

ANNUAL SUSTAINABILITY REPORT

Financial Year 2016

CEO STATEMENT



It is my pleasure to introduce you to the first Brisbane Airport Corporation Sustainability Report for Financial Year 2016. This is our opportunity to demonstrate how we address the responsibilities we have to all our stakeholders (our people, customers, shareholders and the wider community), and to the environment in which we live and work.

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We operate the business under Four Pillars of Sustainability – Economic, Operations, Environment and Social. It is also under these pillars that this Report has been developed. With our vision of becoming the first choice for Australian airports, it is important that we demonstrate strong economic leadership without adverse environmental or community impacts as our business continues to grow, providing continued economic benefit to the city, state and nation.

Indeed, Brisbane Airport (BNE) is in the most exciting phase in its history with more than \$3 billion being invested to build critical infrastructure at the airport in the coming years. Projects include a New Parallel Runway, new car parks and access facilities, terminal expansions, road upgrades, new aprons and aeronautical facilities, and a number of new commercial buildings. With this growth and level of development, it is important we also maintain a high culture of safety for our people and customers as well as protecting the environment.

Following the outcomes of the COP21 meeting in Paris on Climate Change in December 2015, we commenced developing our Climate Change Adaptation Plan with a focus on reducing energy consumption and carbon emissions. We take the risk and impacts of climate change seriously so implementing a long term strategy to reduce the inevitable impacts and to future proof the airport is of great importance.

We also continue to respond to passenger feedback and continue to find ways to improve the passenger experience by streamlining the journey through the airport. Initiatives we've undertaken this year include automated bag drops and self-service check-in, upgraded free wi-fi and innovative and world first digital solutions such as our 'Digital Departure Card' option with the BNE App.

In acknowledgment of our efforts, BNE is consistently recognised as a leading airport nationally and internationally including being named Capital City Airport of the Year in Australian Airports Association National Awards for two consecutive years (2014 and 2015), and is rated as Australia's No. 1 airport for quality of service 12 years in a row in an ACCC survey.

In the 2016 Skytrax World Airport Awards, BNE was voted Best Airport in the World (Australia/Pacific), achieving 4th for Best Airports in the World (servicing 20-30 million passengers) and is currently ranked 17th in the World's Top 100 Airports list.

I look forward to the next year and the opportunities that will come with it.

Julieanne Alroe

*Managing Director and
Chief Executive Officer*

Brisbane Airport Corporation Pty Ltd

FY16 SNAPSHOT

643M
Total Revenue

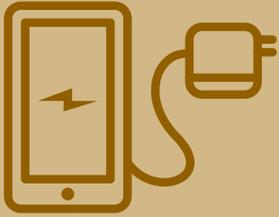


5.3M International
Passengers

17.2M Domestic
Passengers



56.2 GWh
Electricity Consumed



811 ML
Potable Water

465 ML
Recycled Water



80% of workforce on
permanent contract

5.6% turnover rate



299 FTE
Employees



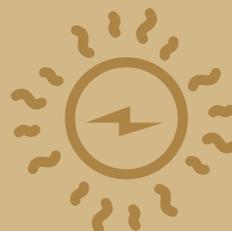
105,646 Tonnes
of Cargo



45,856 tCO2
emitted



1.79GWh energy
saved through solar
PV and energy
efficiency projects



36% of women
in the workforce



ABOUT BRISBANE AIRPORT

Brisbane Airport Corporation Pty Limited (BAC), the operator of Brisbane Airport (BNE), is a privately held Queensland company, helping employ thousands of Queenslanders and creating economic opportunities for the state and city of Brisbane equating to more than \$4 billion annually.

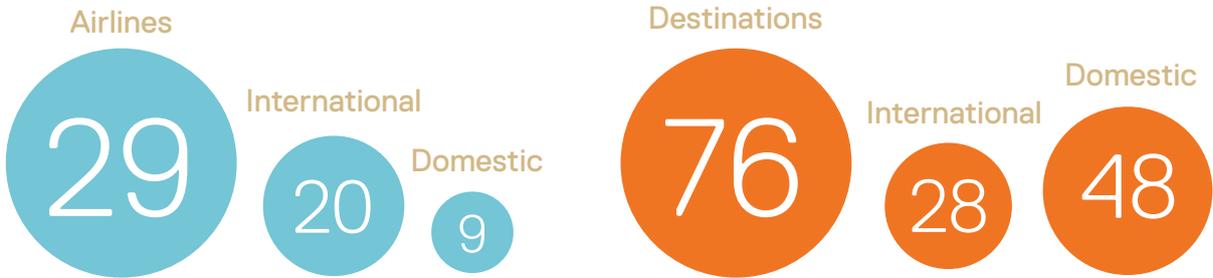
Operating 24 hours a day, seven days a week, BNE has two major terminals - accommodating 29 airlines flying to 76 domestic and international destinations. It is a suburb in its own right, the largest capital city airport in Australia by land size (2,700 hectares)

and the third-largest airport in Australia by passenger numbers with more than 22 million passengers travelling through the airport in FY16.

While maintaining its vision for BNE to be world best and the preferred choice for passengers, airlines, business and the community, BAC manages the airport with a strong focus on community, sustainability, education, knowledge and economic growth, adopting world-leading technologies, systems and practices. Through this approach, BAC has created a prosperous airport business community within a sustainable environment;

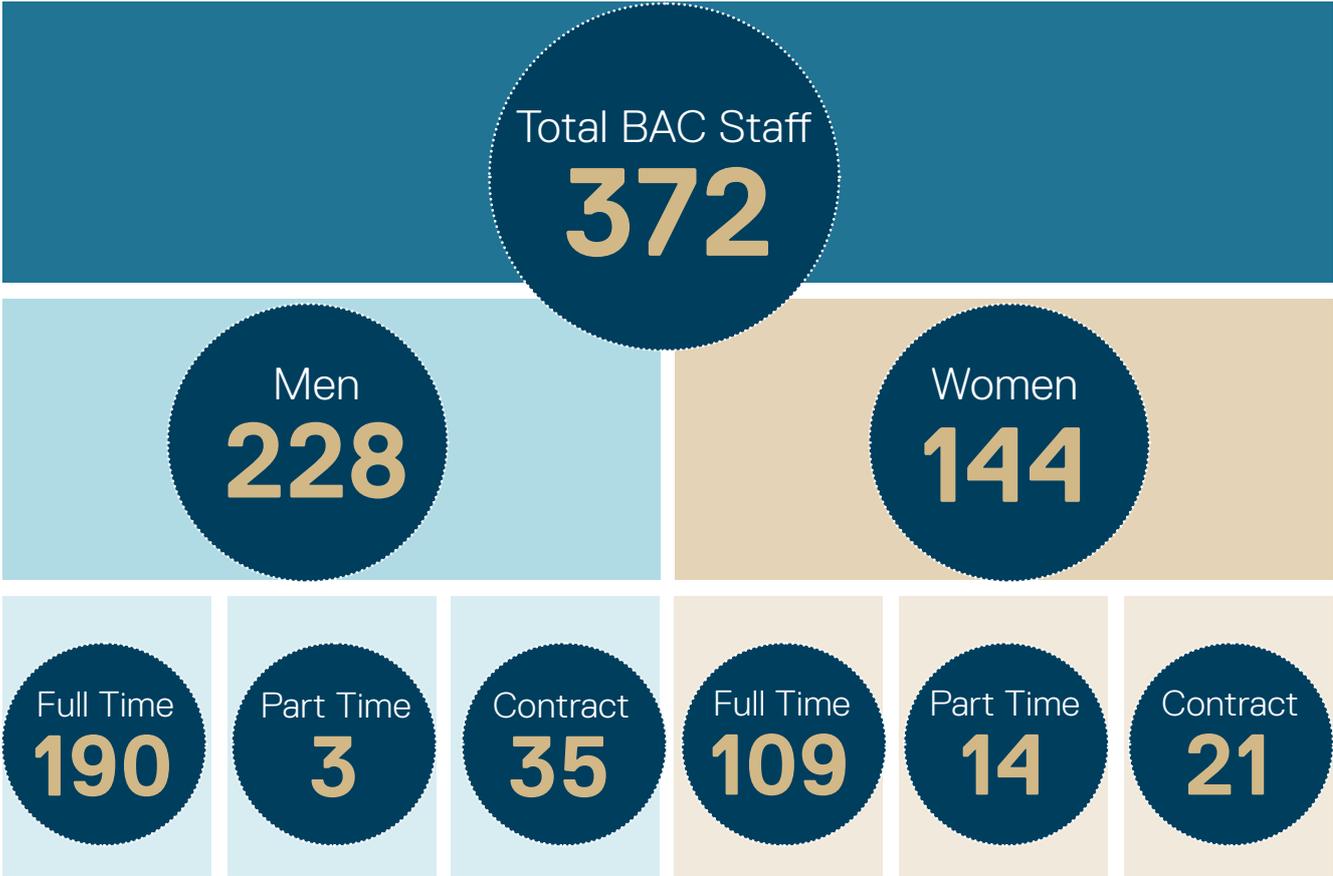
developing BNE as a premier gateway airport and a major multimodal transport hub.

Around 420 businesses are located at BNE, servicing a diverse range of industries offering services such as freight and aircraft handling, warehousing, transport and communications, manufacturing, research, property and infrastructure development, education and training, recreation, tourism, accommodation, leisure and retail. Collectively these businesses employ more than 21,000 people, a number expected to exceed 50,000 (the size of a regional town) by 2029.



Air New Zealand	Emirates	Philippine Airlines
Air Niugini	Etihad Airways	Qantas
Air Vanuatu	EVA Air	Qantas Link
Aircalin	Fiji Airways	Regional Express
Air Canada	Fly Corporate	Singapore Airlines
Alliance Airlines	Hawaiian Airlines	Solomon Airlines
Cathay Pacific	Jetgo	THAI International
China Airlines	Jetstar	Tigerair Australia
China Eastern	Korean Air	Virgin Australia
China Southern Airlines	Nauru Airlines	

BRISBANE AIRPORT WORKFORCE



Age Group (Years)	New Hires (Men)	New Hires (Women)	Turnover (Men)	Turnover (Women)
<30	4	8	2	1
30-40	9	8	4	3
40-50	10	5	6	1
50-60	2	3	1	1
60+	0	0	2	0
Total	25	24	15	6

LET'S TALK ABOUT WHAT'S IMPORTANT!

Our business is strengthened by our ability to form strategic and mutually-beneficial relationships with a wide range of partners. This approach extends to local, national and global partners, allowing us to work openly with industry partners to deliver a prosperous and sustainable business community.

In all cases, our aim is to build Brisbane's profile as a gateway to Australia; a flourishing business location and doorway to some of the world's best leisure destinations.

BAC wanted the inaugural Sustainability Report to detail information that matters – what is

important to the organisation and to its stakeholders. To ensure this, the organisation used the already extensive communicative and consultative relationship with its stakeholders to determine what content should be included in this report.



BAC STAKEHOLDERS

Stakeholder	Method of Engagement	Key Aspects
Local Community	<p>This programme is dedicated to generating informed, ongoing and interactive discussion about airport development, aircraft technologies, potential impacts from increased aircraft operations and airspace management.</p> <p>We proudly continue to lead the way in engaging with our community through our multifaceted Community Engagement Programme.</p>	<p>These stakeholders want to know that we've heard and understand their concerns and that we're doing what is within our power to find solutions that benefit all parties involved.</p> <p>Related GRI G4 Indicators: EC1, EC7, A07, SO1</p>
Airport Tenants and Service Operators	<p>Tenants across the airport range from airline hangers to service stations, from a childcare centre to a golf driving range.</p> <p>With this diversity, individual departments within BAC communicate to tenants through various means from weekly newsletters and meetings to quarterly themed workshops.</p>	<p>BAC is expected by its tenants to provide essential utilities, access and infrastructure. It is also expected that progressive precinct planning and airport business growth is conducted by BAC.</p> <p>Related GRI G4 Indicators: EC1, EC7, PR5, EN3, EN4, AO1, AO2, AO3</p>
Passengers	<p>Every day tens of thousands of travellers from across the region, the nation and the world transit through BNE.</p> <p>In 2015, over 20 million passengers visited Australia through Brisbane Airport. With this volume of people annually, the principle communication method to passengers is via traditional and social media. In addition, service quality and passenger satisfaction surveys are completed through various methods.</p>	<p>Related GRI Indicators: EC1, SO1, SO2, PR5</p>
Government Agencies	<p>Brisbane Airport maintains relationships with various levels of government departments and complies with various levels of legislation.</p> <p>Communication with government agencies is undertaken by BAC through various methods including formal written correspondence to regular informal meeting and workgroups.</p>	<p>Government agencies have a clear expectation that BAC must maintain compliance with the various pieces of legislation which the airport operates under. Key legislations relating to environmental, master planning, airport operations and workplace health and safety are of high values to these stakeholders.</p> <p>Related GRI Indicators: EC1, EN3, EN6, EN10, EN15, EN16, EN23, EN29</p>
Internal Staff and Contractors	<p>Brisbane Airport Corporation employs over 350 staff, full time and contractors. Weekly newsletters provide staff with regular updates on the organisation's activities as well as regular "Staff Talks" sessions and annual surveys are conducted.</p>	<p>Internal staff choose BAC as an employer as they provide a sustainable and safe work environment. In addition to the above, professional development and equitable remuneration is expected by BAC.</p> <p>Related GRI Indicators: EC1, LA1, LA5, LA9, LA11, SO8</p>
Airlines	<p>29 domestic and international airlines utilised Brisbane Airport during the 2015/2016 period.</p> <p>Information collaboration and formal meetings and workgroups are utilised to engage with all of BAC's airlines.</p>	<p>Airlines have a clear expectation for providing a high quality terminal and airport operations facilities to ensure their customers have a high quality experience.</p> <p>Related GRI Indicators: EC1, AO1, AO2, AO3, AO7, AO9, PR5</p>
BAC Board and Shareholders	<p>BAC Board</p> <p>The Board of BAC group of companies meets at least eight times per annum. Board and sub-committees have been established to oversee key areas of interest including finance, audit, risk, people management and WHS matters. Both the Board and sub-committees regularly engage with BAC management.</p> <p>Shareholders</p> <p>82% of BAC group's shares are held by Australian superannuation funds with the remainder held by Schiphol, the owner and operator of Amsterdam airport. Regular financial and sustainability reporting is provided to shareholders.</p>	<p>BAC Board</p> <p>The Board looks to ensure shareholder expectations as described below are met, including ensuring good governance principles are embedded within the company in all key areas.</p> <p>Shareholders</p> <p>Shareholder expectations is for financial returns on a sustainable basis and the continued good standing of the company as a responsible and respected corporate citizen.</p> <p>Related GRI Indicators: EC1, EC7, PR5, EN3, EN4, AO1, AO2, AO3</p>

MATERIALITY

2016 marks the first year in which BAC released a public sustainability report under the Global Reporting Initiative (GRI) framework. As such, to determine the material aspects of the report, surveys and presentations were

embedded in the current stakeholder engagement program. The overall process is detailed below.

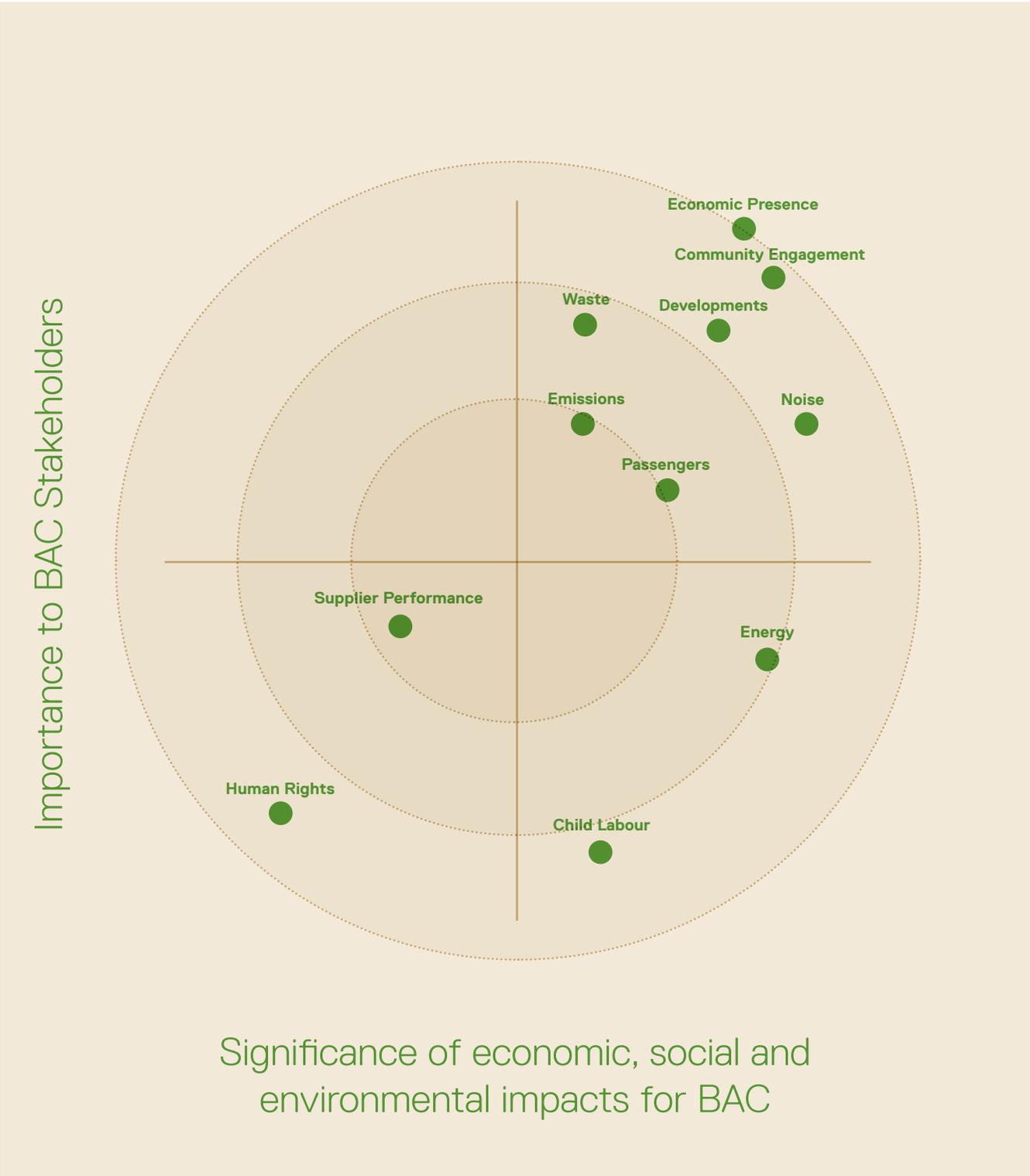
For the ease of delivering the information, the above material aspects

will be reported in three themes:

- » Airport Growth
- » Sustainable Operations
- » Stakeholder Engagement Leadership.



MATERIALITY MATRIX



AIRPORT GROWTH

ECONOMIC INPUT

BAC, being positioned as the gateway to Queensland and planning on becoming the first choice for passengers visiting Australia. With over 22 million passengers through our terminals, 400 businesses operating on airport and BAC investing over \$3 billion in capital infrastructure over the next 4 years, Brisbane Airport is fast becoming a key factor in the economic growth of the region.

The three main components that make up Brisbane Airport's economic contribution include:

- » Direct inputs (in \$) from wages and added business value of the airport businesses.
- » Indirect contributions or associated flow-on benefits (in \$) from the business transactions between airport businesses and the broader economy.
- » Provision of vital infrastructure which enables improved business opportunities from greater access and connectivity to global and local markets. This is discussed in qualitative terms only and no value has been included in the economic contribution figures contained herein.

The businesses situated on Brisbane Airport are diverse in nature ranging from BAC itself; to airlines (large and small) and car rental companies; from aircraft maintenance operations to food and retail outlets; from petrol stations to childcare facilities. The wider contribution Brisbane Airport made to the Australian economy in 2012/13 has been assessed at

\$5.3 billion and is estimated to grow to \$13.4 billion by 2034. By 2034 airport employee numbers are forecast to rise to over 50,000 which will drive an increase in the direct economic contribution of Brisbane Airport to \$8.2 billion per year.

Brisbane Airport is Queensland's most important aviation hub. It provides Queenslanders with vital links for business and leisure to the world. Brisbane provides services for 29 airlines operating to 28 international destinations and 48 domestic destinations. Just over 5 million international passengers arrived through Brisbane Airport in the

BUILDING FOR THE FUTURE

To ensure the airport can accommodate the expected growth in passengers, significant investment in capital infrastructure has commenced and is planned to continue until 2020. Master-planning for airport growth is undertaken every five years, as required under the Federal Government Airports Act (1996).

The Brisbane Airport 2014 Master Plan details the assessments of future needs, land-use planning, forecasts of passenger numbers, ground-transport plans and environmental management plans.

FY 16 Economic Summary	\$ (M)
Revenue	643
Operating Costs	129
Employees' wages and benefits	37
Payments to providers of capital	120
Payments to government	38
Community Investments	2
Economic Value Retained (Revenue – Costs)	316

2015/16 financial year. International passenger growth is forecast to be 5% per annum for the next 10 years. In addition to being the gateway to Queensland, Brisbane Airport is also a gateway to the whole of Australia enabling international and interstate visitors to reach the state and then to travel on to other states and regions.



New at the domestic terminal hotels under construction.

KEY AVIATION FIGURES FOR FY16

Passengers	Origin/destination	Transfer	Transit	Total
International	5,531,329	135,263	76,454	5,743,046
Domestic		n/a	n/a	17,199,879

Aircraft Arrivals		Day (0600-1800)	Night (1800-0600)
Domestic	Commercial passenger flight	58,206	25,013
	Commercial cargo flight	74	3,146
	State aviation flight	28	8
	General aviation flight	4,485	2,298
International	Commercial passenger flight	10,843	4,010
	Commercial cargo flight	268	53
	State aviation flight	63	9
	General aviation flight	165	103

Aircraft Departures		Day (0600-1800)	Night (1800-0600)
Domestic	Commercial passenger flight	67,373	15,913
	Commercial cargo flight	55	3,049
	State aviation flight	43	2
	General aviation flight	5,085	1,916
International	Commercial passenger flight	10,309	4,542
	Commercial cargo flight	206	128
	State aviation flight	59	2
	General aviation flight	171	56

DEVELOPMENT SNAP SHOT

BRISBANE AIRPORT'S NEW PARALLEL RUNWAY PROJECT (NPR)

The NPR will be 3.3km long, 60m wide, located 2km west of and parallel to the existing runway. More than 12km of taxiways, navigational aids, airfield infrastructure and hundreds of hectares of airfield landscaping.

The biggest aviation project in Australia, when complete will give Brisbane the best runway system in the country. We've reclaimed 360 hectares of soft marshland by pumping 11 million cubic metres of sand onto the site. Over four years, the weight of the sand, working with 330,000 wick drains funnelling the water to the surface, will create a solid base for the runway. Once the base is ready, construction of the new runway and taxiways will begin.

The new pavement will be 3.3 kilometres long, 60 metres wide and will have 12km of taxiways. Lighting, navigational aids and landscaping will also take place in this phase. Environmentally sound, and award winning, the project will create 2,700 construction jobs.

KEY FACTS

- » The runway will deliver a regional economic benefit of around \$5 billion per year by 2035
- » 7,800 jobs will be created for the Brisbane/Moreton region by 2035 due to additional capacity
- » The runway will allow the same level of capacity as Hong Kong and Singapore airports
- » The new runway will give Brisbane the best runway system in Australia
- » Flights are forecast to grow from 227,000 in 2014/15 to over 360,000 by 2035
- » Tourism facilitated by the airport has been quantified at \$3.1 billion in the FY13. This is estimated to grow to a national contribution of \$7.6 billion by 2033-34



SUSTAINABLE OPERATIONS

In 1997, BAC leased the airport site from the Federal Government for a 50-year lease (with an option for an additional 49 years). To ensure that the airport is still operating profitably for the next 80 years, certain sustainable practices have been implemented. Actions revolving around environmental management are key to maintaining a healthy and thriving business.

Strategies encompassing the key areas of environmental management are required to be developed every five years as part of the Airport Master Plan, outlined in the Airport Environment Strategy (AES). The AES, recently completed in 2014, details the actions and targets BAC plans to undertake and achieve over the life of the strategy. The 2014 BAC Airport Environment Strategy is available on the BNE website.

ENERGY AND EMISSIONS

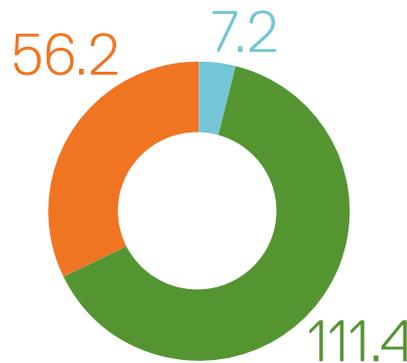
Brisbane Airport maintains a closed utilities network which provides electricity and water to all airport users and tenants. In FY2016, a total of 1.75 TWhrs of energy was used. The International Terminal and Domestic Terminal make up the majority of consumption, with the remainder being on airport tenants and transmission losses.

Approximately a third of the airport's energy consumption is under BAC's control. This includes the International Terminal (T1), the common user section of the Domestic Terminal (T2), various operational buildings and infrastructure. BAC aims to mitigate the airport's energy demand based on the undertaking of energy efficiency projects to reduce base load in the first instance, then with the generation of alternative methods of electrical energy to reduce peak demand.

There are currently five energy sources utilised at Brisbane Airport. These energy sources include:

- » Electrical reticulation
- » Standby diesel generation sets
- » Solar photovoltaic (PV) arrays
- » Unleaded petrol, diesel or liquid petroleum gas (LPG) for vehicles and machinery
- » Individual gas tanks at various locations

Consumption (GWhrs)



- Airport Tenants
- BAC
- Losses

Brisbane Airport voluntarily reports annually under the federal government National Greenhouse and Energy Reporting Scheme (NGERS) which reports Scope 1 and Scope 2 emissions.

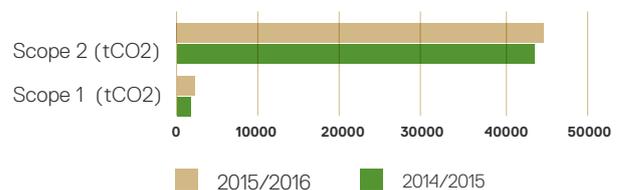
Scope 1 emissions are counted by actions which are under direct control of BAC, namely use of petrol and diesel for vehicle and generator use. Scope 2 is directly sourced from electricity used by BAC.

ENERGY REDUCTION

Energy efficiency and increased use of renewable energies are the foundations of the BAC energy reduction program. BAC commenced the program in 2013; focussing on upgrading street lighting to energy efficient LEDs and installing rooftop solar on BAC owned buildings. During the reporting period - a total of 1.79 GWhrs were saved.

Project	Energy Reduction Gwh
Qantas Drive Streetlights	.445
ITB LED Downlights Level 4	.766
Solar Renewables (190KWh)	.220
Generator Load Lopping	.298
Total	1.79

BAC Annual Emissions

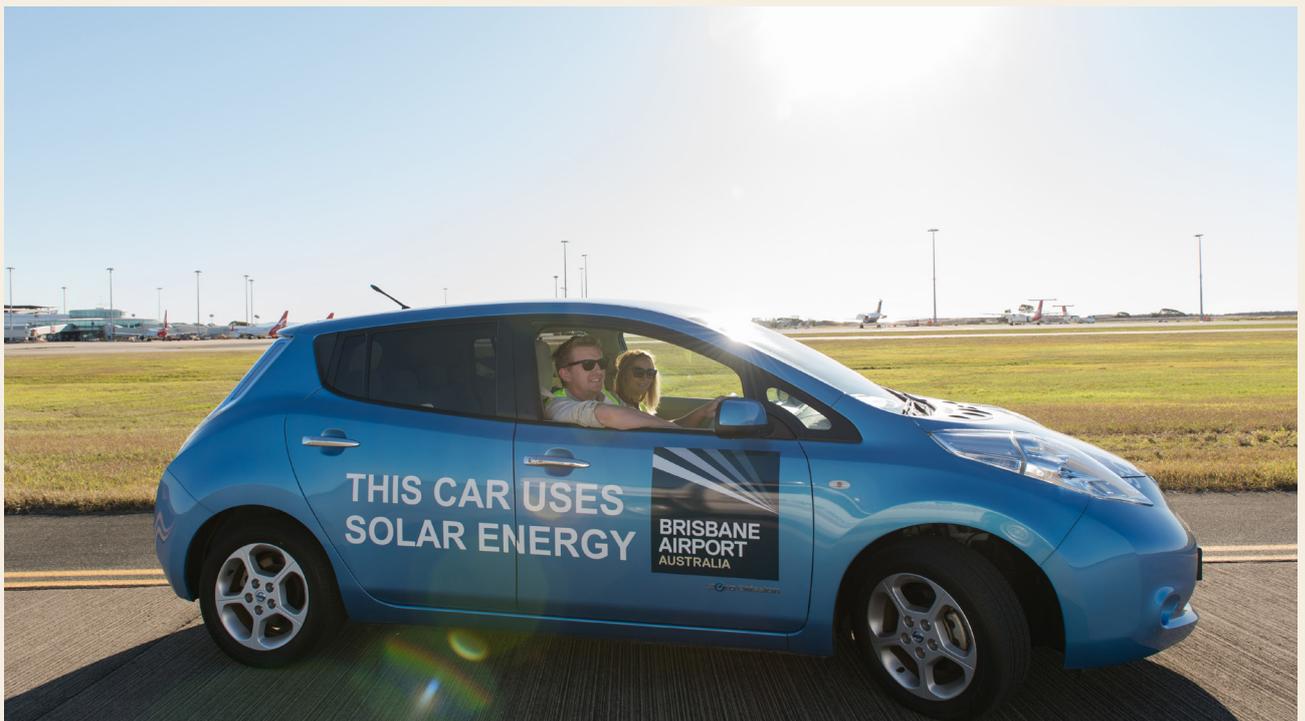


ENVIRONMENT SNAP SHOT

AIRPORT CARBON ACCREDITATION – LEVEL 3

Airport Carbon Accreditation is the only globally available carbon management certification for airports. The programme assesses and recognises the efforts of airports to manage and reduce their carbon emissions in accordance with ISO 14064 at four available levels: 'Mapping', 'Reduction', 'Optimisation' & 'Neutrality'.

It is supported and endorsed by Airports Council International (ACI). Brisbane Airport achieved Level 1 (mapping) in December 2014, and moved up to Level 3 (optimisation) in December 2015. BNE was the seventh airport in the Asia-Pacific region to achieve Level 3, and was awarded this level of achievement as a result of significant energy efficiency projects undertaken since 2012 which have reduced BAC's emissions footprint. In 2015, the year on year emissions intensity was reduced 5 per cent (from 2.17 to 2.06 kg CO₂ per passenger), putting Brisbane Airport nearly 40% lower than the Asia-Pacific average.

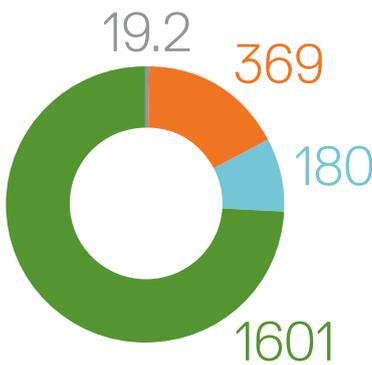


SUSTAINABLE OPERATIONS

WASTE

BAC is currently responsible for waste generated in the common user area of the Domestic T2, in the International T1 and in the surrounding BAC offices and maintenance facilities. Waste types generated in BAC-controlled areas include:

Tonnage of Waste



■ General waste ■ Liquid
■ Cardboard Recycling ■ Comingle Recycle

* Other waste streams are not measured

Additionally, waste generated on-site by tenants or contractors can include:

- » Green waste
- » Plastic film recycling
- » Construction and demolition waste

Brisbane Airport has adopted a sustainable approach to the management of waste including the following key components:

- » Avoid, reuse, recycle and recovery of waste
- » Efficient segregation of waste by smart design and education
- » Appropriate storage of waste
- » Monitoring, reporting and review of waste data

BAC Controlled Waste

General waste	Cardboard/paper for recycling	Commingled recycling
Quarantine waste	Hazardous/regulated waste	Trade waste
Sharps/clinical waste	Sanitary waste	Construction and demolition waste

In total, 2170 tonnes of waste were generated by BAC and its operations with a total of 570 tonnes being diverted from landfill through various waste management training incentives and improved facilities focussed on cardboard recycling.

WATER

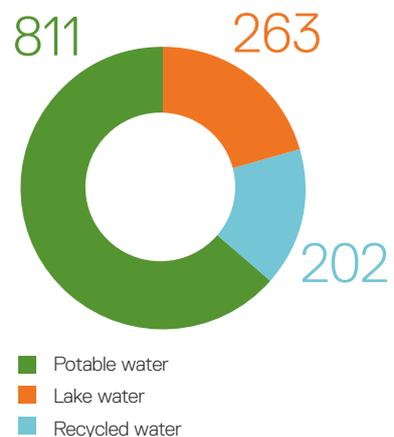
The overall goal is to maximise water usage efficiencies and mitigate potential impacts on the water quality of surrounding ecosystems through the application of sustainable water management practices. BAC has developed a Water Strategy and Water Policy committing to the efficient use of water 'fit for purpose'. Currently the airport utilises a variety of alternative water types which are used within several facets of operations.

We have undertaken a number of investigations of potable water usage, metering efficiency and initiatives to reduce potable water usage across the airport. It currently manages several water sources including stormwater (overland flows) captured and stored in freshwater lakes; rainwater harvested from roof spaces and stored in tanks; Class 'A' recycled water supplied by Queensland Urban Utilities (QUU); and Class 'A+' recycled water produced via an on-site nano-filtration plant.

BAC minimises potable water use onsite by using the following approaches:

- » Potable water is only to be used for human consumption, cleaning, food manufacturing or preparation purposes
- » Irrigation water is acquired from non-potable sources where possible
- » Water for dust suppression at construction sites only utilises non-potable sources
- » Toilet flushing and amenities utilise non-potable water sources where possible

Consumption (ML)



■ Potable water
■ Lake water
■ Recycled water

AIRCRAFT NOISE

Based on discussions with community members spanning many years, BAC understands the information most sought relates to:

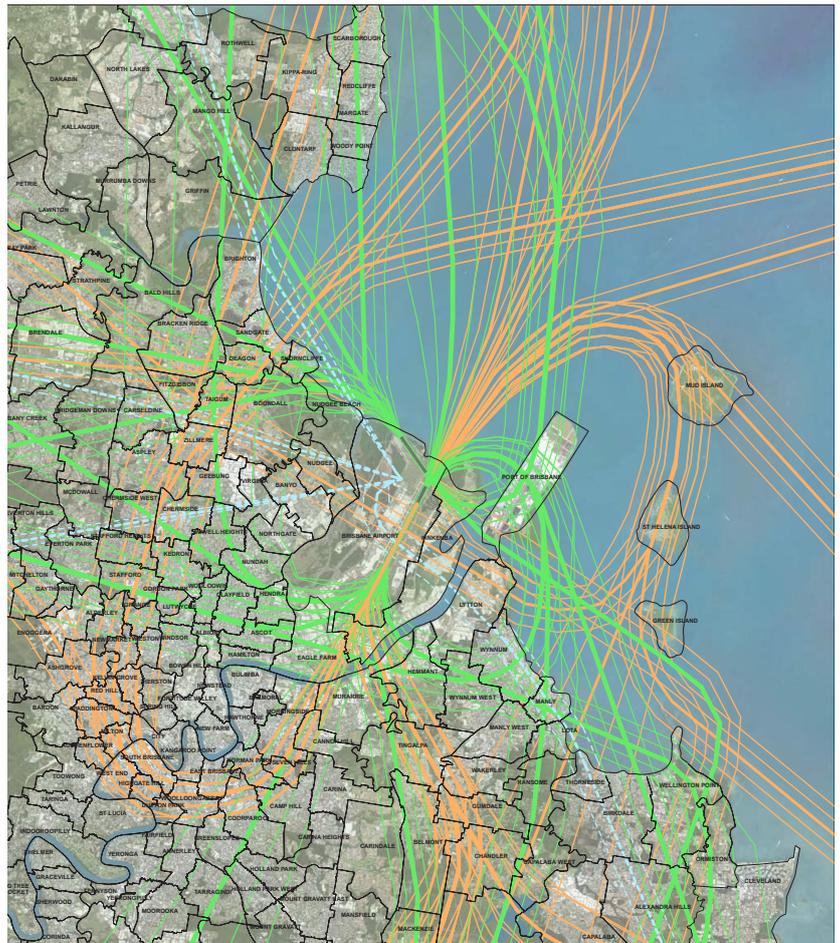
- » Flight paths
- » Noise levels likely to be experienced as a result of aircraft using those flight paths
- » Frequency of overflights
- » The affect the opening of the New Parallel Runway (NPR) will have on flights paths, noise and the overall operation of the Brisbane Airport runway system.

While we do not have direct control over aircraft movements and associated noise, we engage with local business and communities to educate and inform on the issue. In addition to this, as part of development of the 2014 Brisbane Airport Master Plan, we developed an information booklet titled *Current and Future Flight Path and Noise Information Booklet* (located on the BNE website).

The purpose of this booklet is to provide the community with useful information on aircraft operations at Brisbane Airport between now and 2034, including the likely noise impacts of those operations. These impacts are demonstrated via various illustrations outlining flight paths over Brisbane.

A major change to the current noise impacts will occur when the NPR project is completed in 2020.

DEPARTURE CENTRE LINE TRACKS 2020 BEFORE NPR OPENS (JETS, TURBOPROPS AND HELICOPTERS)



LEGEND
■ Jet Tracks
■ Non-jet Tracks
■ Helicopter Tracks



STAKEHOLDER ENGAGEMENT LEADER

Ensuring the continued high reputation and the social license-to-operate that BAC currently maintains, we are committed to engaging with not only the local community and government but also with our staff and shareholders.

LEARNING AND DEVELOPMENT

BAC is committed to building a 'bench of talent' by shaping and developing capabilities in keeping with the company's strategic direction. At BAC, we know our success begins with our people. Our vision is to be world-best through providing our employees with learning opportunities which enable and inspire them to achieve their personal best.

We are committed to a partnership approach in supporting the continued growth and development of our people to enable them to take the next step in their career, regardless of whether this next step is internal or external to BAC.

Training Summary	2016
Total investment in training (\$)	685,785
Total hours of training	6847

Average Training Hours by employment category and gender	
Senior Management	25.0
Middle Managers	25.3
Rest of Workforce	23.0
Whole of workforce: men	25.3
Whole of workplace: women	19.0

85% of BAC employees participated in some form of Learning and Development (L&D) training activity during FY16, which represents a 9% increase in the number of employees participating in L&D training from FY15.

L&D training includes all competency, skills based and developmental training. L&D training also includes additional developmental activities such as formal study and participation in coaching and mentoring programs.

During FY16, \$685,785 was spent on L&D activities. This was 1% less than the budgeted amount of \$692,700. \$142,896 of the total L&D budget was spent on cultural programs including BAC team building days and educational partnerships; \$542,852.28 was spent on L&D training activities; which equates to an average spend of \$2,010.56 per employee (based on 270 employees who participated in training in FY16).

One hundred and ninety-four (194) employees participated in LEAN training during FY16, which represents 64% of BAC's workforce. Two (2) BAC employees have been trained as LEAN facilitators to support the LEAN Development Manager in rolling out LEAN principles across the company.

76% of our employees participated in some form of Training and Development activity during FY15, which represents a 7.7% increase in the number of employees participating in training from FY14.

OCCUPATIONAL HEALTH AND SAFETY

There was an ongoing emphasis on the streamlining and simplification of WHS systems and processes during the calendar year 2015. Continuous improvement of data collection and

reporting mechanisms throughout the year allowed a detailed breakdown of WHS events.

Information arising from various internal reports and reviews has also been incorporated into BAC's new safety in design processes, due to be implemented in early 2016, which will allow lessons learned from BAC's own experiences to be incorporated into the planning and design of new facilities and other infrastructure.

Also completed during 2015 was a Critical WHS Risk Management Plan which assessed the top ten themes arising from an analysis of 2014 incidents, along with specific actions to mitigate associated risks.

BAC's online contractor management system (rolled out in late 2014) was further refined during 2015 and this will be improved in 2016 with the implementation of a tenant management module.

BAC was successful in maintaining its AS/NZS 4801 accreditation after two surveillance audits were undertaken by SAI Global. An external legal compliance audit was also undertaken in 2015, which included an assessment against electrical safety legislation for the first time.

Overall, 2015 saw our WHS performance steadily strengthen, and 2016 will see continued focus on the ongoing implementation and improvement of WHS initiatives that support the ongoing growth of the Corporation's business activities.

Occupational health and safety indicators: total

Number of fatalities	0
Frequency rate	9.1*
Severity rate	All
Average lost day rate	0.03
Absenteeism rate	2.9

*Based on Loss Time Injury Frequency Rate (LITFR)
 · Information based on calendar year 2015

COMMUNITY ENGAGEMENT

Brisbane Airport is located around 8km from the Brisbane Central Business District (CBD) and is serviced by road, rail and public transport connections. This close proximity to the city also has positive and negative impacts to local businesses and communities. To assist with these impacts, a focused program on engaging with community groups was developed.

The BAC Community Engagement Program is a multifaceted program that is dedicated to generating informed, ongoing and interactive discussion on the airport and its operations. The objective of the program is to engage with the local community and other stakeholders to foster strong relationships.

We consider that community engagement is a company wide responsibility and, as such, has centred the program around involving all employees. The program involves:

- » Community Exchanges that allow community members direct access to BAC's Senior Management Team.
- » Brisbane Airport Discovery Centre to learn about airport operations, flight paths and aircraft noise.

- » Brisbane Airport Community Aviation Consultation Group (BACACG) that provides an independently chaired forum for community members to raise issues.
- » Attendances at Fairs and Festivals to show a physical presence in the local community whilst facilitating a two-way communication between the organisation and the community.
- » Community and educational tours to inform and teach community groups about our operations, key projects and complexities of operation.

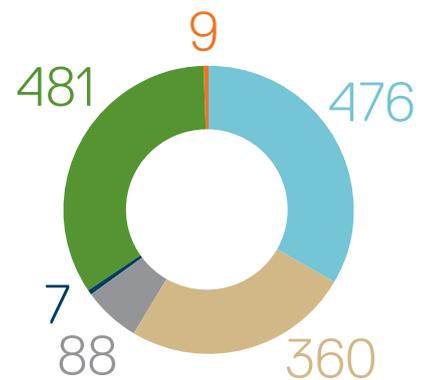
SPONSORSHIP

Each year Brisbane Airport enters into partnerships that support its vision to become the gateway to Australia and to be recognised as Australia's number one airport.

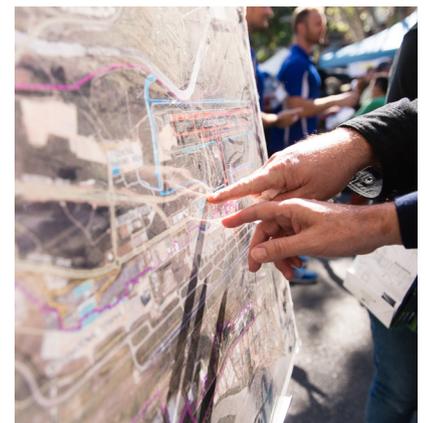
BAC contributes voluntarily through two methods:

- » Through new and continuing partnerships that support and promote the city of Brisbane with organisations such as:
 - > Brisbane Festival
 - > Brisbane Powerhouse
 - > Museum of Brisbane
- » Brisbane Airport Community Giving Fund: has been developed to provide much needed financial assistance to community organisations in the Brisbane area and is part of our ongoing commitment to supporting and engaging with the local community. Twice a year we call for applications from community groups and organisations to apply.

Community Investment in AUD (000')



- Health
- Environment
- Social Welfare
- Education and young people
- Other
- Arts and Culture



COMMUNITY SNAP SHOT

BAC COMMUNITY GIVING FUND

The Brisbane Airport Community Giving Fund has been developed to provide much needed financial assistance to community organisations in the Brisbane area and is part of our ongoing commitment to supporting and engaging with the local community.

The Giving Fund is focused broadly on the categories of health and wellbeing, safety, sport, education, environment or other community benefit initiatives. All applications for a Giving Fund grant must fit into at least one of these funding categories to be eligible for consideration. These funding categories are defined as follows:

HEALTH AND WELLBEING

Initiatives that improve overall health and wellbeing, such as projects related to supporting mental health and physical health (for example, physical activity and healthy lifestyle programs).

COMMUNITY SAFETY

Initiatives that increase safety and security in our local communities, such as projects related to emergency response, crime prevention, natural disaster prevention, accident prevention and road safety.

ENVIRONMENTAL

Initiatives that promote environmental enhancement in our local communities, and in particular, initiatives that are focused on improving biodiversity of natural habitats, community conservation and environmental

education (For example, land rehabilitation and revegetation programs, clean-up and education days and local conservation projects.)

EDUCATIONAL

Initiatives aimed at increasing the education of our local communities in areas such as literacy and numeracy, life education, apprenticeships and traineeships.

OTHER COMMUNITY BENEFIT

Initiatives from community groups that encourage and positively contribute to the community, but may not necessarily fit into one of the above categories.

In the 2015/2016 period, a total of \$1,496,239 was distributed as part of the fund in which \$1,421,000 was certified by the London Benchmarking Group.



CUSTOMER EXPERIENCE

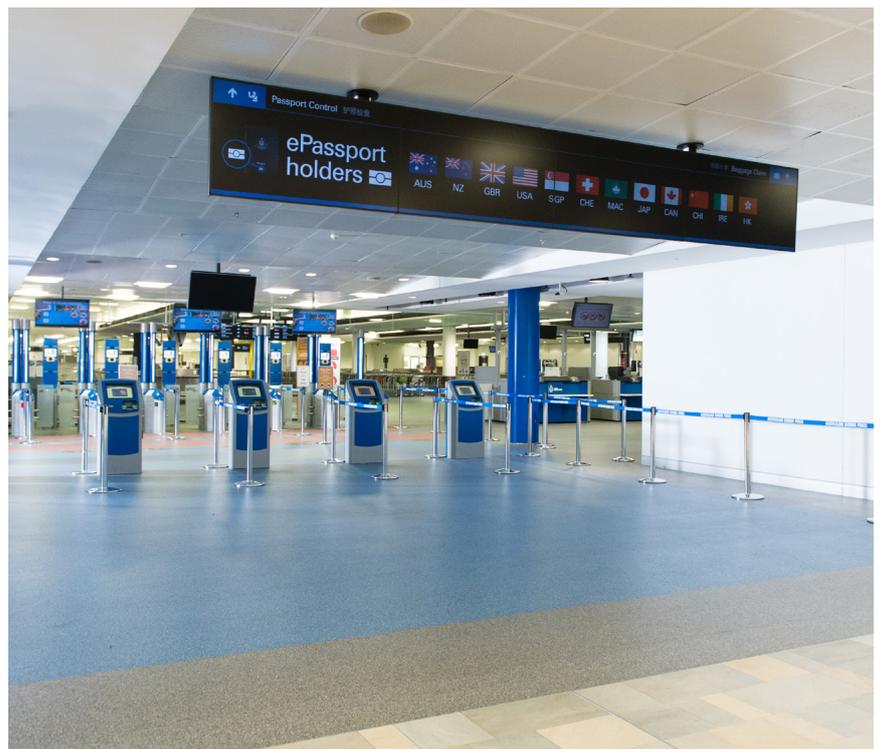
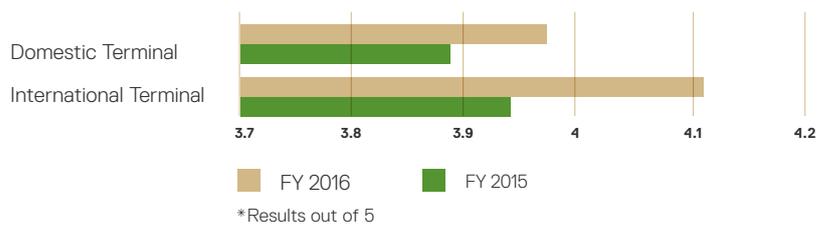
BAC aims to provide a consistent reliable and easy to use service that achieves passenger satisfaction and loyalty, developing customers as avid Brisbane Airport advocates.

Our vision is to commit to providing a unique customer experience by delivering a seamless and engaging passenger journey. To deliver this vision, BAC has developed and implemented a Customer Experience Strategy which focuses on collating data, undertaking research and surveys and working with internal staff and other airport agencies to improve this experience.

We source our customer satisfaction data from the Airports Council International (ACI) – Airport Service Quality (ASQ) programme. ASQ is the world-renowned and globally established global benchmarking programme measuring passengers' satisfaction whilst they are travelling through an airport. Surveys are completed every quarter and are averaged over the year to determine customer satisfaction.

Since the implementation of our Customer Experience strategy, we have seen a definite increase in satisfaction in both terminals.

Customer Satisfaction Results*



GRI CONTENT INDEX

STANDARD IN ACCORDANCE “CORE” DISCLOSURES

GRI Reference	Detail	Reference / Commentary
G4-1	A statement from the most senior decision-maker of the organization	CEO Statement
G4-3	Report the name of the organization.	About Brisbane Airport
G4-4	Report the primary brands, products, and services.	About Brisbane Airport
G4-5	Report the location of the organization’s headquarters.	About Brisbane Airport
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Operates only in Australia
G4-7	Report the nature of ownership and legal form.	Outlined in the 2016 BAC Annual Report
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	About Brisbane Airport
G4-9	Report the scale of the organization	About Brisbane Airport and 2016 BAC Annual Report
G4-10	Report the total number of employees by employment contract and gender.	About Brisbane Airport
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	Stakeholder Engagement Leader and About Brisbane Airport
G4-12	Describe the organization’s supply chain.	Let’s Talk About What’s Important
G4-13	Report any significant changes during the reporting period regarding the organization’s size, structure, ownership, or its supply chain,	No significant changes.
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	BAC Manages a Risk Management System aligned to the ISO31000 International Standard.
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Federally Leased airports Inter-Airport Environment Forum, ACI Airport Carbon Accreditation, London Benchmarking Group.
G4-16	List memberships of associations	Outlined in the 2016 BAC Annual Report
G4-17	List all entities included in the organization’s consolidated financial statements or equivalent documents. Report whether any entity included in the organization’s consolidated financial statements or equivalent documents is not covered by the report.	Outlined in the 2016 BAC Annual Report
G4-18	Explain the process for defining the report content and the Aspect Boundaries. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Let’s Talk About What’s Important

GRI Reference	Detail	Reference / Commentary
G4-19	List all the material Aspects identified in the process for defining report content.	Let's Talk About What's Important
G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: For each material Aspect, report the Aspect Boundary outside the organization, as follows:	About Brisbane Airport
G4-21	<ul style="list-style-type: none"> » Report whether the Aspect is material outside of the organization » If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified » Report any specific limitation regarding the Aspect Boundary outside the organization 	Let's Talk About What's Important
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Nil as this is our first report
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Nil as this is our first report
G4-24	Provide a list of stakeholder groups engaged by the organization.	Nil as this is our first report
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	Let's Talk About What's Important and 2014 Brisbane Airport Master Plan
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Let's Talk About What's Important
G4-27	Report 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. Report the stakeholder groups that raised each of the key topics and concerns.	Let's Talk About What's Important
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	Fiscal Year 2015/2016
G4-29	Date of most recent previous report (if any).	Nil
G4-30	Reporting cycle (such as annual, biennial).	Annual
G4-31	Provide the contact point for questions regarding the report or its contents.	environment@bne.com.au

GRI CONTENT INDEX

GRI Reference	Detail	Reference / Commentary
G4-32	Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option. c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	GRI Content Index – Core No external assurance for this being our first report.
G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report.	BAC will endeavour to seek external assurance for the FY17 Sustainability Report
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	2016 BAC Annual Report
G4-56	Describe the organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	2016 BAC Annual Report

MATERIAL ASPECTS DISCLOSURES

GRI Reference	Detail	Reference / Commentary
Economic Indicators		
G4-DMA	Generic Disclosures on Management Approach	The overview of how we determined the report content and material issues is outlined in the Let's Talk About What's Important sections and explains the process and how it aligns with the GRI G4 Guidelines. Subsequent sections which detail the material issues outline how we manage these aspects.
G4-EC1	Direct economic value generated and distributed	Airport Growth
G4-EC7	Development and impact of infrastructure investments and services supported	Airport Growth
Environmental Indicators		
G4-EN3	Energy consumption within the organization	Sustainable Operations
G4-EN6	Reduction of energy consumption	Sustainable Operations
G4-EN8	Total water withdrawal by source	Sustainable Operations
G4-EN10	Percentage and total volume of water recycled and reused	Sustainable Operations
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Sustainable Operations
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Sustainable Operations
G4-EN23	Total weight of waste by type and disposal method	Sustainable Operations
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	No fines were received during the reporting period.

GRI Reference	Detail	Reference / Commentary
Social Indicators		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Stakeholder Engagement Leader
G4-LA5	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	11% of total workforce
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Stakeholder Engagement Leader Note – Gender breakdown was not available at time of reporting – will be undertaken in next annual report.
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Stakeholder Engagement Leader
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Stakeholder Engagement Leader
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Stakeholder Engagement Leader
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	No significant fines were received during the reporting period.
G4-PR5	Results of surveys measuring customer satisfaction	Stakeholder Engagement Leader
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Sustainable Operations
G4-EN23	Total weight of waste by type and disposal method	Sustainable Operations
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	No fines were received during the reporting period.
Airport Operator Specific Indicators		
G4-AO1	Total number of airport passengers (International and Domestic)	Airport Growth
G4-AO2	Total number of aircraft movements by day and night.	Airport Growth
G4-AO3	Total amount of aircraft tonnage	Airport Growth
G4-AO7	Number and percentage of change of people affected by aircraft noise	Sustainable Operations – nil change.
G4-AO9	Total annual number of wildlife strikes per 10,000 aircraft movements	FY16 Snapshot

Targets and objectives will be outlined in the FY2017 Report.