 2023

## Environmental



Green Globe  
Recertification

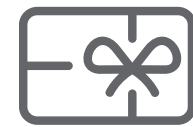


Airport Carbon  
Accreditation  
Level 3  
Recertification



Waste  
Characterization  
Study & Research

## Social



Food Vouchers  
for families



Back-2-School



Runway Run for  
community  
donations



Health &  
Wellbeing Focus

## Governance



New Pension  
Agreement  
2024 -2028



New Collective  
Labor Agreement  
(CLA) 2023 - 2026



Health, Safety &  
Sustainability Week



Fraud Awareness  
Week





# ENVIRONMENTAL RESPONSIBILITY

Environmental sustainability involves responsibly managing resources and practices to meet present needs without compromising the ability of future generations to meet their own needs.



# ENERGY CONSUMPTION



959,000 kWh  
INCREASE

YEAR	Total Power in mWh	Passengers	Justification
2019	12.9	1,265,965	Benchmark Year
2020	10.2	430,496	Pandemic Year
2021	11.3	876,580	Recovery Year
2022	12.2	1,207,587	95% Recovery Year
2023	13.8	1,368,129	108% Recovery Year



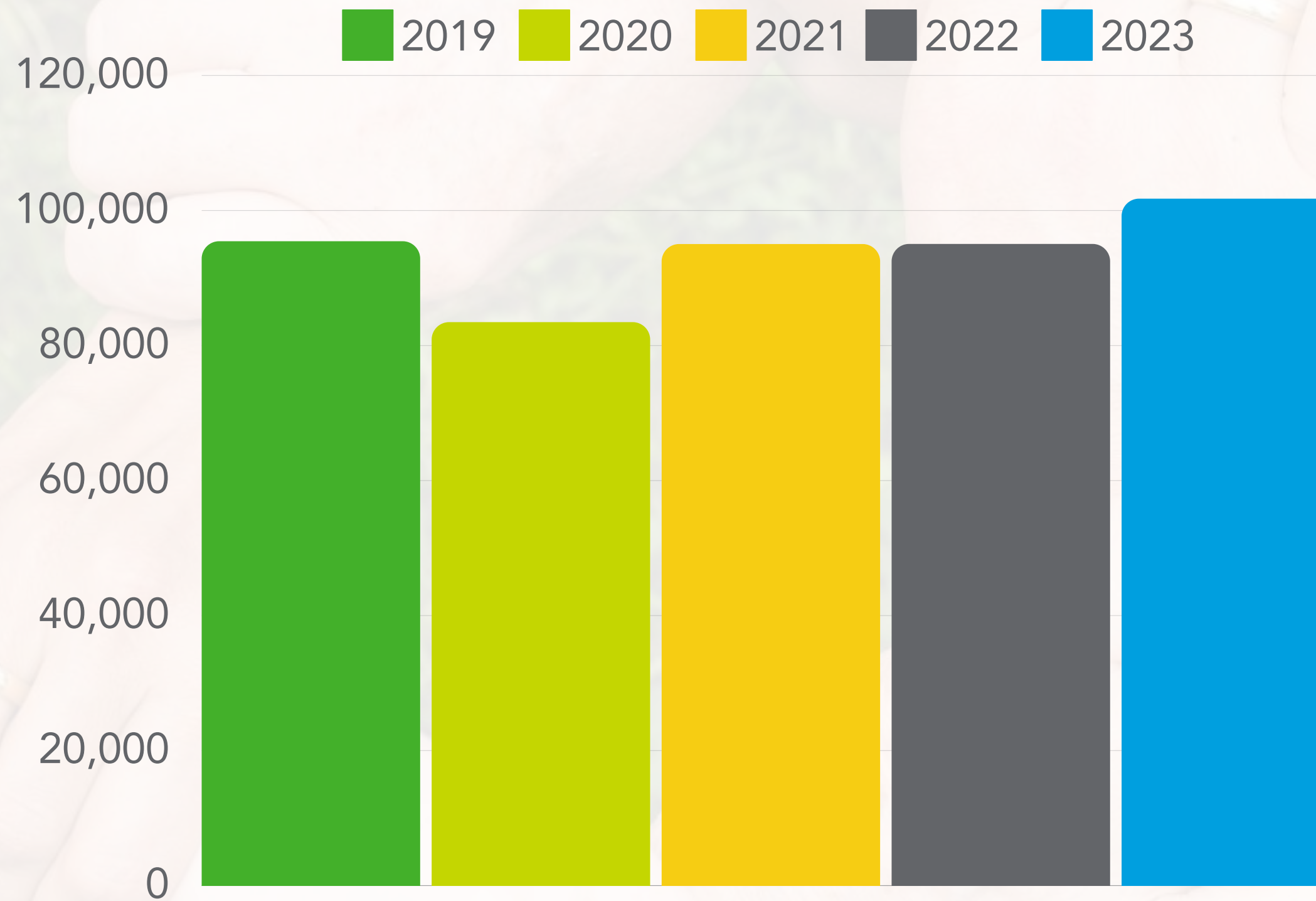
ENVIRONMENTAL  
RESPONSIBILITY



# WATER CONSUMPTION



6305 m3  
INCREASE



ENVIRONMENTAL  
RESPONSIBILITY



# WASTE MANAGEMENT



**13.48 Ton  
DECREASE**

YEAR	Total Waste (Tons)	Passengers	Justification
2019	726.39	1,265,965	Benchmark Year
2020	314.06	430,496	Pandemic Year
2021	387.70	876,580	Recovery Year
2022	700	1,207,587	95% Recovery Year
2023	712.91	1,368,129	108% Recovery Year



**ENVIRONMENTAL  
RESPONSIBILITY**



# SUSTAINABLE PRACTICES

## RECERTIFICATIONS

Green Globe Re-Certification Desktop Audit vs 2022 in-person audit

Airport Carbon Accreditation (ACA) - Level 3 recertification



## ENVIRONMENTAL RESPONSIBILITY



## POWER & WATER RESOURCES

Pilot project started with the goal to reduce energy cost and increase efficiency by reusing the condensate water of chillers for pre-cooling

## AWARENESS

Awareness sessions were held to enhance understanding, and promote positive behavioral changes.

- Health, Safety & Sustainability Week
- Sustainable Development Goals Week
- World Soil Day
- ECO-Chat with a focus on the airport community





# SUSTAINABLE PRACTICES

## WASTE CHARACTERIZATION STUDY

The waste characterization study identified the waste sources at the airport and lay a basis of waste data for further collection. The study also served as a basis for the development of a waste policy and Waste Management Plan (WMP).



## ENVIRONMENTAL RESPONSIBILITY



## ENVIRONMENT PROTECTION

In partnership with the national park the reintegration of Lora's as part of the Species Conservation & Reintroduction Program

Beach Clean Up in March in collaboration with Bucuti & Tara  
Beach Clean Up in September in collaboration with Kiwanis

## SUSTAINABLE TRANSPORTATION

Curaçao International Airport, hosted the 2nd Dutch Caribbean Cooperation of Airports (DCCA event). This focuses on a more affordable, sustainable inter-island connectivity in the Dutch Caribbean.







# SOCIAL RESPONSIBILITY

Social responsibility involves making decisions and taking actions that positively impact society while considering the well-being of stakeholders and the environment.





# TRAINING & AWARENESS

## Training

- AAA is now accredited to offer NIBHV certified course
- Additional Training capacity was added in 2023
- Digitization of Training
- Learning & Development plan to be rolled out in 2024



## SOCIAL RESPONSIBILITY



## Safety

Tabletop Exercise - a multidisciplinary exercise to test the airports capabilities in a crisis situation

Awareness - different sessions were held over the year such as FOD walks, quizzes and videos

## Health & Wellbeing Focus

The health & wellbeing focus is based on four pillars; mental wellbeing, physical wellbeing, financial wellbeing and environmental wellbeing. This was enforced through awareness sessions, healthy state-of-mind challenge and workshops. In addition, the first health & wellness policy was introduced.





# WINGS OF HOPE



## The Purpose of Wings of Hope

In 2020 after the COVID19 crisis, Aruba Airport Authority N.V. (AAA) initiated a social assistance project name "Wings of Hope" (WoH). The initial purpose of WoH was to assist families in need with basic necessities, focusing on food and education, but has now adopted United Nation's SDGs as its guiding principle to lead socially responsible and impactful projects.

## The WoH Workgroup

The WoH Workgroup consists of five employees of Aruba Airport Authority. All have volunteered to give their time and effort to this important cause.



**SOCIAL  
RESPONSIBILITY**





# CONTRIBUTIONS

The chart provides a comprehensive breakdown of contribution amounts, within the different categories.

**Sponsorship**  
**310K**



**Wings of Hope**  
**295K**

**Donations**  
**67K**



# WINGS OF HOPE PROJECTS



## Food Voucher

WoH in collaboration with Directorate of Social Affairs distributed 570 gift cards to families to purchase food/groceries

[MORE INFO](#)



## Back-To-School

WoH together with the Directorate of Social Affairs provided a total of 90 students with School tuition coverage

[MORE INFO](#)



## Reading Focus

Books by Olga Buckley were distributed to different schools and among employees to promote reading.

[MORE INFO](#)



## Runway Run

To give back to the community and commemorate 100 years of Aviation.

[MORE INFO](#)



## Health Check Drive Through

An opportunity for the Airport community to check up on their health. A total of 350 participants.

[MORE INFO](#)



# WINGS OF HOPE PROJECTS



## Community Project

A collaborative greenhouse project to promote eco-friendly agricultural practices at Funari.

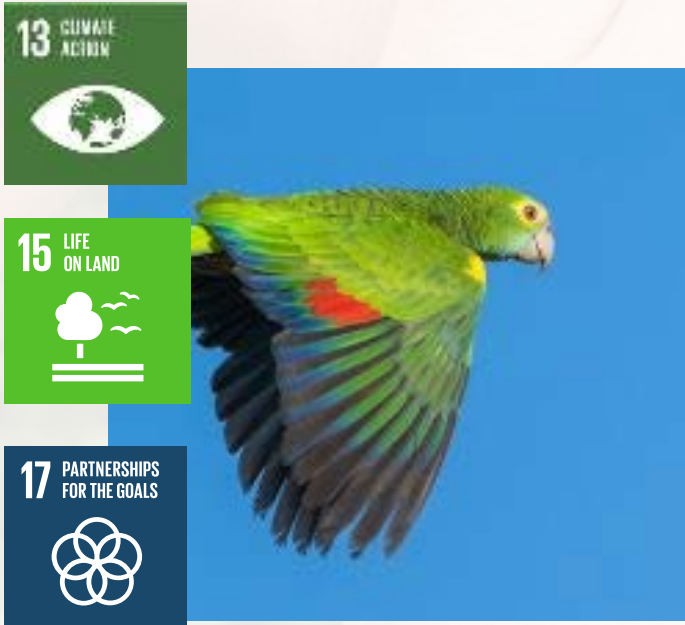
[MORE INFO](#)



## Community Day

AAA participated in a community day featuring games, activities, sports and trivia.

[MORE INFO](#)



## Collaboration

The reintroduction of the Lora is part of FPNA's Species Conservation & Reintroduction Program.

[MORE INFO](#)



## Beach Clean Up

Together with Bucuti & Tara a beach clean up was organized dedicated to preserving the beaches.

[MORE INFO](#)





# GOVERNANCE RESPONSIBILITY

Social governance responsibility entails a commitment to ethical and fair business practices that prioritize the well-being and interests of stakeholders, communities, and employees.

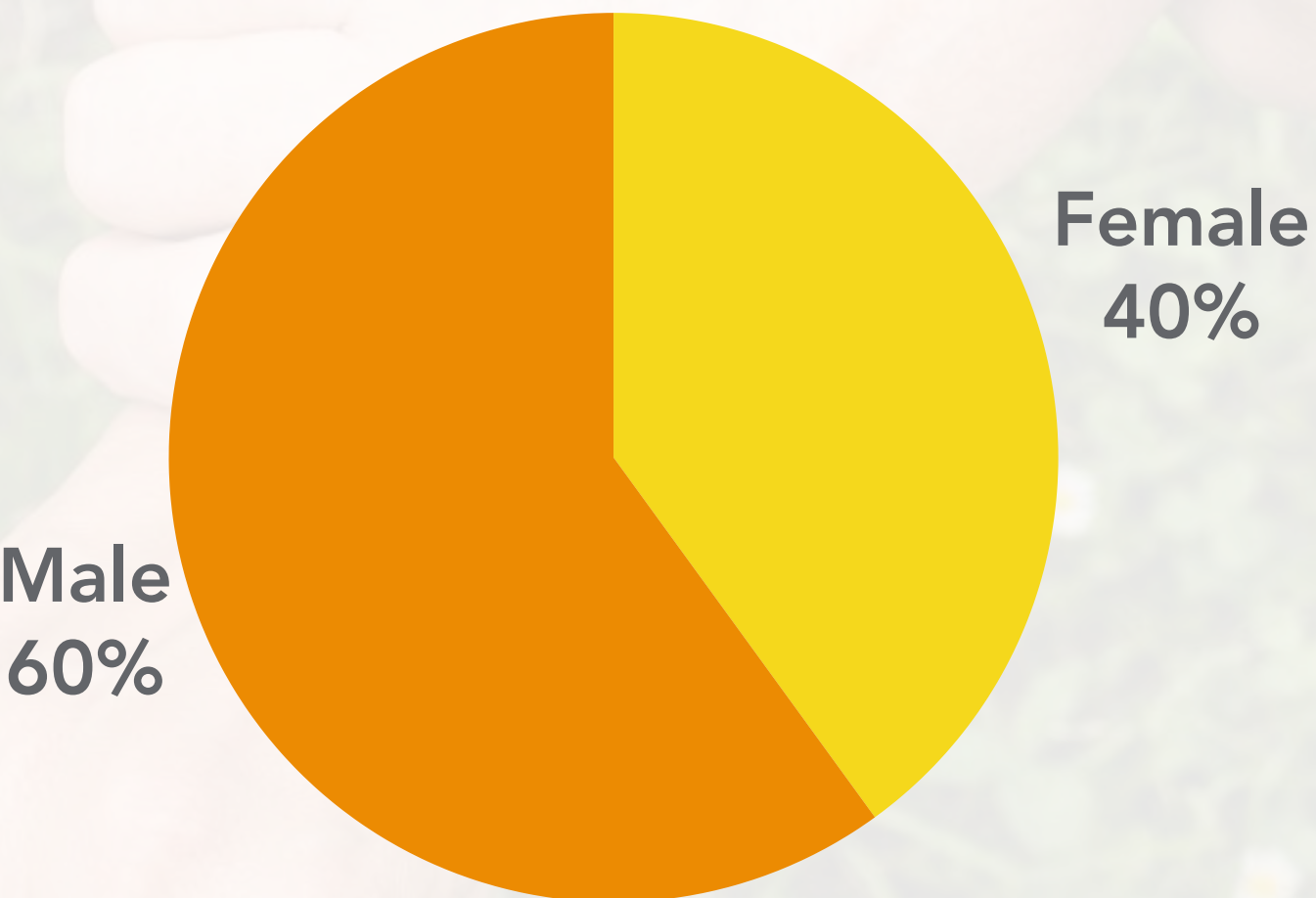




# EMPLOYMENT



GOVERNANCE  
RESPONSIBILITY



- In 2023, AAA had a total of 238 employees
- Among which 143 are male and 95 are female
- 87% of employees were born in Aruba
- Residents or valid work permit receive AIRB-badge



231 full time employees  
7 part time employees



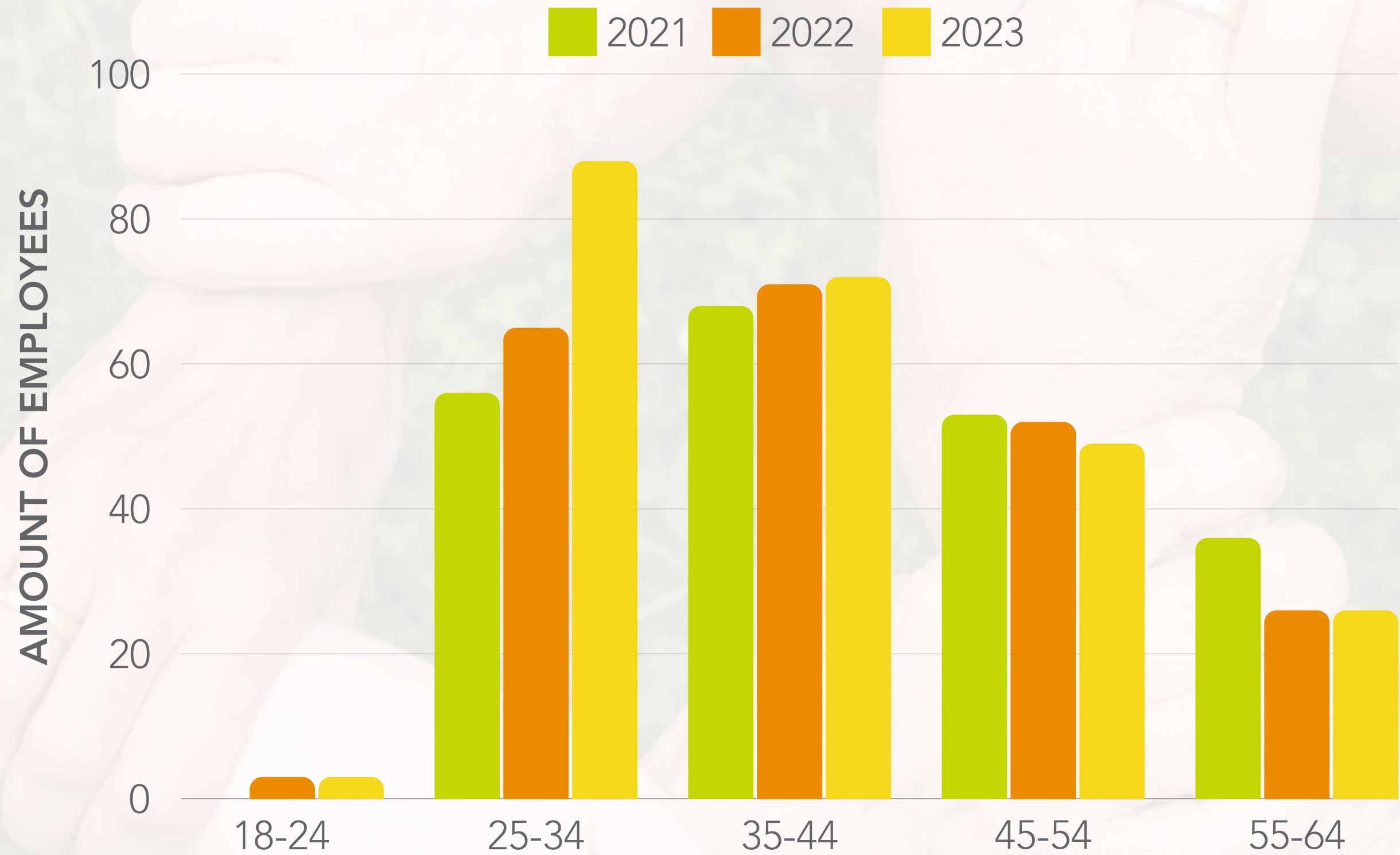
**Gallup Engagement Survey**  
An employee engagement survey  
rated from 1 to 5

2022	→	3.81
2023	→	3.82



# EMPLOYMENT

## AGE COMPOSITION



GOVERNANCE  
RESPONSIBILITY



# AAA GOVERNANCE



Pension Agreement 2024-2028 (4 years' period)  
To guarantee a fair bundle of benefits and rates for all employees



Inspiration & Knowledge Exchange Program in partnership with  
Schiphol Royal Group



A new Collective Labor Agreement (CLA) 2023 -2026



**GOVERNANCE  
RESPONSIBILITY**



# GLOBAL ASSOCIATION

## ACI - LAC ESG Framework Group

AAA's Health, Safety and Sustainability unit forms part of ACI LAC's ESG Global Framework workgroup who are currently working on developing a standardized ESG disclosure framework for airports.



**GOVERNANCE  
RESPONSIBILITY**



## ACI - LAC Airport Day Aruba

The first ACI Airport Day in Aruba with the theme "Catering to the next 100 years of traveling". The agenda included topics such as; future traveler wants and needs, the future passenger experience and balancing growth. The event hosted speakers from around the world.

## Angeline Flemming appointed to ACI - LAC Board

AAA's Health, Safety & Sustainability Director, was appointed to the board of directors of ACI - LAC 2024 - 2025. A great opportunity for our island to have a voice in regional developments and initiatives.





# WELLBEING & AWARENESS

## Cybersecurity Awareness Day

A day filled with sessions on the importance of cybersecurity, and how to protect yourself touching on topics of hacking and banking. Speakers from different companies as well as AAA employees



**GOVERNANCE  
RESPONSIBILITY**



## International Fraud Week

Various sessions on cyber security, flow of criminal money and fraud. Speakers from different companies as well as AAA employees.

## Health, Safety & Sustainability Week

A collaboration with Coordination Center on Human Trafficking and Migrant Smuggling (CMMA) Aruba to inform and create awareness on this topic within the airport community.





● 2021 ● 2022 ● 2023

[illegible]



# GOALS & PLANS 2024

## Environmental

IATA Environment/Climate Risk Assessment

Recertification's ACA & Green Globe

LEED principles in Gateway 2030 project

Introduce Sustain a Change team

Maximize efficiency efforts on power consumption

CORVI Land Aruba Assessment 2024 - 2025

## Social

Health & Wellness Policy

Runway Run 2024

Wings of Hope Projects incl. Back 2 School, Obesity Awareness Campaign, Food Vouchers, Aruba DOET, SDG Airport Community Challenge

## Governance

Stakeholder Awareness

Introduce Disposal Policy

AAA People Strategy implementation

Renewal of the Aerodrome Certificate as of September 2024.





# THANK YOU

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