

# MAG GRI Content Index, 2019/20

## GENERAL DISCLOSURES

This material references Disclosures 102-1 to 102-56 from GRI 102: General Disclosures 2016.

### Organisational profile

Disclosure		Reference	Omission(s)
102-1	Name of organisation	Manchester Airports Group	
102-2	Activities, brands, products and services	2019/20 MAG Annual Report and Accounts, p.3-7	
102-3	Location of headquarters	Manchester Airports Group Head Office, Olympic House, Greater Manchester, M90 1AA	
102-4	Location of operations	2019/20 MAG Annual Report and Accounts, p. 3-7	
102-5	Ownership and legal form	2019/20 MAG Annual Report and Accounts, p.23  MAG operates under the name of The Manchester Airports Group Plc. and all MAG airports are governed by UK Aviation law, under the Civil Aviation Authority.	
102-6	Markets served	2019/20 MAG Annual Report and Accounts, p. 3-7  Airport websites also hold passenger destination information: <a href="http://www.manchesterairport.co.uk">http://www.manchesterairport.co.uk</a> , <a href="http://www.eastmidlandsairport.com">http://www.eastmidlandsairport.com</a> , <a href="http://www.stanstedairport.com">http://www.stanstedairport.com</a> .	
102-7	Scale of the organization	2019/20 MAG Annual Report and Accounts, p. 3-7, p10-19	
102-8	Information on employees and other workers	GRI Disclosures 2019/20, Table 102-8, Table 202-1, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
102-9	Supply chain	GRI Disclosures 2019/20, Table 204-1, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
102-10	Significant changes to the organization and its supply chain	GRI Disclosures 2019/20, Table 204-1, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>  Airport websites also hold passenger destination information: <a href="http://www.manchesterairport.co.uk">http://www.manchesterairport.co.uk</a> , <a href="http://www.eastmidlandsairport.com">http://www.eastmidlandsairport.com</a> , <a href="http://www.stanstedairport.com">http://www.stanstedairport.com</a> .	
102-11	Precautionary Principle or approach	2019/20 MAG Annual Report and Accounts, p. 3-7, p. 10-19	
102-12	External initiatives	ISO 14001 ISO 50001 ISO 45001 Airport Carbon Accredited Organisation Carbon Trust Standard BITC Community Mark	
102-13	Membership of associations	Primary Membership Organisations: International Air Transport Association (IATA) Airports Council International (ACI) Air Transport Action Group (ATAG) Airport Operators Association (AOA) Airport Carbon Accreditation Business in the Community Sustainable Aviation	

## Strategy

Disclosure		Reference	Omission(s)
102-14	Statement from senior decision-maker	MAG 2019/20 Annual Report and Accounts, p. 3-6 MAG 2019/20 Annual CSR Report, p. 2-4	
102-15	Key impacts, risks, and opportunities	MAG 2019/20 Annual Report and Accounts, p. 3-6 MAG 2019/20 Annual CSR Report, p. 2-4	

## Ethics and integrity

Disclosure		Reference	Omission(s)
102-16	Values, principles, standards, and norms of behaviour	<a href="https://www.magairports.com/about-us/mission-and-values/">https://www.magairports.com/about-us/mission-and-values/</a> MAG 2019/20 Annual Report and Accounts p. 20-23	
102-17	Mechanisms for advice and concerns about ethics	MAG is committed to maintaining an open culture with the highest standards of honesty and integrity, where colleagues can report any genuine concerns in the strictest confidence. We have in place 'Safecall', an independent whistleblowing line, which provides employees with a safe and secure mechanism to report any matters relating to their working environment. MAG employs Safecall as a mechanism to allow staff members to easily report any confidential concerns, including corruption, discrimination, health and safety and bullying. We deal with any such cases in line with our company policy and are strongly committed to tackling any occurrences of inappropriate behaviour swiftly and resolutely to enable full equality in our place of work. Whilst MAG has a robust internal reporting system, on occasions, colleagues may feel uncomfortable using them due to a lack of anonymity. MAG values the service provided by Safecall because we are keen to ensure that any allegation of wrongdoing or other concerns are reported and investigated immediately.	

## Governance

Disclosure	Reference	Omission(s)
102-18	Governance structure	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-19	Delegating authority	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-20	Executive-level responsibility for economic, environmental, and social topics	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-21	Consulting stakeholders on economic, environmental, and social topics	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-22	Composition of the highest governance body and its committees	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-23	Chair of the highest governance body	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-24	Nominating and selecting the highest governance body	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-25	Conflicts of interest	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-26	Role of highest governance body in setting purpose, values, and strategy	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-27	Collective knowledge of highest governance body	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-28	Evaluating the highest governance body's performance	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-29	Identifying and managing economic, environmental, and social impacts	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-30	Effectiveness of risk management processes	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-31	Review of economic, environmental, and social topics	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-32	Highest governance body's role in sustainability reporting Disclosure	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-33	Communicating critical concerns	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-34	Nature and total number of critical concerns	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-35	Remuneration policies	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-36	Process for determining remuneration	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-37	Stakeholders' involvement in remuneration	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-38	Annual total compensation ratio	MAG 2019/20 Annual Report and Accounts, p. 20-30
102-39	Percentage increase in annual total compensation ratio	MAG 2019/20 Annual Report and Accounts, p. 20-30

## Stakeholder engagement

Disclosure	Reference	Omission(s)
102-40	List of stakeholder groups	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 MAG 2019/20 Annual Report and Accounts, p. 21-23
102-41	Collective bargaining agreements	GRI Disclosures 2019/20, Table 102-41, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>
102-42	Identifying and selecting stakeholders	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 MAG 2019/20 Annual Report and Accounts p. 21-23
102-43	Approach to stakeholder engagement	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 MAG 2019/20 Annual Report and Accounts, p. 21-23
102-44	Key topics and concerns raised	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 MAG 2019/20 Annual Report and Accounts, p. 21-23

## Reporting practice

Disclosure		Reference	Omission(s)
102-45	Entities included in the consolidated financial statements Disclosure	MAG 2019/20 Annual Report and Accounts, Independent auditor's report, p. 48-50	
102-46	Defining report content and topic Boundaries Disclosure	2019/20 MAG Annual CSR Report, Our Approach to CSR, p. 8-11	
102-47	List of material topics	2019/20 MAG Annual CSR Report, Our Approach to CSR, p. 8-11	
102-48	Restatements of information	n/a	
102-49	Changes in reporting	No changes	
102-50	Reporting period	1 <sup>st</sup> April 2019 – 31 <sup>st</sup> March 2020	
102-51	Date of most recent report	1 <sup>st</sup> April 2018 – 31 <sup>st</sup> March 2019 (Published September 2019)	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report	CSR@magairports.com <a href="https://www.magairports.com/responsible-business/our-responsibility-plans/">https://www.magairports.com/responsible-business/our-responsibility-plans/</a>	
102-54	Claims of reporting in accordance with the GRI Standards	In accordance comprehensive; MAG 2019/20 Annual CSR Report, Assurance Statement, p. 54-55	
102-55	GRI content index	GRI Content Index published and accessed from <a href="https://www.magairports.com/responsible-business/our-responsibility-plans/">https://www.magairports.com/responsible-business/our-responsibility-plans/</a>	
102-56	External assurance	MAG 2019/20 Annual CSR Report, Assurance Statement, p. 76-77	

## MATERIAL TOPICS

### GRI 201: Economic Performance

This material references Disclosures 103-1 to 103-3 from GRI 103: Management Approach 2016 and GRI 201-1 to GRI 201-4 from GRI 201: Economic Performance 2016.

Disclosure		Reference	Omission(s)
103-1	Explanation of the material topic and its Boundary	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 2019/20 MAG Annual CSR Report, Local Voices, p. 36 - 43	
103-2	The management approach and its components	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 2019/20 MAG Annual CSR Report, Local Voices, p. 36 - 43	
103-3	Evaluation of the management approach	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 2019/20 MAG Annual CSR Report, Local Voices, p. 36 - 43	
201-1	Direct economic value generated and distributed	GRI Disclosures 2019/20, Table 201-1, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
201-2	Financial implications and other risks and opportunities due to climate change	Climate Change Adaption Progress Report for London Stansted Airport Limited 2016 Climate Change Adaption Progress Report for East Midlands and Manchester Airports 2015	
201-3	Defined benefit plan obligations and other retirement plans	2019/20 MAG Annual Report and Accounts, p. 10-19	
201-4	Financial assistance received from government	GRI Disclosures 2019/20, Table 201-4, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	

### GRI 202: Market Presence

This material references Disclosures 103-1 to 103-3 from GRI 103: Management Approach 2016, GRI 202-1 to GRI 202-2 from GRI 202: Market Presence 2016 and GRI G4-AO1 to GRI G4-AO3 from GRI G4 Sector Disclosures (Airport Operators).

Disclosure		Reference	Omission(s)
103-1	Explanation of the material topic and its Boundary	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35	
103-2	The management approach and its components	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35	
103-3	Evaluation of the management approach	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	GRI Disclosures 2019/20, Table 202-1, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
202-2	Proportion of senior management hired from the local community	-	Data not available.  We will disclose this information in our 2020/21 annual report.
G4-AO1 (Sector disclosure)	Total number of passengers annually	GRI Disclosures 2019/20, Table 4 – A01/2/3, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
G4-AO2 (Sector disclosure)	Total number of aircraft movements by day and night	GRI Disclosures 2019/20, Table 4 – A01/2/3, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
G4-AO3 (Sector disclosure)	Total amount of cargo	GRI Disclosures 2019/20, Table 4 – A01/2/3, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	

### GRI 203: Indirect Economic Impacts

This material references Disclosures 103-1 to 103-3 from GRI 103: Management Approach 2016 and GRI 203-1 to GRI 203-2 from GRI 203: Indirect Economic Impacts 2016.

Disclosure		Reference	Omission(s)
103-1	Explanation of the material topic and its Boundary	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43 2019/20 MAG Annual CSR Report, Our Performance, p.44-51	
103-2	The management approach and its components	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43 2019/20 MAG Annual CSR Report, Our Performance, p.44-51	
103-3	Evaluation of the management approach	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43 2019/20 MAG Annual CSR Report, Our Performance, p.44-51	
203-1	Infrastructure investments and services supported	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43 2019/20 MAG Annual CSR Report, Our Performance, p.44-51	
203-2	Significant indirect economic impacts	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35 2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43 2019/20 MAG Annual CSR Report, Our Performance, p.44-51	

### GRI 204: Procurement Practices

This material references Disclosures 103-1 to 103-3 from GRI 103: Management Approach 2016 and GRI 204-1 from GRI 204: Procurement Practices 2016.

Disclosure		Reference	Omission(s)
103-1	Explanation of the material topic and its Boundary	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35	
103-2	The management approach and its components	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35	
103-3	Evaluation of the management approach	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35	
204-1	Proportion of spending on local suppliers	GRI Disclosures 2019/20, Table 204 - 1, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	

## GRI 305: Emissions

This material references Disclosures 103-1 to 103-3 from GRI 103: Management Approach 2016, GRI 305-1 to GRI 305-7 from GRI 305: Emissions 2016 and GRI G4-AO5 and GRI G4-AO7 from GRI G4 Sector Disclosures (Airport Operators).

Disclosure		Reference	Omission(s)
103-1	Explanation of the material topic and its Boundary	MAG 2019/20 Annual CSR Report, Zero Carbon Airports, p. 18-25	
103-2	The management approach and its components	MAG 2019/20 Annual CSR Report, Zero Carbon Airports, p. 18-25	
103-3	Evaluation of the management approach	MAG 2019/20 Annual CSR Report, Zero Carbon Airports, p. 18-25	
305-1	Direct (Scope 1) GHG emissions	GRI Disclosures 2019/20, Table 305 – 1/2/3, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
305-2	Energy indirect (Scope 2) GHG emissions	GRI Disclosures 2019/20, Table 305 – 1/2/3, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
305-3	Other indirect (Scope 3) GHG emissions	GRI Disclosures 2019/20, Table 305 – 1/2/3, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
305-4	GHG emissions intensity	GRI Disclosures 2019/20, Table 305 – 4, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
305-5	Reduction of GHG emissions	2019/20 MAG Annual Report and Accounts, p. 31-36 MAG 2019/20 Annual CSR Report, Zero Carbon Airports, p. 18-25 MAG 2019/20 Annual CSR Report, Our Performance, p.44-51 MAG Greenhouse Gas Emission Report 2019/20 available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
305-6	Emissions of ozone-depleting substances (ODS)	-	Not relevant to business.
305-7	Nitrogen oxides (NO <sub>x</sub> ), sulphur oxides (SO <sub>x</sub> ), and other significant air emissions	-	Data not available. We monitor air quality at and near to our airports. Data is published at: MAG 2019/20 Annual CSR Report, Zero Carbon Airports, p. 18-25; MAG 2019/20 Annual CSR Report, Our Performance, p.44-51; GRI Disclosures 2019/20, Table 4-AO5, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a> Emission inventories are produced by our airports and submitted as required to fulfil regulatory obligations, typically to support planning applications.
G4-AO5 (Sector disclosure)	Ambient air quality	GRI Disclosures 2019/20, Table 4-AO5, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
G4-AO7 (Sector disclosure)	Number and percentage change of people residing in areas affected by noise	GRI Disclosures 2019/20, Table 4-AO7, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	

### GRI 405: Diversity and Equal Opportunity

This material references Disclosures 103-1 to 103-3 from GRI 103: Management Approach 2016 and GRI 405-1 to GRI 405-2 from GRI 405: Diversity and Equal Opportunity 2016.

Disclosure		Reference	Omission(s)
103-1	Explanation of the material topic and its Boundary	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35	
103-2	The management approach and its components	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35	
103-3	Evaluation of the management approach	2019/20 MAG Annual CSR Report, Opportunity for All, p. 26 – 35	
405-1	Diversity of governance bodies and employees	GRI Disclosures 2019/20, Table 405-1, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	
405-2	Ratio of basic salary and remuneration of women to men	GRI Disclosures 2019/20, Table 405-2, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	

### GRI 413: Local Communities

This material references Disclosures 103-1 to 103-3 from GRI 103: Management Approach 2016, GRI 413-1 to 413-2 from GRI 413: Local Communities 2016 and GRI G4-AO8 from GRI G4 Sector Disclosures (Airport Operators).

Disclosure		Reference	Omission(s)
103-1	Explanation of the material topic and its Boundary	2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43	
103-2	The management approach and its components	2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43	
103-3	Evaluation of the management approach	2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43	
413-1	Operations with local community engagement, impact assessments, and development programs	2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43	
413-2	Operations with significant actual and potential negative impacts on local communities	2019/20 MAG Annual CSR Report, Local Voices, p. 36 – 43	
G4-AO8 (Sector disclosure)	Number of persons physically or economically displaced	There were no persons physically or economically displaced during the reporting period.	



## GRI 416: Customer Health and Safety

This material references Disclosures 103-1 to 103-3 from GRI 103: Management Approach 2016, GRI 416-1 to 416-2 from GRI 416: Customer Health and Safety 2016 and GRI G4-AO9 from GRI G4 Sector Disclosures (Airport Operators).

Disclosure		Reference	Omission(s)
103-1	Explanation of the material topic and its Boundary	MAG 2019/20 Annual CSR Report, p. 32	
103-2	The management approach and its components	MAG 2019/20 Annual CSR Report, p. 32	
103-3	Evaluation of the management approach	MAG 2019/20 Annual CSR Report, p. 32	
416-1	Assessment of the health and safety impacts of product and service categories	The health & safety impacts of our services and the assets used to deliver them are assessed through a risk assessment process. All Divisions within the business carry out annual risk assessments in line with our ISO 45001 (the international standard for health and safety) based health and Safety Framework Standard. Based on the results of these assessments the most important risks are determined, with measures proposed and implemented to deal with them in order to reduce risk. In accordance with the ISO 45001 standard this process is further supported by internal auditing processes. An annual aerodrome inspection is undertaken by the Civil Aviation Authority (CAA) & forms part of the aerodrome licensing process. (EASA) We collaborate regularly with airlines, handling agents and other parties that operate on our site to review safety performance with the aim of identifying improvements. Recognising that our assets play a significant role in the safety of our customers, MAG continues to progress an asset management programme to be recognised under ISO55001, the international standard for asset management.	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No notices or prosecutions.	
G4-AO9 (Sector disclosure)	Total annual number of wildlife strikes	GRI Disclosures 2019/20, Table 4-A09, available online at <a href="https://www.magairports.com/responsible-business/csr-reports/">https://www.magairports.com/responsible-business/csr-reports/</a>	