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# Sustainability objectives

The sustainability objectives which the SEA Group will pursue in the short/medium-term derived from two principal Sustainability Governance Objectives

In 2012 SEA consolidated the governance of the sustainability processes through periodic and systematic meetings

In 2012, the drawing up of the "Sustainability Vision" of SEA began, which will establish an agenda of strategic sustainability objectives

The objective is to establish the tangibility of the SEA sustainability policies, with an indication of the remit of the objectives

Key findings of the 2012-2013 process are extensive interactions between the Sustainability Report and the Annual Financial Report

SEA is strengthening its relationship and meeting systems with stakeholders, through which the interaction and collaboration is enhanced

SEA is aligned with the Sustainability Vision and the materiality analysis

Sustainable development

Environmental Sustainability Objectives

Strategy and governance

The 2011-2020 Master Agreement contains 5 indicators in relation to environmental protection subject to monitoring instruments

The base year of the performances is 2009 and the timeline for their improvement is the three-year period 2011-2013

In 2012 all fixed objectives were achieved.

Environmental Sustainability Objectives Master Agreement	Objective	Linate
Noise recording stations	2011: 10 2012: 10 2013: 10	2011: 4 2012: 4 2013: 4
Extension of the up-time of the noise monitoring network (% of functioning times/opening hours of the airport)	2011: 91% 2012: 91.5% 2013: 93%	2011: 91.4% 2012: 91.7% 2013: 92%
Increase in separated waste collection (% of separate waste collected/total waste)	2011: 19.5% 2012: 19.5% 2013: 20%	2011: 17.5% 2012: 17.5% 2013: 18%
Compliance with a more restrictive threshold than the legal limits for the BOD5, COD and sewage discharges (% thresholds respected ? legal thresholds)	2011: -23% 2012: -23% 2013: -24%	2011: -23% 2012: -23% 2013: -24%
Reduction of CO2 emissions (kg of CO2 / unit of traffic ? per passenger or 100 kg of cargo transported)	2011: 3.65 2012: 3.60 2013: 3.55	2011: 3.1 2012: 2 2013: 1.9
Other environmental objectives	2011: - 2012: - 2013: -	2011: - 2012: - 2013: -

Replacement of the corporate fleet with electric vehicles

Energy certification ISO 5001

Socio-Economic Sustainability Objectives

The socio-economic stakeholder sustainability objectives may be divided into two categories. The first concerns the passenger stakeholders

Sustainability objectives for the passenger stakeholders	2011	2012	2013
Number of operational information points	45	45	45
TPHP/n° punti informazione	45	45	45
Level of cleaning and functionality of toilets	75.4%	75.4%	75.4%
% passengers interviewed satisfied/total passengers interviewed	77.5%	77.5%	77.5%
Level of the airport comfort level	55.4%	55.4%	55.4%
% passengers interviewed satisfied / % total passengers interviewed	55.4%	55.4%	55.4%
Clear, understandable and effective internal signposting	55.4%	55.4%	55.4%
% passengers interviewed satisfied / % total passengers interviewed	55.4%	55.4%	55.4%
Waiting time for baggage x-ray	1:30	1:30	1:30
% passengers waiting in 98% of cases	1:30	1:30	1:30
Waiting time for baggage x-ray	1:30	1:30	1:30
% passengers waiting (minutes of waiting in 98% of cases)*	1:30	1:30	1:30
Difference between last and first bag	1:30	1:30	1:30
% passengers waiting in 90% of cases	1:30	1:30	1:30
Passengers with Reduced Mobility (PRM) assistance	1:30	1:30	1:30
% reduced passengers / total passengers interviewed)*	1:30	1:30	1:30
Number of bags due to malfunctioning of the Baggage Handling System (number of misdirected bags / 1,000)	10200	10200	10155