



Environment action plan 2014-15



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Foreword

Airservices is a statutory authority providing safe, secure, efficient and environmentally responsible services to the aviation industry. Airservices is recognised world-wide as an air navigation service provider that is both an operational and technical innovator. This position reflects the expertise of our staff and the forward-looking industry to which our organisation provides services.

While safety is our number one priority, managing our environmental obligations and performance continues to be a key focus for us. We believe it is essential to not only improve our environmental performance, but to achieve excellence in environmental management and reduce the impacts of aviation that we can control or influence.

The focus on developing more sustainable business practices is good environmental stewardship, and a core business initiative reflected in our Corporate Plan 2014–2019.

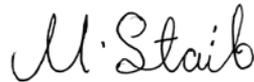
The aviation industry is also responding to the challenges of environmental performance. For example, many industry leaders are committed to achieving a fuel efficiency improvement of two per cent until 2020 and carbon neutral growth from 2020.

Airservices updated Environment Strategy 2014-2019 was established within this industry context and focuses on environmental sustainability, facilitating better environmental outcomes for the industry and the community. Specifically, the Strategy commits Airservices to work to

reduce aviation impacts to ‘meet the needs of the present without compromising the ability of future generations to meet their own needs’.

This Environment Action Plan highlights the major environmental initiatives that Airservices will be undertaking during 2014-15 to deliver on the key outcomes within the four focus areas, as set out in the Environment Strategy. These initiatives include new measures and the ongoing delivery of key environmental functions, which are now an important part of Airservices operations.

As we work to connect the Australian aviation industry, we are committed to delivering world best industry performance in environmental management, to better managing the impacts of aviation on the community, and capitalising on the opportunities that improved performance can bring to our customers.



Margaret Staib
Chief Executive Officer
Airservices Australia
2015



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Airservices commitment to the environment

Airservices is a statutory authority established by the *Air Services Act 1995*. Our mission is to provide safe, secure, efficient and environmentally responsible air traffic management and related services to the aviation industry.

Our operations can have an impact on the community and the environment. This is why under the *Air Services Act 1995*, we have an obligation to provide environmentally responsible services, by minimising the environmental impact of aircraft operations in Australia and our own corporate footprint.

The Minister for Infrastructure and Regional Development's Statement of Expectations for Airservices embraces a number of environmental obligations, and the organisation must also continue to address three Ministerial Directions in relation to handling aircraft noise complaints,

working to reduce the impact of aviation on the environment and the implementation of Sydney Airport's Long Term Operating Plan.

Furthermore, the *Environment Protection and Biodiversity Conservation Act 1999* (the EPBC Act) has assessment and approval provisions for actions by Commonwealth authorities, actions on Commonwealth land and actions that are likely to have a significant impact on matters of national environmental significance. The EPBC Act also specifically addresses actions related to the management of aircraft operations in airspace.

Our approach to environmental improvement

Airservices Environment Strategy 2014–2019 is based on the industry’s vision for a more environmentally sustainable aviation industry. With this vision, and our organisation’s corporate vision to deliver world’s best industry performance in mind, our aim is to achieve excellence in environmental management and tangible outcomes across three environmental focus areas: aircraft noise, aircraft emissions and the natural environment (see Figure 1). These areas are supported by work to improve our organisational culture, processes and technology.

Each focus area is addressed through a number of key initiatives which will change from year to year as the strategy roll-out evolves. Table 1 provides details of the current objectives and initiatives under each focus area. A sub-set of the most important initiatives are reflected in our Corporate Plan.

To help track our environmental performance, we have developed a number of environmental corporate indicators. These indicators are recorded in our Corporate Plan 2014–2019 and reported quarterly (see Table 2).

FIGURE 1 Airservices environment strategy—framework



* Including energy, water and waste; pollution and contamination; and biodiversity and heritage

TABLE 1: Environment strategy framework

Focus area	Objective in this financial year	Key initiatives
Aircraft noise	Continue to proactively work with government, industry and the community to achieve world's best practice in aircraft noise management.	<p>Deliver our Commitment to Aircraft Noise Management.</p> <p>Develop a suite of information and data tools that meet the needs of all stakeholders.</p> <p>Identify, investigate and (where feasible) implement changes to aircraft flight procedures that reduce the impact of aircraft noise.</p>
Aircraft emissions	Collaborate with key stakeholders to develop an emissions measurement and modelling system and innovative air traffic management (ATM) standards and practices, whilst implementing new ATM technology and procedures.	<p>Improve environmental measurement, monitoring and reporting.</p> <p>Actively participate and collaborate in international working groups and forums.</p> <p>Identify, investigate and, where feasible, implement changes to airspace management procedures</p>
Natural environment*	Develop and implement sound environmental design, practices and principles into infrastructure development and operational activities to improve our environmental performance and management of natural resources.	<p>Improve the environmental management system.</p> <p>Implement responsible energy, water and waste management practices and principles across all operations, premises, plant and equipment.</p> <p>Implement robust measurement, monitoring and reporting systems.</p> <p>Proactively work with industry stakeholders and scientific partners to research and develop solutions for preventing pollution and managing contaminated sites. This includes implementing tools and methods for determining type and levels of contamination.</p> <p>Identify, assess and proactively manage for heritage and biodiversity values, in those parts of the natural environment directly under Airservices control.</p>
Enablers - people, processes and technology	Educate and train our people and undertake continuous improvement across processes and technology to enable outcomes are achieved in the core environment focus areas.	<p>Implement ongoing training and awareness, strong leadership and culture.</p> <p>Undertake efficient and effective measurement, monitoring, reporting and evaluation.</p> <p>Implement innovative systems and technology.</p>

* Includes energy, water and waste, pollution and contamination, biodiversity and heritage each with a specific action plan—refer to Environment Strategy.

TABLE 2: Corporate indicators of environmental performance 2014-15

Corporate indicator	Target (2014-15)
Noise Complaints and Information Service compliance Noise Complaints and Information Service compliance to prescribed response times for complaints and enquiries.	Greater than or equal to 95 per cent
Noise improvements investigated Number of noise improvement proposals investigated.	25 annually
Noise information Aircraft noise information and complaint reports made available to the community and industry.	Reports for 10 locations every quarter



Detailed action plan for 2014-15

Airservices is committed to delivering a range of initiatives to meet its environmental aspirations.

This section provides the detail of Airservices ongoing environment program, specifically the activities which aim to deliver the most significant environmental benefits.

In most cases, more than one activity is required to deliver the initiative, and in some instances, an initiative may take a number of years to complete. A number of initiatives which support our environmental aspirations are already complete and then are considered as component of a 'business as usual' programme, or in other cases current activities may be leveraging off previous initiatives.

Aircraft noise



Managing the environmental impact of aircraft noise remains a key environmental goal for the Australian aviation industry and will only be achieved through a collaborative approach. Our legislated requirement to provide environmentally sustainable air navigation services and our vision of connecting the Australian aviation industry means we are uniquely positioned to facilitate this collaborative effort. As such, we are committed to achieving world's best practice in aircraft noise management.

Actions for 2014–15

Key initiatives	Key activities
Deliver our Commitment to Aircraft Noise Management	<p>Attend all established community aviation consultation groups, Sydney Airport Community Forum and Sydney Implementation Monitoring Committee meetings to ensure community access to Airservices information and advice on the subject of aircraft noise.</p> <p>Work with the Australian Airports Association to host the annual industry noise forum to encourage consistent approaches across the aviation industry to aircraft noise management.</p>
Develop a suite of information and data tools that meet the needs of all stakeholders	<p>Airservices will enhance WebTrak so that in addition to giving information about individual flights, it provides an overview of movements and noise at a particular location.</p> <p>New material such as fact sheets, noise information packs and noise visualisation demonstrations will continue to be developed to provide information to the public.</p>
Identify, investigate and, where feasible, implement changes to aircraft flight procedures that reduce the impact of aircraft noise	<p>Through the Strategic Noise Improvement Plan, continue to work with communities and the aviation industry to investigate and, where feasible, implement noise improvements through changes to aircraft flight procedures.</p>

Ongoing commitments

Every year Airservices:

- provides a Noise Complaints and Information Service, which is the Australian aviation industry's main interface with the community on aircraft noise and related issues, and provides a 'one stop shop' for enquiries and complaints and aims to resolve complaints where possible
- provides a dedicated community relations team to provide representation, advice and information for the community on aviation noise and environmental impacts, and to provide Airservices with greater knowledge and understanding of community concerns
- continues to implement the Sydney Long Term Operating Plan, movement cap and curfew, including reviewing procedures for the management of the movement cap, thereby ensuring compliance while maintaining as much capacity as is reasonably practicable
- provides curfew reports to the Department of Infrastructure and Transport for Sydney, Adelaide and Gold Coast
- publishes quarterly Aircraft Noise Information Reports for 10 locations and regions
- maintains the Airport Noise Complaint Monitoring System database
- operates the Noise and Flight Path Monitoring System at Brisbane, Cairns, Canberra, Gold Coast, Sydney, Melbourne, Adelaide and Perth to collect noise and flight path data
- endorses Australian Noise Exposure Forecasts for technical accuracy in the manner approved by the Minister for Infrastructure and Regional Development
- provides quarterly and annual Sydney Airport Australian Noise Exposure Index reports
- provides advice, support and services to government and industry on the Air Navigation Regulations (Aircraft Noise).

Aircraft emissions



Airservices plays an important role in facilitating and supporting improvements in aviation efficiency. We work with regulatory authorities, airports, airlines and other air navigation service providers to improve air traffic management, reduce fuel burn and emissions and minimise the impact on the environment.

Measures developed by Airservices to improve fuel efficiency include user preferred routes, flexible flight tracks, improved air traffic flow management programs, continuous descent approaches and better management of aircraft on the ground. Implementation of these measures has resulted in significant savings for both the airlines and environment.

Actions for 2014–15

Key initiatives	Key activities
Improve environmental measurement, monitoring and reporting	Create an environment and efficiency operational analysis capability to provide high fidelity efficiency and emissions modelling that can be used to assess the environmental benefits and impacts of future system changes.
Actively participate and collaborate in international working groups and forums	Promote environmentally responsible aviation through participation in the Asia and South Pacific Initiative to Reduce Emissions and Indian Ocean Strategic Partnership to Reduce Emissions emission reducing forums. Continue to engage with other air navigation service providers, International Civil Aviation Organisation and the Civil Air Navigation Services Organisation to achieve global emissions targets.
Identify, investigate and, where feasible, implement changes to airspace management procedures	Develop and implement the redesign of both terminal and enroute airspace. The Future Airspace Strategy initiative will bring concepts and solutions that will deliver new standards of safety, efficiency and access to capacity. Work to permanently establish Smart Tracking procedures at selected airports for all suitably-equipped aircraft, in consultation with the community and industry, to achieve the safety, environmental and efficiency benefits of the technology.

Ongoing commitments

Every year Airservices:

- continues to promote flexible use of airspace
- continues work on collaborative decision-making and improve management of traffic flows through allocation of ground delay.

Natural environment



Airservices owns and leases a vast infrastructure network with more than 1000 sites across mainland Australia and surrounding islands. The network includes corporate office buildings, navigational aids, radar facilities, communication stations, control towers, fire stations and fire training grounds across environments as diverse as airports, cities, heritage sites and National Parks.

For future generations to continue to benefit from the prosperity we enjoy, it is essential to improve our own environmental performance by minimising our environmental footprint through reducing the impact of our operations on the natural environment. We have a number of initiatives in place that will help reduce our energy and water usage and minimise waste production, at the same time we are implementing strong measuring and monitoring tools for future reporting. Furthermore, there are a number of initiatives in place to deal with pollution and contamination, and biodiversity and heritage.

Actions for 2014–15

Key initiatives	Key activities
Implement responsible energy, water and waste management practices and principles across all operations, premises, plants and equipment	<p>Improve utility management to reduce water, energy and waste.</p> <p>Improve information and communication technology sustainability.</p>
Proactively work with industry stakeholders and scientific partners to research and develop solutions for preventing pollution and managing contaminated sites. This includes implementing tools and methods for determining type and levels of contamination	<p>Continue to implement the Aviation Rescue Fire Fighting Environment Management Plan.</p> <p>Investigate the introduction of tools, including a contamination site register and geographical information system, to manage pollution and contamination risks at Airservices sites.</p>
Identify, assess and proactively manage for heritage and biodiversity values, in those parts of the natural environment directly under Airservices control	<p>Improve public access to Australia's aviation history and contribute to its conservation.</p> <p>Continue to implement Airservices' heritage strategy.</p> <p>Continually ensure management of biodiversity through active involvement in projects that impact biodiversity and piloting Australian Capital Territory and New South Wales sites for pest management,</p>

Ongoing commitments

Every year Airservices:

- reports its carbon emissions to the Department of Environment in accordance with the *National Greenhouse and Energy Reporting Act 2007*
- ensures its Environment Management System is ISO14001–certified.

Enablers



To support and deliver our environment strategy, Airservices will educate and train our people and undertake continuous improvement across our processes and technology.

Actions for 2014–15

Key initiatives	Key activities
People	Develop and implement a greater level of environmental awareness across the organisation to increase environmental competency and awareness for staff through implementation of a communication plan.
	Develop and deliver specific training in environmental management for staff in Aviation Rescue and Fire Fighting (ARFF) services and Technical Services (TS) within the Projects & Engineering group.
	Enhance and maintain an environmental assurance program for ARFF and TS.
Process	Continuous improvement and ongoing management of the Environment Management System to support the delivery of Airservices Environment Strategy.
	Work to ensure that ecologically-sustainable development and procurement practices are embedded in our processes, particularly in projects and procurement.
	Develop a draft annual integrated sustainability report using the Global Reporting Initiative framework.
Technology	Review and revise the environmental assessment process for changes to the air traffic management system that reduce the impact of aircraft noise.
	Continue to use Envizi software to track energy and water usage at Airservices sites.
	Continue to use and refine the corporate integrated reporting and risk system tool.
	Deliver a single, civil-military air navigation system (OneSKY Australia) that addresses the growing demands of aviation traffic within Australia and across its international boundaries, enhances our capability for business continuity and environmental sustainability.



Further information

More detail on Airservices environmental work is available from the Airservices Environment website www.airservicesaustralia.com/environment

For more information, email environment@airservicesaustralia.com



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