

## **Building Bonds Through Mutual Respect**

### **Dublin Airport's Approach to Community Engagement**

Dublin Airport has a long history of positive engagement with our local communities. We believe that meaningful engagement is a two-way process that is mutually respectful, open and honest.

Our dedicated Community Engagement Team uses multiple forms of communication to connect with our wide-ranging group of stakeholders, particularly our local residents. These include:

- one-to-one meetings at residents' homes and at Dublin Airport;
- in-person community and environmental group meetings;
- telephone calls to and from local residents;
- public consultations and drop-in clinics; and
- written communications including emails, newsletters and airport updates.

Many of the issues we deal with are complex. We commit to providing information in response to queries received, and to explain that information in the best possible way. On occasion, it has been our experience that some individuals may not be fully satisfied with the answers we provide. Repeated requests for the same information by an individual or group, whether written or verbal, will not result in different answers. In this regard, once all information that can be offered has been provided and explained, we will not be in a position to engage further on the matter.

We commit to working with all communities in a respectful manner and with courtesy. Dublin Airport has a duty of care to all of its staff, and rude, abusive or badgering behaviour or language cannot be entertained.

We actively encourage all of our local communities and stakeholders to engage with us on matters that are important to them. We are here to listen and help where we can. Our door is always open, and we welcome all feedback and suggestions.

For more information, please contact [communities@daa.ie](mailto:communities@daa.ie)