



from the Chair of MAG's CSR Committee

"MAG has a long history of delivering CSR programmes that provide lasting benefits. Our 2020 CSR Strategy is the next chapter in this journey, responding to the latest stakeholder views. I look forward to seeing its exciting initiatives delivered and providing guidance to ensure MAG's growth is truly sustainable."

As the Chair of MAG's CSR Committee, over the last year I have enjoyed speaking with people right across MAG to shape and develop its approach to CSR.

The last year has been busy for the CSR Committee. We have covered a wide range of issues including the delivery of Manchester Airport's Aerozone and improvements to the services offered to passengers. We have also focussed on climate change, an area where MAG is truly a leader. It has been fantastic to see first-hand the enthusiasm within the business for delivering CSR programmes that make a real difference to people's lives.

By continuing to work with MAG's senior leaders, as they developed the detail of MAG's 2020 CSR Strategy, the Committee has ensured MAG is focusing on the key priorities that will position the Group to develop in a smarter, stronger and more sustainable way.

MAG's response to the COVID-19 pandemic demonstrates its deep-rooted commitment to CSR. I have been proud of how MAG and its people have reprioritised our CSR work during the crisis to make sure we are focused on the issues that matter most to local communities and our people. Against challenging business and personal circumstances, the support provided to local communities has been truly impactful. I would like to thank the teams and individuals who have been so generous with their time and have illustrated MAG's behaviours at their best.

The next year will be important for MAG. As the business responds to the impacts of COVID-19, it will be essential that its CSR Strategy is implemented in the right way, with consideration of the different environment we are now faced with. I look forward to working with teams across the business to ensure we achieve this and that the exciting commitments of the new Strategy create lasting benefit for both MAG and its communities.

VANDA MURRAY OBE

CHAIR OF CSR COMMITTEE



MAG's CSR Committee, a sub-committee of our Group Board, oversees the development of the Group's CSR Strategy and the delivery of programmes and initiatives.





"Welcome to our 2019/20 CSR Report, which sets out the progress on our CSR priorities that we have made as a business over the last twelve months. During the year, we finalised our new CSR Strategy, 'Working together for a brighter future'. This new Strategy will guide our future CSR work to ensure MAG's recovery from COVID-19 is sustainable and equitable, sharing the benefits of successful airports with the regions they serve."

This has been an important year for Corporate Social Responsibility at MAG. Last year we set out the strategic priorities that would underpin our new CSR Strategy. This year, we have translated these priorities into a new Strategy that is ambitious and wide ranging.

However, the COVID-19 pandemic means the world today is a very different place. The impacts of the pandemic have been profound. Our bustling airports have been quieter this year than they have been for many decades. Despite small, first steps towards a recovery, the pandemic has impacted deeply on MAG, our industry and the broader economy. Whilst our airports are much less busy than they were last year, I am confident that growth will return – and with it the benefits they provide to our colleagues, communities and the regions they serve.

It is clear to me that our continued focus on a strong and successful CSR programme will support the long-term success of our business. Therefore, as we recover from the impacts COVID-19 has had on our industry, focussing on a sustainable recovery, with our ambitious new CSR Strategy at its centre, will ensure MAG and the regions we serve are successful once again, and grow back in a stronger and more resilient way.

I look forward to working with teams right across our business as they implement our new and exciting CSR plans, and thank everyone involved in MAG's CSR work this year. I would especially like to thank colleagues who have responded so positively to the challenges presented by COVID-19, and commend the way they have reacted in such an agile way to support local communities in these immensely challenging times.

Charles T. Cornist

CHARLIE CORNISH
GROUP CHIEF EXECUTIVE, MAG



MAG's airports provide essential connectivity for the regions they serve. Supporting tourism and global trade, they also provide important contributions to our regional economies.

MAG'S CSR REPORT

2019/20

"MAG's goal is to deliver sustainable growth in shareholder value, balancing the needs of our customers, passengers, employees and the communities in which we work, while maintaining the highest safety and security standards."

Manchester Airports
Group (MAG) owns and
operates three UK airports
and is the UK's largest
airport operator:

- Manchester Airport
- London Stansted Airport
- East Midlands Airport

Our airports are gateways to the world, providing the regions they serve with vital connectivity for people, goods and services, as well as creating and unlocking important social and economic benefits at local, regional and national levels.

This report focuses on MAG's CSR work over the last year, including how we have performed against the targets we set in our 2015 CSR Strategy, and sets out the commitments we have made in our new 2020 CSR Strategy.

It is important that we continue to report our progress in an open and transparent way. The issues considered in this report have therefore been prioritised based upon stakeholder feedback obtained through an independently facilitated materiality assessment. Our materiality assessment is published within our **CSR Strategy.**

Our report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Comprehensive option, the highest level of disclosure. The scope of our report includes all of our airports' operations and we present three years of performance data wherever possible. A GRI Contents Index for our reporting is available on our website.



www.magairports.com/responsible-business



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OVERVIEW OF 2019/20

from the Group CSR & Future Airspace Director

"Responding to climate change is critically important and I am proud to have led the UK aviation industry in having become the first in the world to commit to delivering net zero carbon emissions by 2050."

This has been a hugely challenging and important year for the aviation industry in the UK. After two years of considered work, the Sustainable Aviation coalition, under MAG leadership, published its Decarbonisation Road-Map.

The Road-Map sets out how UK aviation can reach net zero emissions by 2050 through a combination of flying aircraft more efficiently, continuing to develop new low-emissions aircraft technologies, using sustainable aviation fuels and accessing international carbon markets. This landmark report has allowed the major aviation and aerospace businesses in the UK to make a collective commitment to meeting this target. I'm proud of the role that MAG played in leading Sustainable Aviation at this important time and we look forward to working in close partnership with government to realise our shared goal.

This same ambition is reflected in MAG's new 2020 CSR Strategy. Building on the success we have had in making our airports carbon neutral, we are now reducing any remaining emissions so that we can become net zero by 2038 at the latest. Our new CSR Strategy plots the next steps towards making MAG a more sustainable and resilient business.

The current COVID-19 pandemic has challenged many of our assumptions and it will be important that we take time to consider whether we need to adapt our five-year CSR Strategy to reflect changes in circumstances, and to ensure that our Strategy will continue to deliver in this new environment.

In critically reviewing our work, our guiding principle will be to build back better, ensuring that we continue to share the benefits of our operations with the regions we serve. By building an inclusive workplace, supporting education, skills and long-term job creation, our CSR programmes will play an important role as we recover, so that we can create positive employment opportunities for people living close to our airports.

N.A. ToEns

NEIL ROBINSON

GROUP CSR AND FUTURE AIRSPACE DIRECTOR



MAG's airports were the first in the UK to become carbon neutral. Our next step is to reduce remaining emissions to become net zero carbon by 2038 at the latest.



OUR APPROACH TO CSR

OUR APPROACH TO CSR

OUR 2020 CSR STRATEGY

Over the next five years, MAG's CSR priorities will be guided by our new CSR Strategy, adapted to reflect the new challenges created by COVID-19.

The Strategy, available on our <u>website</u>, sets out bold plans for our business over the next five years and beyond. Informed by specific feedback from a wide range of our business and community stakeholders, we are confident that the Strategy responds to the long-term needs of our stakeholders and also positions MAG well as we face the challenges of the years ahead.

As we set out in the next section, COVID-19 has created new challenges for MAG and the communities around our airports. This means we will need to review our new CSR Strategy over the coming months to ensure we are focused on tackling the most relevant and pressing issues over the coming years as communities address the impacts of the pandemic and the aviation industry recovers.

Being a socially and environmentally responsible business is a core part of MAG's culture, and our CSR programmes have positioned us as a leading airport operator. Our airports were the first in the UK to be certified carbon neutral, our MAG Connect programme has inspired tens of thousands of young people, and our community programmes support those who live closest to our airports.

We recognise that as the world around us evolves, we must continue to improve our performance, and ensure that we focus limited resources on the right priorities. Our new Strategy sets us on the right path to do so.

This year's report looks back to what we have achieved in the last five years, celebrating some of the successes of our 2015–20 CSR Strategy, it also sets out the ambitious commitments we have made to build upon our previous work in the years to come.

IN MARCH, WE PUBLISHED OUR 2020 CSR STRATEGY:

'WORKING Together for A Brighter Future'.





WORKING TOGETHER FOR A BRIGHTER FUTURE

We want people to share the benefits of our growth, locally and regionally.

Our airports provide opportunities to travel, employ thousands of people and make an important economic contribution regionally and nationally.

We will ensure that both our customers and the communities and regions around our airports benefit from this growth, in a way that means nobody gets left behind.

We will create quality opportunities for work and break down barriers for everyone in our community.

By listening and responding to local voices, and reducing all waste and carbon emissions, we will build a sustainable, successful and inclusive business of which we can all be proud.

ZERO CARBON AIRPORTS

Building on our platform of carbon neutrality, we are committed to cutting any remaining reliance on fossil fuels, whilst working alongside our partners to reduce the waste and emissions of activities related to our operation. Our influence extends beyond our own business, and we commit to working in partnership with the wider aviation industry to build a more sustainable future of transport.



OPPORTUNITY FOR ALL

We commit to creating quality employment. We believe in providing opportunity for all, in a safe, inclusive and diverse environment where colleagues are able to fulfil their potential and better meet the needs of our customers. Our influence extends beyond our own business, and we commit to working with all of our partners on our airport sites to ensure high standards are upheld by all.

LOCAL VOICES

We are dedicated to addressing the local issues which matter most to the people living near us. We commit to engaging local voices, addressing noise and other local priorities, and providing opportunities for local people and businesses. We will build trust with our communities and aim to improve their quality of life.







OUR APPROACH TO CSR CONTINUED

HIGHLIGHTS FROM OUR STRATEGY

A Sustainable Transport Fund will be operated at each of our airports to fund improvements in public transport, cycling and walking options.
Our 'STFs' will be funded through a levy on car park and 'drop-off' charges.

We will review the arrangements for consultation at our airports, including, at each airport, the creation a new youth forum.

approaches us, assisting over the next five years. will be from groups defined as 'disadvantaged'.



Our Airport Academies will support everybody who a minimum of 7,500 people At least 10% of these people



2025

As a part of MAG Connect we will work with other partners to open an additional further education facility at Manchester Airport.

We will aim to transition to a fleet of ultra-low emission vehicles so that by 2030 our fleet will be 100% ultra-low emission.





2030

2020

2021



A competition will be launched offering five years free landing fees to the first electric aircraft operating at one of our airports.

We will publish a MAG Employment Charter to ensure we provide a safe, fair and supportive workplace where colleagues can achieve their full potential.

777



Our Sustainable Transport Funds will support sustainable commuting, including discounted travel for colleagues, facilities for cycling and walking and car share schemes.



As a part of MAG Connect, in 2020 we will open a new Aerozone education centre at Manchester Airport and continue to operate and develop Aerozones at our other airports. We will support at least 60,000 young people over the next five years.



We will work towards our long term ambition that 30% of colleagues participate in volunteering programmes.

2038

All of MAG's airport operations will be net zero carbon by no later than 2038.

RESPONDING TO COVID-19



Our airports and the regions they serve have been severely impacted by COVID-19, with international travel largely halted for an extended period. Despite passenger numbers reducing by over 99% in the initial phase of lockdown, we recognised the importance of keeping our airports open, providing vital connectivity to allow people to return to friends and family in the UK or overseas. The cargo operations at our airports have been busier than ever, playing a critical role in the delivery of essential medical supplies and personal protective equipment into the UK.

Recognising that some local groups and charities needed urgent funds to continue to provide their services at a time of great need, we enabled our Airport Community Funds to provide accelerated grant funding to support their work. Collectively contributing more than £100,000 to 54 organisations, our Community Funds have helped provide iPads to help local hospice residents to keep in touch with their families, and have supported the production of essential personal protective equipment for NHS and social care workers, among many other things. At London Stansted, in partnership with Uttlesford District Council, contributions have been made to four regional charities who have been supporting local residents through the COVID-19 pandemic, tackling important issues including mental health, domestic abuse and social isolation.

We were able to offer even more support by working collaboratively with our business partners. More than 3.000 frozen airline meals were donated by airline caterer Alpha LSG and delivered by our volunteers to food charities in the communities closest to Manchester Airport. At East Midlands Airport our Airport Community Fund purchased more than 41,000 food and other essential items through our supply chain, which our colleague volunteers prepared for donation to local foodbanks. At London Stansted Airport, we have supported foodbanks and also maintained relationships with schools - providing educational resources

normally used in our Aerozone to support teachers, parents and pupils adjusting to home learning.

Supporting our people was an integral part of our response to COVID-19. Looking after the mental health of our colleagues and providing the support they needed was more important than ever, as we all sought to adjust to life during the pandemic. We have provided colleagues with a range of support, including a dedicated Wellbeing Intranet Page, Mental Health First Aiders, Wellbeing Champions and Occupational Health and Wellbeing Services. These services, and regular opportunities for teams to keep in touch, provided essential advice and support to our colleagues to help them manage their physical and mental health.

As we recover from the depths of the pandemic and establish new ways of living and working, we are ever

mindful that COVID-19 remains in circulation. Over the coming months we will continue to monitor the situation, ensuring our CSR Programmes continue to support local communities wherever we are able to do so. Whilst we are confident that our 2020 CSR Strategy is fundamentally sound, and it was built from the views of our stakeholders, it is right that we maintain a flexible approach to how our Strategy is delivered in the coming months to reflect a rapidly changing context.

This approach will enable MAG to respond to the challenges our people, communities and industry face and - importantly - seize opportunities to accelerate our programmes where this is appropriate. We are proud of the contribution MAG and our people have made to local communities, building on this commitment can be an enduring legacy, after such a difficult period.

"It is great to see key assets like Manchester Airport, which supports its local communities year-round, including in my own constituency where many employees live, continuing to do so in challenging times. It is testament to how vital these businesses are to the region."

MP FOR WYTHENSHAWE AND SALE EAST AND SHADOW AVIATION MINISTER





"In my role I'm used to working with a wide range of individuals and organisations in the communities around Manchester Airport. Our relationship is one of constructive, positive support – where our longstanding education and volunteering programmes truly enhance our closest neighbourhoods. It's been fantastic to coordinate the airport's response to COVID-19, bringing together our colleagues and business partners to support our communities at a time of great need.

After listening to community leaders, we worked together to quickly provide support where it was needed most. Our initiatives have been innovative and wide ranging, bringing staff from across the business together with one common aim. Our colleagues established telephone support lines, manned by volunteers to offer regular friendly chats to isolated elderly members of the community.

Firefighters from the Airport Fire Service worked with the Manchester Nightingale Hospital – providing specialist firefighting equipment to support the lifesaving facility. And we provided £19,400 of accelerated Airport Community Trust Funding to support 13 projects ranging from food charities to hospices.

It's been fantastic to support so many initiatives, to see what we can achieve and what it means to our communities. But, for me, my favourite moment had to be working with airline caterer Alpha LSG to donate and deliver more than 3.000 frozen airline meals to local food charities."

COMMUNITY RELATIONS OFFICER, MANCHESTER AIRPORT

RESPONDING TO COVID-19 CONTINUED



Q&A WITH HARRY WINTER, AIRPORT MANAGEMENT GRADUATE, WHO HAS BEEN COORDINATING EAST MIDLANDS AIRPORT'S RESPONSE TO COVID-19

Supporting Community Organisations responding to COVID-19 at East Midlands Airport



What is the East Midlands Airport Community Fund?

Established in April 2002, the East Midlands Airport (EMA) Community Fund is a 'ring-fenced' pot of money, which local community groups can apply for if they can demonstrate their cause adds social value for the area they serve. The fund comes from a substantial annual donation from East Midlands Airport together with surcharges and fines levied against aircraft that exceed noise limits. To date, over 1,300 initiatives have benefited from around £1.1million in funding.



How did the Community Fund help organisations battling COVID-19?

During the very early stages of the pandemic, we quickly repurposed our traditional community fund into a COVID-19 Community Relief Fund. Voluntary, community and charitable organisations that were helping the most vulnerable, most affected, and most isolated members of our local community during the pandemic were invited to complete a simple online application form, to request a share of an initial £26,500 fund. EMA was the first airport in the country to launch a dedicated fund to support our local community fight back against the virus.



from the COVID-19 Community Relief Fund? Many local groups benefited from a grant, including community groups making scrubs for the NHS; charities providing free bikes to key workers so they can safely travel to work; local charities supporting the most vulnerable communities, like those with terminal illnesses; local mutual aid groups supporting remote towns and villages; and community first responders trying to take pressure off the NHS by providing non-urgent treatment.



Where did the idea to support foodbanks come from?

A large proportion of the applications to the fund came from local foodbanks who had seen a significant increase in demand for their services due to the COVID-19 pandemic, and desperately needed to restock their supplies. Many of the foodbanks highlighted that they were having to spend any donations they received in their local supermarket, simply to get stock quickly.

It was felt we could better support these groups and decided to create a bespoke package of support for them. We quickly engaged our supply chains to purchase over 41,000 essential items that were in 'high demand' by foodbanks. This included 9,000 shower gels; 7,500 packets of biscuits; 2,400 porridge pots; and 1,080 toilet rolls. These items were delivered to the airport where colleague volunteers came together to help sort, pack and distribute them to over 28 foodbanks across the East Midlands.



Why did this approach work so well?

This bespoke package of support meant we could support more foodbanks than if we had made simple cash donations. Because we were able to purchase the items in bulk, through our supply chain, we were able to give each group twice the amount they could have purchased from the supermarket.

AIRPORT MANAGEMENT GRADUATE, EAST MIDLANDS AIRPORT

VITAL SUPPORT PROVIDED TO BUSINESS IN THE COMMUNITY NATIONAL **RESILIENCE NETWORK**





"When I heard MAG offering career breaks so that colleagues could support their families or take up other work to support the country's response to COVID-19 it got me thinking.

I quickly stepped forward to take a break from my usual role at MAG and started volunteering as a porter at the London NHS Nightingale Hospital. I was motivated to help out in this way because I knew that, living alone, I would not be at risk of passing anything on to friends or family and my experience at MAG had got me used to shifts. Almost immediately I began working four 12-hour hospital shifts each week.

A general day on the front line involved transporting patients from ambulances, admitting them to hospital, helping to clear contaminated items on wards, restocking medical equipment and talking to patients as they recovered. Some days were good, some days were tough, but knowing the patients needed my help made me return.

On our first day, we were advised to expect anywhere from 3 to 12 months of volunteering. It was a very difficult situation for everyone. There were times we found ourselves reassuring each other that we were all doing

the best we could. NHS staff were getting used to a different environment to the hospitals they usually work at and there were concerns that PPE would run low. Fortunately, I was only needed for 5 weeks before the situation improved and the hospital closed, but every day was just as intense as the first.

I am really pleased I was able to help in the way I did, and that MAG supported my choice. My experience was scary, challenging and worrying, but immensely rewarding. I am pleased I was able to play my part and to have developed new skills which I can bring to my work at London Stansted."

LYDIA MARQUER

LANDSIDE OPERATIONS KEY CONTROLLER. LONDON STANSTED AIRPORT



EDUCATIONAL RESOURCES PROVIDED TO SUPPORT LOCAL SCHOOLS



In considering our new 2020 CSR Strategy, it was important to reflect on the progress made in the last five years.

MAG has a strong track record of working collaboratively with stakeholders to make our airports more sustainable, to build opportunity for our colleagues and to support local communities.

Over the course of the last five years we have made real progress in many areas, and as we begin to work towards our new objectives, it is important to reflect how far we have come and what we have achieved.

ZERO CARBON AIRPORTS



OF ENERGY SAVED THROUGH ENERGY

REDUCTION IN CARBON EMISSIONS PER PASSENGER EFFICIENCY PROGRAMMES OVER LAST FIVE YEARS

EAST MIDLANDS. MANCHESTER AND LONDON **STANSTED AIRPORT ARE ALL CARBON NEUTRAL**

WATER REFILL POINTS INSTALLED

LANDFILL DIVERSION

CLIMATE CHANGE ADAPTATION PLANS PUBLISHED FOR EACH **AIRPORT**

CERTIFICATION FOR ENVIRONMENTAL MANAGEMENT AT ALL AIRPORTS

OF ARRIVING AIRCRAFT **ACHIEVING QUIETER, FUEL EFFICIENT CONTINUOUS DESCENT APPROACHES**

OPPORTUNITY FOR ALL



LOCAL VOICES



STUDENTS ACQUIRED NEW SKILLS AND ACHIEVED ACCREDITED QUALIFICATIONS **SINCE STANSTED AIRPORT COLLEGE OPENED IN 2018**

YOUNG PEOPLE WELCOMED **TO OUR AEROZONES AT EAST MIDLANDS AND LONDON STANSTED**

AEROZONES INCLUDING OUR MOST RECENT AT MANCHESTER AIRPORT

YOUNG PEOPLE INTRODUCED

TO INTERNATIONAL

CULTURES AND LANGUAGES

LEADERSHIP ROLES

YOUNG PEOPLE'S

EDUCATION

WAS SUPPORTED

OUR AIRPORTS MADE BY AIRPORT ACADEMIES

INCREASE IN NUMBER LEADERSHIP ROLES FILLED BY OF FEMALES IN **INTERNAL CANDIDATES**

COMMUNITY FUND GRANTS TO 1,292 COMMUNITY **ORGANISATIONS**

HOURS COLLEAGUE **VOLUNTEERING**

NEW NOISE ACTION PLAN PUBLISHED AT EACH AIRPORT

COMMUNITY, CHARITY

AND ARTS FUNDING

QUIETER, LOWER-EMISSION **FLIGHTS PERFORMING CONTINUOUS DESCENT APPROACHES**

NOISE COMPLAINTS, **RESPONDED TO**

AFTER THOROUGH **INVESTIGATION**

FINES APPLIED TO AIRCRAFT NOT MEETING NOISE AND TRACK PERFORMANCE **EXPECTATIONS**

OUTREACH SESSIONS. ALLOWING COMMUNITIES **TO DISCUSS**

AIRPORT OPERATIONS

ZERO CARBON AIRPORTS

INTRODUCTION

We welcome the Government's commitment to move the UK to net zero emissions by 2050 and recognise that the long-term success of our business requires urgent action to reduce climate impacts.

All MAG airports are carbon neutral and, building on this platform, our CSR Strategy commits us to eliminate our residual emissions so that we can reach net zero operations by 2038 at the latest – as well as driving change by showing leadership to the wider industry.

We are proud to have led the UK aviation industry – including its airlines, air traffic controllers, airports and aerospace manufacturers – in becoming the first national sector in the world to commit to reduce its carbon emissions to net zero by 2050. We are also pleased to be asked to be a founding member of the Government's recently announced Jet Zero Council, which will accelerate the pace of change and oversee the UK's progress to achieving net zero.

By driving down our emissions, promoting decarbonisation in the wider industry, and addressing other important environmental issues, including waste and biodiversity, we aim to minimise the impact airport operations have on the natural environment.



We are committed to cutting any remaining reliance on fossil fuels, whilst working alongside our partners to reduce the waste and emissions from activities related to our operation.

120/ REDUCTION IN MAG'S CARBON INTENSITY

"We know that reducing emissions is essential, and we demonstrate our commitment through ambitious targets which mean we can play a leading role in a greener aviation industry of the future."

ADAM FREEMAN

HEAD OF ENVIRONMENTAL STRATEGY



ZERO CARBON AIRPORTS CONTINUED

65%

OF OUR ENERGY FROM RENEWABLE SOURCES



"The fight against climate change is one of the greatest challenges facing the modern world, but the aviation sector's commitment today is a huge step forward in creating a greener future.

Aviation has a crucial role to play in reducing carbon emissions, and with the help of new technologies, renewable fuels and our continued international co-operation through the UN agency, the International Civil Aviation Organisation, we'll be able to strike that balance, creating a greener and cleaner future."

RT. HON GRANT SHAPPS MP

SECRETARY OF STATE FOR TRANSPORT, AT THE LAUNCH
OF THE SUSTAINABLE AVIATION DECARBONISATION ROAD-MAP

CLIMATE CHANGE

MAG has a long record of taking action to tackle climate change. We were the first airport group in the UK to make all of our airport operations carbon neutral, and over the last five years we have continued to drive down emissions, with carbon-intensity reducing by 12%. We have also made a bold commitment to achieve net zero carbon no later than 2038, 12 years ahead of the national target.

Our improved performance has been delivered through a sustained focus on industry-leading energy saving initiatives, and the responsible procurement of 100% renewable electricity.

This year we opened Pier One, the first part of the Manchester Airport Transformation Programme. The new facility will be 15% more energy efficient than the current Terminal 2, and is equipped with the latest low energy lighting, heating and ventilation systems – including more than 750 new energy meters that provide detailed information about where and how energy is used. London Stansted Airport has continued to retrofit more than 1,000 low energy LED lights within the terminal, car parks and on the airfield. At East Midlands, we have also retrofitted energy efficient LED street lighting, and are installing additional energy meters to

enable improvements in energy management and using our on-site wind turbines to generate renewable electricity – this year meeting 1.5% of our demand. We continue to seek incremental improvements in energy efficiency, by completing energy audits as required by the Energy Savings Opportunity Scheme.

To compensate for the small amount of remaining emissions we invest in independently verified, Gold Standard, carbon offsets. The offset programme we participate in has provided efficient cookstoves to over 500,000 households in Uganda, creating new jobs, improving health by eliminating open fires and indoor smoke pollution and preventing the deforestation of over 10 million trees.

We know that climate change is one of the most important issues to our communities and wider stakeholders, and that action is needed to minimise the extent of climate impacts in the future. This year we have improved the information we provide about the climate impacts of our airports, meaning that alongside the KPls included in this report, we are also publishing on our <u>website</u> detailed information about airport-related emissions at each of our airports.

Meeting the commitment in our 2020 CSR Strategy will require us to find ways to eliminate our remaining emissions by no later than 2038. Achieving this commitment will not be easy and will require innovative approaches to how we heat our buildings and transition to a zero-emission vehicle fleet. We are confident that our collaborative approach, working with regional partners and others across the aviation industry and supply chain, positions us well to rise to the climate change challenge.





A PLAN TO DECARBONISE UK AVIATION: SUSTAINABLE AVIATION DECARBONISATION ROAD-MAP

"The UK aviation industry's commitment to reduce its emissions to net zero by 2050 and its plan to do so through the Sustainable Aviation Decarbonisation Road-Map is a watershed moment for the sector in addressing the challenge of climate change.



Whilst we know aviation is one of the most difficult sectors to decarbonise, the UK aviation industry has a track record of climate action. Steps already taken to decouple passenger growth from emissions, coupled with leadership on emissions, trading, and now its net zero carbon goal are important and necessary.

The Road-Map not only sets out the contributions that aircraft operational improvements, fleet modernisation, sustainable aviation fuels, future aircraft technologies and market-based measures will make to decarbonising aviation – but also the need for government and industry

to work together to unlock policy barriers, for example through the Government's let Zero Council.

MAG has demonstrated ambition and leadership on decarbonisation. It was the first UK airport operator to become carbon neutral for its own operations. In addition, MAG was one of the founding members of Sustainable Aviation some 15 years ago and has continued to provide leadership to the sector at a critical time – most recently as Chair of Sustainable Aviation."

CHRISTOPHER PALING CHAIR, SUSTAINABLE AVIATION ADVISORY BOARD AND MANCHESTER METROPOLITAN UNIVERSITY

ZERO CARBON AIRPORTS CONTINUED

ISO14001

ENVIRONMENTAL MANAGEMENT CERTIFICATION AT ALL AIRPORTS

ENVIRONMENTAL MANAGEMENT

We know that our colleagues and communities care about the environment, and so does MAG. Independent certification to the international standard ISO14001 recognises our approach to environmental management and considers the wide range of interactions airport operations have with the natural environment. At London Stansted Airport, this work is supported by our energy management system, which is certified to the international standard ISO50001.

33%

OF PASSENGERS USE PUBLIC TRANSPORT TO/FROM **OUR AIRPORTS**

AIR QUALITY

Air quality is a critically important issue for our local communities. Working in partnership with our airlines, service partners and passengers, we have consistently demonstrated safe levels of air quality at all our airports.

Working closely with pilots, air traffic controllers and our operational teams, we continue to promote sustainable operating practices - including reduced engine taxiing which drives down emissions from aircraft at MAG airports. The Manchester Airport Transformation Project will enhance our sustainability offering - providing renewable, emission-free, electrical connections to power aircraft on new parking stands.

We know that road traffic is the greatest single contributor to air pollution, and to address this issue we encourage passengers and staff to switch to low-emission alternatives wherever possible. Each of our airports offers a range of public transport options and we provide discounts to staff to encourage them to commute sustainably. This year,

despite challenges with changes to rail timetables, we continued to see an increase in the percentage of passengers using public transport to travel to or from our airports. One third of our passengers now use sustainable modes of surface access. We have worked with the Energy Saving Trust this year to identify opportunities to reduce the road traffic emissions of our business travel and company car fleet and will be implementing new low emission approaches as part of our 2020 Strategy.



REDUCING EMISSIONS FROM SURFACE ACCESS MANCHESTER AIRPORT

"Transport for the North's Strategic Transport Plan emphasises the importance of connecting different economic clusters, ports, and airports across the whole of the North. The North's economy is around £343 billion, 19% of the UK total, and if the North were a country, it would be the 27th largest in the world. But overall productivity in the North still trails behind the UK average and international connectivity is a key factor in boosting competitiveness. The North also remains too reliant on the car as a transport mode. Decarbonising the transport network is key to supporting a shift to a low carbon economy.

Local transport improvements, such as the introduction of electric buses and investments in active travel infrastructure into Manchester Airport are helping to shift access by both staff and passengers to low carbon modes. Planned investment in charging points for electric vehicles

will further support this shift. But it is improvements in rail that will really help modal shift and decarbonise surface access. In the near term, investment in Manchester area capacity schemes, including additional platform capacity together with further electrification and new rolling stock, will help reliability and encourage the shift towards rail.

And longer term, the investment in Northern Powerhouse Rail would increase the number of people from the North of England who can access Manchester Airport within one hour by rail from 2 million to 4.7 million and within 90 minutes by 4 million to 8.7 million. This represents over half of the North's population and would be a step change in international connectivity for the North."

CHIEF EXECUTIVE, TRANSPORT FOR THE NORTH

WASTE

MAG is committed to reducing waste and improving recycling, and this year we continued to send no waste to landfill from London Stansted airport. At East Midlands we diverted 97% of waste from landfill. At Manchester, we diverted 75% of waste from landfill, reflecting the steps needed to protect the UK's biosecurity and adhere to strict regulations governing how we must dispose of airline waste arriving from other parts of the world.

Despite these challenges we have improved our landfill diversion rate by 2.9% over the last five years and continue to focus on innovative waste solutions. This year London Stansted became the first major airport in the world to convert coffee grounds

from the six million coffees drunk by passengers each year to solid biofuels for use as a more sustainable fuel in domestic log burners and multi-fuel stoves. Converting coffee grounds into energy logs, instead of sending them to an anaerobic digestion plant with mixed food waste, has the added benefit of reducing carbon emissions

Our teams also continue to work with our supply chain partners to identify new ways to reduce the impact of our purchasing. In addition to maintaining our aim of no waste to landfill, our latest CSR Strategy commits us to eradicating single use plastics from our Escape and 1903 lounges.

86%

LANDFILL DIVERSION



HARRIS AND HOOLE: TURNING COFFEE GROUNDS INTO GREEN ENERGY



"As a business, we have always been passionate about reducing waste and supporting local communities, so when we were approached by MAG and asked to join their bio-bean initiative to turn coffee grounds into renewable fuel, there was no question that we had to be part of it.

We were, and continue to be, impressed by this scheme, and the benefits it delivers both for the environment, and for the local people living close to London Stansted Airport. To make a difference all we have to is do what we do best - serve coffee! Each day, we serve thousands of cups of coffee to thirsty passengers and staff, and it only takes 25 coffees to make each Coffee Log. It is fantastic to know that, by converting our waste into coffee logs we are reducing emissions by 70% and helping create sustainable fuel so

that people can heat their homes in a more environmentally friendly way. For me, this is both rewarding and exciting.

Harris and Hoole are proud to work with London Stansted Airport on this scheme, and to operate our business at an airport which has taken a long-term, innovative and committed approach to sustainability, which is really in keeping with our ethos. This is just one of the many initiatives MAG has introduced in collaboration with its retailers and service partners and we're pleased to be part of the airport community working together to make every part of travel more sustainable."

AMIE BRETT GENERAL MANAGER, HARRIS AND HOOLE



OUR 2020 CSR STRATEGY - ZERO CARBON AIRPORTS

We are committed to cutting any remaining reliance on fossil fuels, whilst working alongside our partners to reduce the waste and emissions from activities related to our operation.

A competition will be launched offering five years free landing fees to the first electric aircraft operating at one of our airports. **STRATEGY COMMITMENTS**

A Sustainable Transport Fund will be operated at each of our airports to fund improvements in public transport, cycling and walking options. Our 'STFs' will be funded through a levy on car park and 'drop-off' charges.

We will aim to transition to a fleet of ultra-low emission vehicles so that by 2030 our fleet will be 100% ultra-low emission.

All of MAG's airport operations will be net zero carbon by no later than 2038.

2020

2021

2030

2038

OUR **TARGETS**

0% **WASTE TO LANDFILL**

0% **SINGLE USE PLASTICS** In all of our Escape and 1903 executive lounges

ISO1001 Maintain ISO1001

certification for environmental management

ISO50001

Achieve ISO50001

£10M

Investment in public transport, cycling and walking facilities across our airports

OPPORTUNITY FOR ALL

INTRODUCTION

Our success is founded on having the right people, with the right skills and providing them with an environment in which they can achieve their full potential.

We recognise that the strongest teams are diverse, with different perspectives and experiences, and that people can only be their best when they are supported and treated fairly.

It is important that we challenge the way that we recruit and invest in our people, and that we offer the right programmes to develop and train them to meet our business needs, and help them to fulfil their potential.

We want our airports to be welcoming places, accessible to all, and we place a great emphasis on supporting passengers who need a little extra help to get them on their way. By seeking to provide opportunities for everyone, we want to make sure MAG is the airport operator and employer of choice.



We are committed to creating quality employment, providing opportunities for all in a safe, inclusive and diverse environment.

80%

OF AIRPORT ACADEMY
TRAINEES FINDING
EMPLOYMENT

"Being a fully inclusive and supportive organisation is at the heart of what we do, and we know that making people feel welcome and appreciated not only benefits our colleagues and local communities, but our business too."

MARCELLA M'RABETY

HEAD OF EDUCATION, SKILLS AND EMPLOYMENT



OPPORTUNITY FOR ALL CONTINUED

PROGRESSIVE QUALITY EMPLOYMENT

MAG is committed to providing quality employment, and we have been successful in doing this through constructive relationships with trade unions and colleague representatives, which have allowed our improving employment standards to be delivered collaboratively.

LEADERSHIP ROLES FILLED BY INTERNAL CANDIDATES

Marking our ongoing commitment, this year MAG joined forces with businesses across Greater Manchester to become a supporter of the Greater Manchester Good Employment Charter. As part of our new Strategy we will develop a MAG employment charter, reaffirming the principles of good employment, and invite other airport-based companies to make the same level of commitment.

Nurturing the talents our people have is essential to the future success of our business. The variety of career choices which MAG offers enables our colleagues to be their best and to fulfil their potential in careers they are passionate about. This year, 44% of leadership appointments were to internally developed candidates.

The accessibility of our airports is critically important to both our passengers and our colleagues. We have worked hard to ensure cost-effective public transport is available, meaning our people can commute sustainably and conveniently whatever time their day begins or ends. At London Stansted, for example, colleagues are provided with an 80% discounted travel card. And, because we know that active travel is an important way to deliver health and environmental benefits for staff who live closest to all of our airports, we provide safe walking routes and offer access to a discounted cycle to work scheme.

BUILDING A CAREER AT LONDON STANSTED AIRPORT

"Growing up, London Stansted was my local airport. I'd always found aviation exciting and it was this that attracted me, 15 years ago, to apply for my first airport role. I joined Stansted, straight out of college, on a part-time seasonal contract working in security. I immediately loved the buzz of the airport and enjoyed using practical solutions to solve passengers' problems.

I quickly knew the airport was a place for me and put myself forward for development programmes which gave me the skills and confidence. I needed to step up to supervisory and leadership roles as Head of Security, Terminal Manager and then into my current role as Landside Operations Director.

Over the years I've had fantastic opportunities to develop new skills including the technical knowledge needed to ensure the airport meets regulatory and safety requirements. One of the pivotal moments of my career was when MAG acquired Stansted – this gave me an opportunity to support integration projects, to improve our ways of working, to make things better for passengers and to establish growth into the airport again.

For me it's our people that make MAG what it is. The opportunities I've had, and have worked for, have allowed me to focus on what I enjoy and am good at. I've used every opportunity to make things better, to improve customer experience and to create opportunities for our future

leaders – including the introduction of customer service apprenticeships, new types of leadership development training and Continuous Improvement skills and techniques. If you're passionate, MAG is definitely a place you can learn and develop."

ANITA HARRISON

LANDSIDE OPERATIONS DIRECTOR, LONDON STANSTED AIRPORT







26,000

YOUNG PEOPLE'S EDUCATION SUPPORTED

EDUCATION AND EMPLOYABILITY

Providing opportunities for everyone, and particularly those living in our local communities, is at the heart of our education and employability initiatives. Not only are we providing opportunities for personal development, we are also creating the widest possible talent pool for our industry.

MAG Connect is our award-winning flagship education and employment programme which aims to inspire the next generation of aviation professionals, to support their development and training from the earliest opportunity, and to ease them into airport life.

We know that building a career takes time, and that it is important to engage and inspire the next generation of aviation professionals from an early age. That is why, over the last five years, our programmes have engaged and inspired over 129,000 young people, and this year we supported the education of more than 26,000 young people between the ages of three and eighteen. Over the last year, 6,907 young people visited our on-site 'Aerozone' education facilities at East Midlands and London Stansted Airport, and in early 2020 we were proud to complete an Aerozone at Manchester Airport.

At each of our airports, MAG's Airport Academies continue to offer dedicated, free skills and employability training to job seekers. Our Academies, delivered in partnership with local colleges, provide a support system for those who are out of work or looking for new opportunities within aviation. The newest addition to our training portfolio has been Stansted Airport College, opened in partnership with Harlow College in September 2018. This first of its kind specialist aviation further education facility is exceeding all expectations and more than 500 students have now enrolled on courses at the College.



"I had an absolutely incredible time at the airport. It really has opened my eyes to the staggering amount of opportunities available and it was also really interesting going round the different departments and seeing how they all operated 'behind-the-scenes'."

KAI, 15 WORK EXPERIENCE, EAST MIDLANDS AIRPORT

107

GRADUATES FROM STANSTED AIRPORT COLLEGE



PARTNERSHIP APPROACHES TO INNOVATIVE SPACES FOR EDUCATION:



"The Manchester Airport Aerozone not only sums up our commitment to inspiring young people, but also our approach to working with partners to ensure what we deliver is the best it can possibly be.

MAG is making the largest investment in its history in the Manchester Airport Transformation Programme (MAN-TP). From the outset, we and the partners we've been working with on the project have been determined it should leave a lasting legacy to the region. This includes through the creation of more than 150 apprenticeships, and a wide range of other achievements including more than 1,500 hours of community volunteers' time and more than \$15,000 in charitable donations.

But it was the creation of an Aerozone education facility, building on the success of those at Stansted and East Midlands Airports, which brought a wide range of partners together to deliver something to excite and inspire young people across the north west for generations to come.

Aerozone is all about raising aspirations and exciting young people about how the things they are studying at school or college could help them pursue a career in aviation or travel. That's why we started our journey by speaking with the dozens of schools we already work

with year-round, to understand the things that would make the biggest difference to their pupils.

Once my colleagues in the community relations team had gathered their findings, we searched for the perfect partner to design a state-of-the art space that was like nothing else in the region. There was no better match than SpaceZero, a Manchester born and-bred education specialist, whose own global growth in recent years has been enabled by the connectivity provided by Manchester Airport.

Their design followed lesson plans devised by our expert team, ensuring both the space and lesson plans linked perfectly to the National Curriculum, while adding creative and innovative touches along the way, such as virtual reality goggles, a giant careers wall and a mock airport baggage system.

The support of our MAN-TP principal contractor, Laing O'Rourke, was key to the success of the Aerozone, with a dedicated team going above and beyond to drive the construction and fit out through to completion. This included mobilising their supply chain. After we outlined what the project was all about, we found a wide range of businesses from the region who were eager to support such a worthwhile

initiative, whether that be through flooring, air conditioning, signage or other finishing touches.

Our aim was to create something that every young person who visits will remember for the rest of their lives. Hopefully many of them will be able to return with fond memories when they start their first job at Manchester Airport.

For me personally, being involved with the project from start-to-finish, and witnessing how every person and organisation added something extra to make the final product better than we could ever have imagined, is a source of huge pride. I certainly believe Aerozone is top of the class when it comes to education facilities and I hope everyone who steps inside feels the same."

LOUISE HUGHES

COMMUNICATIONS MANAGER – BUSINESS TO CUSTOMER, MANCHESTER AIRPORT TRANSFORMATION PROGRAMME





REDUCTION IN 'RIDDOR' SAFETY INCIDENTS

HEALTH, SAFETY, AND WELLBEING

Operating as a pair of 'Safe Hands' is a core value at MAG. We believe that everyone who comes to our airports, whether they are our colleagues, our passengers, or our business partners, should be safe and cared for.

As a responsible employer, the mental and physical health of our colleagues is at the forefront of our minds. Our Health and Wellbeing Strategy offers colleagues a range of support, including a dedicated Wellbeing Intranet page, Mental Health First Aiders and workshops to assist managers in supporting mental health within their teams.

To support internal initiatives, we joined the 'Green Ribbon Campaign', working with over 330 businesses to end the stigma associated with discussing mental health issues in the workplace. This year we also launched the 'Respect Campaign', which supports our colleagues and passengers in handling difficult situations.

"A place to belong and feel valued where you can be your best and true self."

MENTAL HEALTH FIRST AIDERS

Our Vision Zero initiative sets us an ambitious target of having no injuries to anyone across our airports throughout the year. The absolute number of 'RIDDOR' (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reports submitted this year have almost halved compared to 2018/19, and the rate of incidents over the last five years also shows a positive downward trend. Working with the road safety charity, Brake, we also celebrated Road Safety Week, helping to raise awareness across our airports and their surrounding roads. Our approach to health and safety has been recognised by the Airport Operators Association, who awarded East Midlands Airport the 2019 'AOA UK Airports Safety Week Campaign' award.

In December 2019 we became one of the first airport groups in the world to achieve accreditation to ISO45001:2018, the new international standard for Occupational Health & Safety Management, successfully unifying the management systems of our three airports. Providing a clear framework for continuous improvement, the standard will help us to further improve employee safety, reduce workplace risks and create even better and safer working conditions.

Later this year we will publish our new Safety Plan. This three-year strategic plan for Health & Safety will ensure that MAG continues to meet the highest safety standards while continuing to stimulate innovation and drive engagement in safety and wellbeing

DIVERSITY AND INCLUSIVITY

At MAG, we think diversity and inclusivity is founded on everyday acts of inclusion involving everyone to truly make a difference in how we feel, behave, and perform at work. By adopting the right policies and practices we are striving to create an environment in which everybody can flourish.

Our commitment to diversity and inclusivity is vital to how we see our business growing and performing over the coming years, ensuring that our airports reflect the regions they serve. We have made progress, and are proud that our approach to date has been well received and has been shortlisted as a finalist at the Recruitment Industry Disability Initiative 2020 'RIDI Awards', recognising the focus we place on supporting people with disabilities in the workplace.

We have more work to do though, and we are committed to delivering more with our new CSR Strategy. Our commitment has been supported through an updated Diversity Strategy, which is based on the three pillars: 'Everyday Inclusion'; 'Diversity in Action'; and, focused activity on Black, Asian and minority ethnic ('BAME') experience and retention. By delivering these strategic priorities, we aim to focus our recruitment efforts on community partnerships and to drive an increased diversity in job applications, as well achieving the Bronze Level Inclusive Employers Standard.

To drive these changes, we have appointed an Organisational Development Director to provide a point of focus, with clear accountability for the attraction and retention of a more diverse workforce. Our Inclusivity Forum, which includes colleagues from all parts of the business, will work with MAG to implement the approach to diversity and inclusivity set out in our new CSR Strategy, and in particular to improve colleague experience for people from minority ethnic groups.

This year, our mean average gender pay gap remained largely unchanged at 9.6%, whilst the median average gender pay gap became negative meaning the median female salary is now greater than the median male salary. More information is available in our **Gender Pay Gap Report**. MAG believes that achieving diversity and inclusivity is an important journey and we have much more work to do.

"National Inclusivity Week in 2019 was a great boost to our diversity and inclusivity activities, it really helped grow our Inclusivity Forum membership. We look forward to taking part again 'virtually' in 2020."

GARRY CLARKE-STRANGE

HEAD OF EMPLOYEE EXPERIENCE & ORGANISATION DEVELOPMENT

Since becoming the first airport operator in the UK to become a member, we continue to have a partnership with the Slave Free Alliance, taking steps to improve our practices to identify and eliminate modern slavery in our business, supply chain and airport operations. Our Modern Slavery Statement provides more information on this important issue.

Over the last year we have placed considerable focus on ensuring that we provide an inclusive service that meets the needs of all our passengers, especially those that need additional support. Last year we provided this assistance to more than 577,000 passengers, with over 99% supported within target waiting times. This is an improvement of 0.7% compared with last year.

In recent years we have invested significantly in our passenger assistance services and have delivered wide-ranging improvements in partnership with our accessibility forums. This valuable work has led us to introduce new service partners. investing in the right equipment which can support the needs of our diverse passenger mix, and seen MAG champion the use of 'Sunflower' lanyards for passengers with hidden disabilities. We have shared details of our initiatives and performance improvements with the Civil Aviation Authority, but publication of their 2019/20 service ratings have been delayed by COVID-19.

OF PASSENGERS WITH REDUCED **MOBILITY SUPPORTED WITHIN TARGET WAITING TIMES**





OUR 2020 CSR STRATEGY - OPPORTUNITY FOR ALL

We are committed to creating quality employment, providing opportunities for all in a safe, inclusive and diverse environment.

STRATEGY COMMITMENTS

OUR

We will publish a MAG Employment Charter to ensure we provide a safe, fair and supportive workplace where colleagues can achieve their full potential.

Our Sustainable Transport Funds will support sustainable commuting, including discounted travel for colleagues, facilities for cycling and walking and car share schemes.

2021

75% appointments filled **TARGETS** through internal five years

5% increase annually of new hires by gender and ethnicity year on year

'Committed' the Government's

> New Safety Plan, with progress regularly tracked and reported

Our Airport Academies will support everybody who approaches us, assisting a minimum of 7,500 people over the next five years. At least 10% of these people will be from groups defined as 'disadvantaged'.

As a part of MAG Connect, in 2020 we will open a new Aerozone education centre at Manchester Airport and continue to operate and develop Aerozones at our other airports. We will support at least 60,000 young people over the next five years.

As a part of MAG Connect we will work with other partners to open an additional further education facility at Manchester Airport.

35

2025



Accreditation to the National Inclusion

60,000

supported over the

500 apprenticeships supported

7,500 people assisted by Airport Academies over the next

five years

BLOCAL VOICES

INTRODUCTION

Our airports are large, busy places that are integral parts of their local communities.

MAG believes that being active in our communities is important, and that we need to listen to our neighbours, understand what is most important to them, support local people and work together to resolve differences where they arise. A positive relationship with our communities is essential to the success of our business.

Our approach to CSR has always been developed with our communities in mind, seeking to build positive, respectful and trusting relationships. We emphasise this approach in our new CSR Strategy which was based on a clear understanding of the things that matter most to all of our stakeholders. By following this approach we minimise the impacts of airport operations on our neighbours and ensure we provide support in the right ways.



We are committed to addressing the issues which matter most to people living near us, by engaging with local voices, addressing noise and providing opportunities for local businesses.



"We work hard to foster positive relationships with our local communities. It's important to us that we work for the benefit of the people living nearest our airports, and that we address their concerns in the most effective way we can."

ROBERT PATTISON
HEAD OF COMMUNITY ENGAGEMENT



38 LOCAL VOICES 39



PLAYING AN ACTIVE PART IN OUR COMMUNITIES

CREATING DIALOGUE

Our approach to CSR is underpinned by a belief that when our business prospers, the regions and communities we serve should prosper too. That can only happen if we work with our local residents and communities to ensure that the impacts that come with living near an airport, positive and negative, are understood, managed and, where necessary, mitigated against.

Over the last five years MAG has continued to build lasting relationships with neighbouring communities. Our community activities included more than 450 outreach events (90 in 2019/20), where we met with communities face-to-face to discuss their concerns. As well as providing drop-in outreach sessions, we engage with community representatives through our Airport Consultative Committees, bringing together a diverse range of views from communities, local authorities, airlines and passenger groups to discuss performance and future plans. Our Consultative Committees include sub-committees which are dedicated to areas of particular interest including access

to our airports, environmental impacts and the accessibility of our terminals.

Our 2020 CSR Strategy includes commitments to establish new methods of consultation, including hearing from younger voices in our communities through the formation of youth forums at every airport. By expanding our engagement in this way, we hope to hear a broader range of local voices and to ensure that our airports fairly represent the communities and the regions that they serve.



93%

OF ARRIVING AIRCRAFT ACHIEVING QUIETER, FUEL EFFICIENT CONTINUOUS DESCENT APPROACHES

CO-CREATING APPROACHES TO CONSULTATION ON AIRSPACE MODERNISATION

"Airspace is an invisible part of our national infrastructure. A UK programme of airspace modernisation has commenced, the first significant change in a generation.

Although this programme provides an opportunity to unlock the capabilities of aircraft and to make flying more efficient, it brings with it a probability that the experiences of people living near to airports will alter.

Government requires MAG to lead on changes to the airspace closest to its three airports. From the outset, it has been clear that MAG is committed to creating plans in partnership with its communities, business partners and industry colleagues. However,

balancing the expectations and needs of such a diverse – and sometimes opposing – group of stakeholders can be really challenging.

In response, MAG adopted a different approach. By working with us in the Consultation Institute, MAG has embarked on an ambitious engagement programme with all relevant interested parties; we have also created independent Stakeholder Reference Groups – facilitating a selection of independent stakeholders to guide MAG's approach to this early engagement, and subsequent consultation, probably next year now. Through this approach, and in partnership with its key stakeholders, MAG has adopted engaging and

inclusive approaches. These have enabled a two-way conversation with individuals and organisations to develop the 'design principles' for its airspace modernisation programme.

MAG has a long journey ahead; it will be some time before the resulting changes will be implemented. But I am confident that, having established constructive dialogue – shaped by stakeholders themselves – MAG has laid the foundation for its airspace modernisation and that its plans are well set to reflect the inputs of its neighbours and the regions it serves."

QUINTIN OLIVER
CHAIR. THE CONSULTATION INSTITUTE

REDUCING THE IMPACTS OF NOISE

Our engagement with local communities helps us to understand the impacts airport and aircraft operations can have on those who live closest to our airports. We know that aircraft noise can be disturbing and that it is an important issue for many people. In response, each of our airports has made long-term commitments to minimise the effects of aircraft noise.

All of our airports have published 'Noise Action Plans' which have been adopted by government in accordance with the Environmental Noise Regulations. These plans include stretching targets and controls on aircraft noise, including restricting the

use of the noisiest aircraft at night, and offering sound insulation grants to residents who are most affected.

Although these mitigations help to reduce the impact, we know that aircraft noise can still be a source of annoyance. Sometimes flight delays can mean that aircraft operate later than planned. At other times, poor weather may mean aircraft have to operate in different ways. When this happens, our teams investigate noise complaints and provide feedback to our partners to help reduce problems in the future.

In recent years we have seen the number of complaints received

at our airports fluctuate. We believe our recent planning application to increase passenger numbers at London Stansted Airport, and the commencement of the national airspace change programme at all MAG airports are key factors which are likely to have prompted additional complaints. We have discussed these changes and trends in noise complaints with our Airport Consultative Committees and will continue to tackle this issue by reporting noise complaints, providing updates about our airport operations to local residents, and taking action to minimise the issues our communities tell us about.





"NATS are responsible for managing UK airspace, and controlling aircraft flying to and from British airports. We are also appointed by MAG to control aircraft approaching, departing and on the ground at Manchester and London Stansted airports. Our relationship with MAG is a natural fit. Like MAGs, we are fully committed to improving the sustainability of flying and minimising impacts, such as noise, on local communities.

This is why we have been working with MAG to increase the number of arriving flights which perform a 'continuous descent approach' - or 'CDA'. CDAs ensure aircraft fly an optimum vertical profile as they approach their destination – reducing fuel consumption, emissions and minimising the noise experienced by local communities. CDAs are a difficult procedure to perform – they are dependent upon air traffic controllers and pilots working closely together

during busy stages of a flight.

At Stansted Airport the complexity and busyness of London's airspace presents a particular challenge. 95% of aircraft arriving at Stansted from the east achieve a CDA. However, aircraft arriving from the west face busy and more complex airspace, so are often required to fly less efficient routes. This means aircraft often experience longer periods of level flight and so are generally unable to achieve a CDA.

By listening to feedback from Stansted's Noise and Track Keeping Working Group – which brings together community, local authority and government stakeholders – we understand how important it is to find ways for aircraft to achieve a CDA. Whilst airspace modernisation is expected to provide more efficient design, and to allow CDAs for more aircraft, we recognised that an interim arrangement was required.

Working with Stansted and its airline partners, we developed procedures to respond to community feedback and achieve more CDAs by using existing airspace more flexibly when it is less busy. This has allowed us to enable more CDAs for arrivals from the west during the night when airspace is less busy and noise disturbance more important to communities.

By listening to communities, and working in partnership to develop these flexible approaches, CDA compliance has increased by around 10 percentage points, reaching up to 100% on some nights. This is a fantastic step forward in reducing noise and emissions and demonstrates how our partnership with MAG has responded to the needs of local communities."

MATTHEW HADDEN
AREA CONTROL CENTRE
SWANWICK, NATS



£207,346

COMMUNITY FUND GRANTS

SUPPORTING OUR COMMUNITIES

By listening to local voices, we work in partnership with our community partners to identify and develop impactful community programmes. We firmly believe that this is the right approach to ensure that MAG provides the best support possible and adds greatest value to the communities surrounding our airports and the regions they serve.

COMMUNITY FUNDS

MAG's airport Community
Funds have provided vital support
to community projects, contributing
more than £1.5 million to 1,200
projects over the last five years
– with an additional £3.9 million
raised for charities including through
our partnership with Clic Sargent.

This year our Community Funds supported another 212 community organisations with grants totalling £207,000. These projects were wide ranging, from community allotments to local sports clubs, with our community funds providing valuable contributions to the important work community organisations deliver.

VOLUNTEERING

All of our employees have the opportunity to contribute to local community projects through our volunteering programmes. This is something that we actively encourage because we believe sharing our colleagues' skills and experience not only strengthens ties with our communities, it also boosts employee engagement and wellbeing.

As part of our 2015 Strategy, we set ourselves the ambitious long-term target of almost doubling staff participation in volunteering to 30% by 2020. Due to the nature of our business, with many colleagues working shift patterns, we have found it challenging to meet this target across all parts of the business. However, this year 17% of MAG staff volunteered in their local communities giving almost 20,000 hours of support.

Since 2015/16 we have made significant progress towards achieving our target – increasing the number of colleagues who join our volunteering programmes by 58% and almost doubling the number of hours donated.

Our 2020 CSR Strategy reaffirms MAG's commitment to volunteering in our local communities. Launching at a time when the true value and power of the voluntary sector is being demonstrated more than ever before, we are determined to achieve our long-term goal that 30% of our colleagues contribute to volunteering programmes. We have also set an immediate goal that, from this year, all our leadership team will make their own personal volunteering contributions.

OF STAFF JOINING VOLUNTEERING PROGRAMMES



SUPPORTING COMMUNITY ORGANISATIONS EAST MIDLANDS AIRPORT



"East Midlands Airport continues to play an important and positive role in the local community through its volunteering work, charitable and community funding.

The East Midlands Airport Community Fund has been an asset to the local region since its creation in April 2002 and has donated over £1 million to eligible projects around the vicinity of the airport since it began. These projects have a long-standing, social and environment benefit for the local area, ranging from equipment for local sports teams and village halls to the development of wildlife areas.

It's great to see the airport playing an active role in the local community and supporting so many worthwhile community initiatives – a positive example of business and community working together to deliver local impact."

COUNCILLOR SHEILA JACKSON

INDEPENDENT CHAIR OF THE EAST MIDLANDS AIRPORT COMMUNITY FUND

42 LOCAL VOICES



OUR 2020 CSR STRATEGY – LOCAL VOICES

We are committed to addressing the issues which matter most to people living near us, by engaging with local voices, addressing noise and providing opportunities for local businesses.

	2021	2022	2025	
			2025	
ATEGY MMITMENTS				
	We will review the arrangements for consultation at our airports, including, at each airport, the creation of a new youth forum.	We will review and improve our complaint response systems, seeking to respond more quickly and take advantage of technology.	We will deliver our Noise Action Plans and report progress publicly.	long-term ambition that 30% of colleagues participate in volunteering programmes.
			LAAZ HELE KEN A 19	Tive will work lowards out

OUR TARGETS All of our senior leadership team will support and participate in volunteering

programmes

100%

We will
periodically survey
local stakeholders to
assess our relationship
and understand their
priorities. We will introduce
a strategic response
that addresses any
concerns

We will hold formal meet the buyer events annually at each of our airports

142 Noise Action Plan initiatives

ZERO CARBON AIRPORTS

MAG PERFORMANCE OVERVIEW

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2017/18	2018/19	2019/20	NOTE	YEAR ON YEA CHANGE	R
ENERGY AND CARBON SMART	We will reduce climate change emissions by increasing efficiency and obtaining energy from	Reduce climate change emissions by increasing efficiency by 16,000 MWh, by 2020.	Total energy use (kWh, 'SECR Scope').	No data	208,525,600	207,863,924	1	-0.3%	^
	renewable sources.		Market-based emissions (tCO ₂ e/traffic unit, 'SECR Scope').	No data	0.210	0.222	1, 2	+5.9%	~
			Net market-based carbon emissions (tonnes of CO ₂ e, 'SECR Scope').	No data	0	0	1	0.0%	^
PREVENTING POLLUTION	We will control activities and developments at our airports to protect the environment.	Achieve 100% compliance with environmental permits and maintain ISO14001 accreditation.	% of samples within water discharge consent limits.	90.8%	94.0%	94.3%		+0.3%	^
	to protect the environment.	13014001 accreditation.	% of samples within effluent discharge consent limits.	96.1%	88.1%	83.4%	3	-4.6%	~
			% of major operational sites with ISO14001.	100.0%	100.0%	100.0%		0.0%	^
			Total breaches of air quality limits.	0	1	1	4	0.0%	()
REDUCING SUPPLY CHAIN EMISSIONS	We will work in partnership with our suppliers to identify and implement carbon emission savings.	We will measure and report supply chain emissions.	We calculated our supply chain emissions for 2015/16, identifying that these were <1% of our carbon footprint.	<1%	<1%	<1%	5	0.0%	()
ELIMINATING WASTE	We will minimise waste, promote recycling and eliminate landfill.	Send no waste to landfill after 2018 (excluding international catering waste), where no other	% of waste diverted from landfill.	86.1%	87.3%	85.9%	6	-1.4%	~
		options are available.	Total waste tonnage.	16,348	17,938	16,266		-9.3%	^
BALANCED NOISE MANAGEMENT	We will limit and try to reduce the number of people affected by noise from airport operations.	Deliver the measures set out in our Noise Action Plan and update each airport's plan by 2019.	% of departures within preferred noise routes.	96.8%	96.1%	95.8%		-0.3%	()
	by noise from disport operations.	differits plain by 2017.	% of flights using continuous descent approach.	92.8%	93.0%	93.1%		+0.1%	
			Number of complaints per 1,000 air traffic movements.	21.7	30.4	32.9	7	+8.0%	~
			Noise Footprint 57 dB LAeq day (07:00 – 23:00). Airport, Area, Population	EMA 9.0km ² 1,700 MAN 34.0km ² 36,950 STN 26.5km ² 2,450 MAG 69.5km ² 41,100	EMA 7.7km² 900 MAN 32.0km² 35,300 STN 28.5km² 2,100 MAG 68.2km² 38,300	EMA 8.3km² 1,000 MAN 32.9km² 34,700 STN 28.5km² 2,500 MAG 69.7km² 38,200	8	+11.1% -1.7% +19.0% -0.3%	
			Noise Footprint 57 dB LAeq night (23:00 – 07:00). Airport, Area, Population	EMA 7.8km ² 900 MAN 12.6km ² 7,500 STN 9.6km ² 400 MAG 30.0km ² 8,800	EMA 7.6km ² 900 MAN 12.6km ² 8,500 STN 10.3km ² 450 MAG 30.5km ² 9,850	EMA 8.5km ² 1,000 MAN 13.4km ² 10,500 STN 10.8km ² 450 MAG 32.7km ² 11,950	8	+11.1% +23.5% 0.0% +21.3%	ŏ
			/ iii port, / tiou, i opoidiloti	717 O 00.0Kiii 0,000	7,000	717750 VZ.7 KIII 11,750		121.070	

This year we have changed the scope of reported energy use and emissions so that it aligns with the government's new Streamlined Energy and Carbon Reporting requirements. To enable comparison, we have included restated figures for 2018/19. Our <u>Energy and Emissions Report</u> provides more information about our carbon footprint. We measure carbon intensity against traffic units, which are defined by the International Air Transport Organisation as equivalent to 1,000 passengers or 100 tonnes of freight.

- ⁵ We calculated our supply chain emissions for 2015/16, identifying that these were <1% of our carbon footprint.
- This year lower passenger numbers reduced waste volumes at East Midlands and Stansted Airports. At Manchester Airport, passenger numbers did not reduce to the same extent. As a result, waste produced at Manchester Airport is now a greater proportion of the Group total and the lower landfill diversion rate at Manchester Airport, which is due to the greater number of long haul flights and associated animal health regulations, reduced overall group performance.
- This year we have seen an increase in noise complaints. We believe our recent planning application to increase passenger numbers at London Stansted Airport, and the commencement of the national airspace change programme at all MAG airports are factors which have resulted in additional complaints.
- ⁸ Our noise contours are influenced by the number of flights, types of aircraft, routes flown and wind direction. These factors, combined with small changes to runway use, driven by annual variability in wind direction, can significantly change the shape, size and population within noise contours changes annually.

² Over the last five years, the emission intensity of our operations has reduced by 12%. Although our total energy use reduced this year, the emission intensity of our operations increased by 6%. This is because, due to the impacts of the COVID-19 pandemic and two airline customers ceasing trading, traffic units reduced by 3.3% and our use of vehicle fuel increased. All residual emissions have been offset, and our CSR Strategy includes a commitment to transition to zero carbon operations.

This year Stansted Airport was issued new trade effluent consents by its sewage undertaker. These include new water quality limits which it has not always been possible to meet. We are working with the regulator to improve performance in this area. At East Midlands we have taken action to resolve oils which were identified in discharges to sewer following spillage from aircraft.

⁴ Air quality monitoring at the monitoring site near to Manchester Airport identified 12 occasions when the 8-hour mean air quality objective for ozone was not met. Air quality at this location is impacted more significantly by road traffic than airport-related activities. This observation is in line with similar monitoring at other locations across the UK. The number of occasions when this objective was not met reduced from 18 in 2018 to 12 this year.

MAG PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2017/18	2018/19	2019/20		YEAR ON YEA CHANGE	R
SUPPORTING BUSINESS	With a particular focus on the regions we serve, we will maximise the economic impact of our operations.	We will support local, small and disadvantaged businesses so that they are better equipped to supply our airports. We will target and measure our outcomes.	% of local (within 25 miles of airports) businesses supplying MAG.	14.2%	14.5%	14.7%		+0.2%	^
		To inform our development strategies, we will regularly analyse and report the economic impact of our operations. We will target and measure our outcomes.	The national economic footprint of MAG airports (GVA) (£M) direct, indirect and induced.	7,750	8,200	Not measured this year	9	-	()
PROMOTING EMPLOYMENT	We will create opportunity offering jobs and support with skills by developing the scope and scale of our airport academies.	To provide training placements for 5,000 people by 2020, at least 50% placed into employment since 2014/15.	Number of people trained through airport Academies.	634	759	706	10	-7.0%	~
			% of people who have received training through airport academies and then are placed into employment.	81.7%	79.6%	79.9 %		+0.3%	^
MEETING THE NEEDS OF ALL PASSENGERS	We will ensure that we recognise and provide for those passengers who have special needs.	Each MAG airport will undertake a systematic review of special needs provision and then publish programmes to address priorities.	Departing – Notified Passengers – % of all departing notified disabled passengers and those with reduced mobility provided with assistance within 30 minutes of making themselves known at a designated point.	No data	99.4%	99.9%	11	+0.5%	^
			Departing – Non-notified Passengers – % of all departing non-notified disabled passengers and those with reduced mobility provided with assistance within 45 minutes of making themselves known at a designated point.	No data	99.7%	100.0%	11	+0.2%	^
			Arriving – Notified Passengers – % of arriving pre-notified disabled passengers and those with reduced mobility, receiving assistance within 20 minutes from 'on chocks'.	No data	97.0%	98.0%	11	+1.0%	^
			Arriving – Non-notified Passengers – % of arriving non-notified disabled passengers and those with reduced mobility receiving assistance within 45 minutes from 'on chocks'.	No data	98.4%	99.2%	11	+0.8%	^
			Guest satisfaction – Average rating for financial year.	No data	3.97	3.79	11, 12	-4.6%	~
SPONSORSHIP AND GIVING	We will support organisations that make the regions we operate in vibrant places to live and work.	By 2020 we will invest at least £500,000 in our charitable donations and sponsorships (annual).	Total annual given charitable donations and sponsorships (£).	£885,833	£802,036	£537,938	13	-32.9%	~

⁹ Due to COVID-19 we did not measure the economic footprint of our airports during 2019/20. As we recover from the pandemic we will monitor the economic benefit our airports provide to regional and national economies and include the results in future repo

¹⁰ Our skills and education programmes were disrupted by the COVID-19 pandemic. At East Midlands Airport, high levels of employment in the region have resulted in a reduction in the number of Job Centre Plus referrals to the Airport Academy.

We improved the methodology we use to monitor how we perform in relation to target assistance times and guest satisfaction for passengers with reduced mobility. As a result, comparable data is not available prior to 2018/19.

¹² The guest satisfaction score recorded by passengers with reduced mobility dropped at Stansted and East Midlands Airport. At Stansted Airport our analysis suggests the reduction is driven by feedback from passengers with hidden disabilities. At East Midlands Airport, passengers recorded positive ratings (3.8) for core elements of our service, but the overall score was reduced by lower ratings for other parts of the passenger journey – including elements outside the services we offer.

Between 2015-2020 we provided £3.9 million charitable donations and sponsorships, exceeding the five-year target in our Strategy.

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MAG PERFORMANCE OVERVIEW



ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2017/18	2018/19	2019/20	NOTE	YEAR ON YEA CHANGE	.R
DEVELOPING OUR PEOPLE	We will build a MAG leadership ethos. We will seek to harness the unique strengths of every individual in the business within a general competency framework that is fit for purpose.	To engage at least 90% of colleagues in a documented and meaningful performance process.	% of colleagues who have completed a performance review.	42.0%	45.0%	No data	14	-	-
			% of leadership promotions through internally developed candidates.	No data	No data	44.0%	15	-	-
POSITIVE ABOUT DIVERSITY	We will value and actively promote diversity to build a business that reflects the regions we serve.	We will work towards an equal gender split. By 2020 we will increase the number of females at leadership level by 10%.	% of females at leadership level.	27.5%	28.7%	32.2%		+3.5%	^
SAFE AT ALL TIMES	We will provide safe places for our colleagues and customers and continually reduce accidents.	By 2020, accidents to employees involving lost time will be reduced by 30%.	Number of accidents to employees involving lost time (Lost time incidents).	17	41	34		-17.1%	^
A POSITIVE WORKING ENVIRONMENT	We will engage colleagues, providing an environment within which they can improve their health and wellbeing.	We will continue to reduce sickness and absence as we work towards a target of 3.5% by 2021.	Annual sickness and absence %.	3.3%	3.6%	4.3%		+0.8%	()
AN ENGAGED WORKFORCE	We will create an inclusive environment where colleagues can contribute to the improvement of MAG and are proud to be part of the business.	By 2018 we will increase colleague engagement by 15% from 2014/15.	Colleague engagement score.	No survey carried out this year	No survey carried out this year	55.0%		-	-
SUPPORTING YOUNG PEOPLE	We will help young people to prepare them for the world of work and make work an inspiring choice.	To directly support the education of at least 50,000 young people by 2020.	Number of young people's education directly supported by MAG.	30,654	30,458	26,316	16	-13.6%	~

 $^{^{14}}$ $\,$ The COVID-19 pandemic has delayed the completion of performance reviews for 2019/20.

¹⁵ The 2019/20 result exceeds the (40%) target in our CSR Strategy. Thus year we improved the reporting tools used to monitor the number of leadership promotions introduced and delivered new methodologies. This means it is not possible to compare 2019/20 performance against previous years.

¹⁶ We exceeded our five-year target for MAG to support the education of 50,000 young people. In total MAG's programmes supported 129,094 young people.

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MAG PERFORMANCE OVERVIEW



ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2017/18	2018/19	2019/20		YEAR ON YEA CHANGE	R
INVESTING IN THE COMMUNITY	We will continue to operate community funds and encourage all our people to take part in community work.	To promote volunteering with a long-term target that 30% of colleagues will participate.	% of employees who volunteered.	17.2%	17.3%	16.8%		-0.5%	()
			Number of volunteer hours.	12,390	17,464	19,978		+14.4%	^
		Invest £100k annually through community funds.	Total community investment through community funds (£).	£254,105	£405,339	£207,346	17	-48.8%	~
A TRUSTED COMPANY	We will operate our business in a way that commands trust in our conduct and our communications.	Building on our community impact studies, we will devise a new metric and measure and report the degree to which we are trusted.	Good neighbour feedback (%) from community impacts studies (all main sites).	68.0%	59.5%	58.6%		-0.9%	()
PROMOTING INTERNATIONAL CULTURE	As we seek to foster closer international links to new markets, we will promote the development of language and cultural links.	Bring language and culture to local school partnerships.	Number of young people to whom MAG have introduced other international cultures and languages.	396	693	435	18	-37.2%	<>
REACHING OUT TO THE COMMUNITY	We will deliver community outreach programmes at each MAG airport.	A minimum of 50 outreach meetings annually.	Number of outreach meetings held.	99	83	90		+8.4%	^

Given relatively high cash reserves had been accumulated over several years, in 2018/19 the Stansted Airport Community Fund was able to increase its support for local good causes. In 2019/20 the find returned to normal operations.

Our skills and education programmes were disrupted by the COVID-19 pandemic.

MANCHESTER AIRPORT PERFORMANCE OVERVIEW

ZERO CARBON AIRPORTS

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2017/18	2018/19	2019/20		YEAR ON YEA CHANGE	IR
ENERGY AND CARBON SMART	We will reduce climate change emissions by increasing efficiency and obtaining energy from	Reduce climate change emissions by increasing efficiency by 16,000 MWh, by	Total energy use (kWh, 'SECR Scope').	No data	113,410,175	116,380,799	19, 20	+2.6%	~
	renewable sources.	2020.	Market-based emissions (tCO ₂ e/traffic unit, 'SECR Scope').	No data	0.324	0.304	19, 20	-6.2%	^
			Net market-based carbon emissions (tonnes of CO ₂ e, 'SECR Scope').	No data	0	0	19	0.0%	^
PREVENTING POLLUTION	We will control activities and developments at our airports to protect the environment.	Achieve 100% compliance with environmental permits and maintain ISO14001 accreditation.	% of samples within water discharge consent limits.	94.5%	97.1%	94.4%	21	-2.7%	~
	to protect the chimelinion.	1001-1001 accisanaion.	% of samples within effluent discharge consent limits.	100.0%	97.2%	100.0%		+2.8%	^
			% of major operational sites with ISO14001.	100.0%	100.0%	100.0%		0.0%	^
			Total breaches of air quality limits.	0	1	1	22	0.0%	<>
REDUCING SUPPLY CHAIN EMISSIONS	We will work in partnership with our suppliers to identify and implement carbon emission savings.	We will measure and report supply chain emissions.	We calculated our supply chain emissions for 2015/16, identifying that these were <1% of our carbon footprint.	-	-	-		-	-
ELIMINATING WASTE	We will minimise waste, promote recycling and eliminate landfill.	Send no waste to landfill after 2018 (excluding international catering waste), where no other	% of waste diverted from landfill.	74.0%	75.0%	74.9%		-0.1%	<>
		options are available.	Total waste tonnage.	8,675	9,054	9,093		+0.4%	<>
BALANCED NOISE MANAGEMENT	We will limit and try to reduce the number of people affected by noise from airport operations.	Deliver the measures set out in our Noise Action Plan and update each airport's plan by 2019.	% of departures within preferred noise routes.	96.0%	94.3%	94.0%		-0.3%	<>
			% of flights using continuous descent approach.	90.0%	91.7%	92.0%		+0.3%	
			Number of complaints per 1,000 air traffic movements.	3.1	5.6	5.1		-8.0%	^
			Noise Footprint 57 dB LAeq day (07:00 – 23:00). Airport, Area, Population	MAN 34.0km ² 36,950	MAN 32.0km ² 35,300	MAN 32.9km ² 34,700	23	-1.7%	^
			Noise Footprint 57 dB LAeq night (23:00 – 07:00).	MAN 12.6km² 7,500	MAN 12.6km ² 8,500	MAN 13.4km ² 10,500	23	+23.5%	~
			Airport, Area, Population						

¹⁹ This year we have changed the scope of reported energy use and emissions so that it aligns with the government's new Streamlined Energy and Carbon Reporting requirements. To enable comparison, we have included restated figures for 2018/19. Our <u>Energy and Emissions Report</u> provides more information about our carbon footprint. We measure carbon intensity against traffic units, which are defined by the International Air Transport Organisation as equivalent to 1,000 passengers or 100 tonnes of freight.

Total energy use increased this year, driven by an increase in electricity consumption. MAG proactively choose to purchase renewable electricity which is backed by Renewable Energy Guarantees of Origin. Despite a reduction in passenger numbers, our carbon emissions per traffic unit reduced by 6.2%. Our airport operations continue to be carbon neutral, and all emissions have been offset, and our CSR Strategy includes a commitment to transition to zero carbon operations.

²¹ Surface water quality was impacted by construction activity around the site. Actions are being taken to improve management of construction activity to prevent recurrence.

²² Air quality monitoring at Manchester Airport identified 12 occasions when the 8-hour mean air quality objective for ozone was not met. This observation is in line with similar monitoring at other locations across the UK. The number of occasions when this objective was not met reduced from 18 in 2018 to 12 this year.

Our noise contours are influenced by the number of flights, types of aircraft, routes flown and wind direction. These factors, combined with small changes to runway use, driven by annual variability in wind direction, can significantly change the shape, size and population within noise contours changes annually.

MANCHESTER AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL

ISSUE	STRATEGIC CSR OBJECTIVE	MAG TARGET (COLLECTIVE TARGETS FOR ALL GROUP AIRPORTS)	INDICATOR	2017/18	2018/19	2019/20		YEAR ON YEA CHANGE	.R
SUPPORTING BUSINESS	With a particular focus on the regions we serve, we will maximise the economic impact of our operations.	We will support local, small and disadvantaged businesses so that they are better equipped to supply our airports. We will target and measure our outcomes.	% of local (within 25 miles of airports) businesses supplying MAN.	35.0%	37.0%	37.0%		0.0%	<>
		To inform our development strategies, we will regularly analyse and report the economic impact of our operations. We will target and measure our outcomes.	Direct Economic contribution of Manchester Airport to the regional economy (GVA) (£M)	1,350	1,400	Not measured this year	24	-	-
PROMOTING EMPLOYMENT	We will create opportunity offering jobs and support with skills by developing the scope and scale of our airport academies.	To provide training placements for 5,000 people by 2020, at least 50% placed into employment since 2014/15.	Number of people trained through airport academy.	290	339	264	25	-22.1%	~
			% of people who have received training through airport academy and then are placed into employment.	100.0%	100.0%	100.0%		0.0%	^
MEETING THE NEEDS OF ALL PASSENGERS		Each MAG airport will undertake a systematic review of special needs provision and then publish programmes to address priorities.	Departing – Notified Passengers – % of all departing notified disabled passengers and those with reduced mobility provided with assistance within 30 minutes of making themselves known at a designated point.	No data	99.0%	99.9%	26	+0.9%	^
			Departing – Non-notified Passengers – % of all departing non-notified disabled passengers and those with reduced mobility provided with assistance within 45 minutes of making themselves known at a designated point.	No data	99.6%	100.0%	26	+0.3%	^
			Arriving – Notified Passengers – % of arriving pre-notified disabled passengers and those with reduced mobility, receiving assistance within 20 minutes from 'on chocks'.	No data	96.0%	97.2%	26	+1.3%	^
			Arriving – Non-notified Passengers – % of arriving non-notified disabled passengers and those with reduced mobility receiving assistance within 45 minutes from 'on chocks'.	No data	97.5%	98.9%	26	+1.4%	^
			Guest satisfaction – Average rating for financial year.	No data	3.92	3.96	26	+1.0%	^
SPONSORSHIP AND GIVING	We will support organisations that make the regions we operate in vibrant places to live and work.	By 2020 we will invest at least £500,000 in our charitable donations and sponsorships (annual).	Total annual given charitable donations and sponsorships (\mathfrak{L}) .	£550,134	£391,144	£349,101	27	-10.7%	()
DEVELOPING OUR PEOPLE	We will build a MAG leadership ethos. We will seek to harness the unique strengths of every individual in the business within a general competency framework that	To engage at least 90% of colleagues in a documented and meaningful performance process.	% of colleagues who have completed a performance review.	39.0%	42.0%	No data	28	-	-
	is fit for purpose.		% of leadership promotions through internally developed candidates.	No data	No data	50.5%	29	-	-

²⁴ Due to COVID-19 we did not measure the economic footprint of our airport during 2019/20. As we recover from the pandemic we will monitor the economic benefit our airports provide to regional and national economies and include the results in future reports.

 $^{^{25}}$ Our skills and education programmes were disrupted by the COVID-19 pandemic during in the last months of the year.

We improved the methodology we use to monitor how we perform in relation to target assistance times and guest satisfaction for passengers with reduced mobility.

As a result, comparable data is not available prior to 2018/19.

Our group target is for MAG to invest £500,000 annually. This year our Group investment totalled £537,938.

 $^{^{28}}$ $\,$ The COVID-19 pandemic has delayed the completion of performance reviews for 2019/20.

We improved the reporting tools used to monitor the number of leadership promotions introduced and delivered new methodologies. This means it is not possible to compare 2019/20 performance against previous years.

MANCHESTER AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL CONTINUED

ISSUE	STRATEGIC CSR OBJECTIVE	MAG TARGET (COLLECTIVE TARGETS FOR ALL GROUP AIRPORTS)	INDICATOR	2017/18	2018/19	2019/20	NOTE	YEAR ON YEA CHANGE	R
POSITIVE ABOUT DIVERSITY	We will value and actively promote diversity to build a business that reflects the regions we serve.	We will work towards an equal gender split. By 2020 we will increase the number of females at leadership level by 10%.	% of females at leadership level.	33.9%	34.5%	34.0%		-0.5%	()
SAFE AT ALL TIMES	We will provide safe places for our colleagues and customers and continually reduce accidents.	By 2020, accidents to employees involving lost time will be reduced by 30%.	Number of accidents to employees involving lost time (Lost time incidents).	11	26	19		-26.9%	
A POSITIVE WORKING ENVIRONMENT	We will engage colleagues, providing an environment within which they can improve their health and wellbeing.	We will continue to reduce sickness and absence as we work towards a target of 3.5% by 2021.	Annual sickness and absence %.	No data	No data	No data	30	-	-
AN ENGAGED WORKFORCE	We will create an inclusive environment where colleagues can contribute to the improvement of MAG and are proud to be part of the business.	By 2018 we will increase colleague engagement by 15% from 2014/15.	Colleague engagement score.	No survey carried out this year	No survey carried out this year	59.0%		-	-
SUPPORTING YOUNG PEOPLE	We will help young people to prepare them for the world of work and make work an inspiring choice.	To directly support the education of at least 50,000 young people by 2020.	Number of young people's education directly supported by MAN.	14,954	13,287	11,123	31	-16.3%	^

KEY

Our leaders manage sickness and absence for their respective teams. As a result, we do not measure sickness at an airport level. This is because individuals based at our airports work in a combination of airport-specific and Group-wide roles. Our group sickness rate this year was 4.3%.

We exceeded our five-year target for MAG to support the education of 50,000 young people. In total MAG's programmes supported 129,094 young people.

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MANCHESTER AIRPORT PERFORMANCE OVERVIEW



ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2017/18	2018/19	2019/20	NOTE	YEAR ON YEA CHANGE	R
INVESTING IN THE COMMUNITY	We will continue to operate community funds and encourage all our people to take part in community work.	To promote volunteering with a long-term target that 30% of colleagues will participate.	% of employees who volunteered.	16.0%	16.0%	13.7%	32	-2.3%	~
			Number of volunteer hours.	6,543	9,270	6,780	32	-26.9%	~
		Invest £100k annually through community funds.	Total community investment through community funds (£).	£97,553	£129,852	£110,987		-14.5%	^
A TRUSTED COMPANY	We will operate our business in a way that commands trust in our conduct and our communications.	Building on our community impact studies, we will devise a new metric and measure and report the degree to which we are trusted.	Good neighbour feedback (%) from community impacts studies (MAN).	60.0%	43.0%	No survey carried out this year	33	-	-
PROMOTING INTERNATIONAL CULTURE	As we seek to foster closer international links to new markets, we will promote the development of language and cultural links.	Bring language and culture to local school partnerships.	Number of young people to whom MAN have introduced to other international cultures and languages.	396	693	435	34	-37.2%	~
REACHING OUT TO THE COMMUNITY	We will deliver community outreach programmes at each MAG airport.	A minimum of 50 outreach meetings annually.	Number of outreach meetings held.	65	61	67		+9.8%	^

KEY

Improved year on year

performance

Due to COVID-19 we had to cancel some volunteering activities. This led to a small reduction in the number of volunteers. The number of hours volunteered remains consistent with long-term trends.

³³ Our community survey this year has been delayed by COVID-19, we will conduct a survey during 2020-21 and report the results next year.

Our skills and education programmes were disrupted by the COVID-19 pandemic.

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EAST MIDLANDS AIRPORT PERFORMANCE OVERVIEW

ZERO CARBON AIRPORTS

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2017/18	2018/19	2019/20	NOTE C	EAR ON YEA CHANGE	R
ENERGY AND CARBON SMART	We will reduce climate change emissions by increasing efficiency and obtaining energy from	Reduce climate change emissions by increasing efficiency by 16,000 MWh, by	Total energy use (kWh, 'SECR Scope').	No data	27,900,490	28,760,574	35 36	+3.1%	~
	renewable sources.	2020.	Market-based emissions (tCO ₂ e/traffic unit, 'SECR Scope').	No data	0.177	0.275	35 37	+55.5%	~
			Net market-based carbon emissions (tonnes of CO ₂ e, 'SECR Scope').	No data	0	0	35	0.0%	^
PREVENTING POLLUTION	We will control activities and developments at our airports to protect the environment.	Achieve 100% compliance with environmental permits and maintain ISO14001 accreditation.	% of samples within water discharge consent limits.	94.5%	82.9%	87.2%		+4.3%	^
	project the environment.	isorator accreditation.	% of samples within effluent discharge consent limits.	96.0%	73.3%	70.0%	38	-3.3%	~
			% of major operational sites with ISO14001.	100.0%	100.0%	100.0%		0.0%	^
			Total breaches of air quality limits.	0	0	0		0.0%	^
REDUCING SUPPLY CHAIN EMISSIONS	We will work in partnership with our suppliers to identify and implement carbon emission savings.	We will measure and report supply chain emissions.	We calculated our supply chain emissions for 2015/16, identifying that these were <1% of our carbon footprint.	-	-	-		-	-
ELIMINATING WASTE	We will minimise waste, promote recycling and eliminate landfill.	Send no waste to landfill after 2018 (excluding international catering waste), where no other	% of waste diverted from landfill.	97.0%	96.8%	97.1%		+0.3%	
		options are available.	Total waste tonnage.	728	690	652		-5.5%	^
BALANCED NOISE MANAGEMENT	We will limit and try to reduce the number of people affected by noise from airport operations.	Deliver the measures set out in our Noise Action Plan and update each airport's plan	% of departures within preferred noise routes.	92.2%	90.0%	89.1%		-0.9%	<>
	nom disport operations.	by 2019.	% of flights using continuous descent approach.	91.0%	90.0%	90.0%		0.0%	<>
			Number of complaints per 1,000 air traffic movements.	3.5	2.5	2.7	39	+7.5%	~
			Noise Footprint 57 dB LAeq day (07:00 – 23:00).	EMA 9.0km ² 1,700	EMA 7.7km ² 900	EMA 8.3km ² 1,000	40	+11.1%	~
			Airport, Area, Population						
			Noise Footprint 57 dB LAeq night (23:00 – 07:00).	EMA 7.8km ² 900	EMA 7.6km ² 900	EMA 8.5km ² 1,000	40	+11.1%	~
			Airport, Area, Population						

³⁵ This year we have changed the scope of reported energy use and emissions so that it aligns with the government's new Streamlined Energy and Carbon Reporting requirements. To enable comparison, we have included restated figures for 2018/19. Our Energy and Emissions Report provides more information about our carbon footprint. We measure carbon intensity against traffic units, which are defined by the International Air Transport Organisation as equivalent to 1,000 passengers or 100 tonnes of freight.

³⁶ This year our energy use increased, driven by an increase in the purchase of transport fuel. Our CSR Strategy includes a commitment to transition to a fleet of ultra-low emission vehicles by 2030, reducing our use of petrol and diesel for transport.

³⁷ This year the number of traffic units at East Midlands Airport reduced, driven by lower passenger numbers. Combined with an increase in the use of vehicle fuel, this has driven an increase in emissions per traffic unit. Our airport operations continue to be carbon neutral, and all emissions have been offset, and our CSR Strategy includes a commitment

³⁸ A number of samples taken to monitor discharges to sewer identified oils from an aircraft fuel spill. Remedial action has been taken and results have returned to normal.

³⁹ The number of air traffic movements at East Midlands Airport reduced by 3.5% this year, whilst the number of complaints remained consistent (+7 complaints, +3.5%) with last year. As a result, the number of complaints per movement increased.

⁴⁰ Our noise contours are influenced by the number of flights, types of aircraft, routes flown and wind direction. These factors, combined with small changes to runway use, driven by annual variability in wind direction, can significantly change the shape, size and population within noise contours changes annually.

EAST MIDLANDS AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL

ISSUE	STRATEGIC CSR OBJECTIVE	MAG TARGET (COLLECTIVE TARGETS FOR ALL GROUP AIRPORTS)	INDICATOR	2017/18	2018/19	2019/20	NOTE	YEAR ON YEA CHANGE	.R
SUPPORTING BUSINESS	With a particular focus on the regions we serve, we will maximise the economic impact of our operations.	We will support local, small and disadvantaged businesses so that they are better equipped to supply our airports. We will target and measure our outcomes.	% of local (within 25 miles of airports) businesses supplying EMA.	22.0%	22.0%	21.0%		-1.0%	<>
		To inform our development strategies, we will regularly analyse and report the economic impact of our operations. We will target and measure our outcomes.	Direct Economic contribution of East Midlands Airport to the regional economy (GVA) (£M).	300	300	Not measured this year	41	-	-
PROMOTING EMPLOYMENT	We will create opportunity offering jobs and support with skills by developing the scope and scale of our airport academies.	To provide training placements for 5,000 people by 2020, at least 50% placed into employment since 2014/15.	Number of people trained through airport academy.	209	181	135	42	-25.4%	~
			% of people who have received training through airport academy and then are placed into employment.	62.7%	64.1%	51.1%	42	-13.0%	~
MEETING THE NEEDS OF ALL PASSENGERS	o I	Each MAG airport will undertake a systematic review of special needs provision and then publish programmes to address priorities.	Departing – Notified Passengers – % of all departing notified disabled passengers and those with reduced mobility provided with assistance within 30 minutes of making themselves known at a designated point.	No data	100.0%	100.0%	43	0.0%	^
			Departing – Non-notified Passengers – % of all departing non-notified disabled passengers and those with reduced mobility provided with assistance within 45 minutes of making themselves known at a designated point.	No data	100.0%	100.0%	43	3 -0.8%	^
			Arriving – Notified Passengers – % of arriving pre-notified disabled passengers and those with reduced mobility, receiving assistance within 20 minutes from 'on chocks'.	No data	99.5%	98.8%	43		()
			Arriving – Non-notified Passengers – % of arriving non-notified disabled passengers and those with reduced mobility receiving assistance within 45 minutes from 'on chocks'.	No data	99.6%	99.9%	43	+0.4%	^
			Guest satisfaction – Average rating for financial year.	No data	3.76	3.29	43, 44	-12.5%	>
SPONSORSHIP AND GIVING	We will support organisations that make the regions we operate in vibrant places to live and work.	By 2020 we will invest at least £500,000 in our charitable donations and sponsorships (annual).	Total annual given charitable donations and sponsorships (£).	£71,426	£68,710	£70,359	45	+2.4%	^
DEVELOPING OUR PEOPLE	We will build a MAG leadership ethos. We will seek to harness the unique strengths of every individual in the business within a general competency framework that	To engage at least 90% of colleagues in a documented and meaningful performance process.	% of colleagues who have completed a performance review.	45.0%	30.0%	No data	46	-	-
	is fit for purpose.		% of leadership promotions through internally developed candidates.	No data	No data	43.8%	47	-	-

⁴¹ Due to COVID-19 we did not measure the economic footprint of our airport during 2019/20. As we recover from the pandemic we will monitor the economic benefit our airports provide to regional and national economies and include the results in future reports.

⁴² High levels of employment in the region have resulted in fewer referrals to the Airport Academy from our partners at the Job Centre Plus. Furthermore, our skills and education programmes were disrupted by the COVID-19 pandemic during in the last months of the year.

We improved the methodology we use to monitor how we perform in relation to target assistance times and guest satisfaction for passengers with reduced mobility. As a result, comparable data is not available prior to 2018/19.

This year we took steps to increase the number of passengers providing feedback. As a result, the number of responses increased by 256%. Passengers recorded positive ratings (3.8) for core elements of our service, with the overall score reduced by lower ratings for other parts of the passenger journey – including elements outside the services we offer to passengers with reduced mobility.

Our group target is for MAG to invest £500,000 annually. This year our Group investment totalled £537,938.

The COVID-19 pandemic has delayed the completion of performance reviews for 2019/20.

We improved the reporting tools used to monitor the number of leadership promotions introduced and delivered new methodologies. This means it is not possible to compare 2019/20 performance against previous years.

EAST MIDLANDS AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL CONTINUED

ISSUE	STRATEGIC CSR OBJECTIVE	MAG TARGET (COLLECTIVE TARGETS FOR ALL GROUP AIRPORTS)	INDICATOR	2017/18	2018/19	2019/20	NOTE	YEAR ON YEA CHANGE	R
POSITIVE ABOUT DIVERSITY	We will value and actively promote diversity to build a business that reflects the regions we serve.	We will work towards an equal gender split. By 2020 we will increase the number of females at leadership level by 10%.	% of females at leadership level.	16.7%	25.0%	30.3%		+5.3%	^
SAFE AT ALL TIMES	We will provide safe places for our colleagues and customers and continually reduce accidents.	By 2020, accidents to employees involving lost time will be reduced by 30%.	Number of accidents to employees involving lost time (Lost time incidents).	1.0	3.0	4.0	48	+33.0%	~
A POSITIVE WORKING ENVIRONMENT	We will engage colleagues, providing an environment within which they can improve their health and wellbeing.	We will continue to reduce sickness and absence as we work towards a target of 3.5% by 2021.	Annual sickness and absence %.	No data	No data	No data	49	-	-
AN ENGAGED WORKFORCE	We will create an inclusive environment where colleagues can contribute to the improvement of MAG and are proud to be part of the business.	By 2018 we will increase colleague engagement by 15% from 2014/15.	Colleague engagement score.	No survey carried out this year	No survey carried out this year	53.0%		-	-
SUPPORTING YOUNG PEOPLE	We will help young people to prepare them for the world of work and make work an inspiring choice.	To directly support the education of at least 50,000 young people by 2020.	Number of young people's education directly supported by EMA.	4,158	3,780	5,869	50	+55.3%	^

KEY

⁴⁸ MAG has low number of lost time accidents. This year we recorded one additional lost time accident at East Midlands Airport. Our teams are fully committed to ensuring our colleagues are safe at work.

⁴⁹ Our leaders manage sickness and absence for their respective teams. As a result, we do not measure sickness at an airport level. This is because individuals based at our airports work in a combination of airport-specific and Group-wide roles. Our group sickness rate this year was 4.3%.

⁵⁰ We exceeded our five-year target for MAG to support the education of 50,000 young people. In total MAG's programmes supported 129,094 young people.

EAST MIDLANDS AIRPORT PERFORMANCE OVERVIEW

B LOCAL VOICES

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2017/18	2018/19	2019/20	NOTE	YEAR ON YEAI CHANGE	R
INVESTING IN THE COMMUNITY	We will continue to operate community funds and encourage all our people to take part in community work.	To promote volunteering with a long-term target that 30% of colleagues will participate.	% of employees who volunteered.	26.0%	28.0%	27.8%		-0.2%	^
			Number of volunteer hours.	1,015	1,003	1,391		+38.7%	^
	Invest £100k annually through community funds.		Total community investment through community funds (£).	£59,239	£56,215	£59,864		+6.5%	^
A TRUSTED COMPANY	We will operate our business in a way that commands trust in our conduct and our communications.	Building on our community impact studies, we will devise a new metric and measure and report the degree to which we are trusted.	Good neighbour feedback (%) from community impacts studies (EMA).	76.0%	76.0%	58.6%		-17.4%	<>
PROMOTING INTERNATIONAL CULTURE	As we seek to foster closer international links to new markets, we will promote the development of language and cultural links.	Bring language and culture to local school partnerships.	Number of young people to whom EMA have introduced to other international cultures and languages.	-	-	-	51	-	-
REACHING OUT TO THE COMMUNITY	We will deliver community outreach programmes at each MAG airport.	A minimum of 50 outreach meetings annually.	Number of outreach meetings held.	8	8	10		+25.0%	^

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LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW

ZERO CARBON AIRPORTS

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR		2017/18		2018/19		201	9/20	NOTE	YEAR ON YEA CHANGE	.R
ENERGY AND CARBON SMART	We will reduce climate change emissions by increasing efficiency	Reduce climate change emissions by increasing efficiency by 16,000	Total energy use (kWh, 'SECR Scope').		No data		59,405,579		62,380	,363	52, 53	+5.0%	~
	and obtaining energy from renewable sources.	MWh, by 2020.	Market-based emissions (tCO ₂ e/traffic unit, 'SECR Scope').		No data		0.107).124	52, 54	+16.3%	Y
			Net market-based carbon emissions (tonnes of CO ₂ e, 'SECR Scope').		No data		0			0	52,	0.0%	^
PREVENTING POLLUTION	We will control activities and developments at our airports	Achieve 100% compliance with environmental permits and maintain	% of samples within water discharge consent limits.		84.0%		93.5%		10	0.0%		+6.5%	
	to protect the environment.	ISO14001 accreditation.	% of samples within effluent discharge consent limits.		98.0%		90.7%		3	1.8%	55	-8.9%	~
			% of major operational sites with ISO14001.		100.0%		100.0%		10	0.0%		0.0%	
			Total breaches of air quality limits.		0		0			0		0.0%	
REDUCING SUPPLY CHAIN EMISSIONS	We will work in partnership with our suppliers to identify and implement carbon emission savings.	We will measure and report supply chain emissions.	We calculated our supply chain emissions for 2015/16, identifying that these were <1% of our carbon footprint.		-		-			-		-	-
ELIMINATING WASTE	We will minimise waste, promote recycling and eliminate landfill.	Send no waste to landfill after 2018 (excluding international	% of waste diverted from landfill.		100.0%		100.0%		10	0.0%		0.0%	
		catering waste), where no other options are available.	Total waste tonnage.		6,945		8,195		(,522		-20.4%	
BALANCED NOISE MANAGEMENT	We will limit and try to reduce the number of people affected by noise from airport operations.	people affected by noise our Noise Action Plan and update	% of departures within preferred noise routes.		99.6%		99.6%		9	9.7%		+0.1%	
			% of flights using continuous descent approach.		94.1%		94.7%		9	4.7%		-0.1%	<>
			Number of complaints per 1,000 air traffic movements.		48.5		68.0			72.4	56	+6.5%	~
			Noise Footprint 57 dB LAeq day (07:00 – 23:00). Airport, Area, Population	STN 23.5	5km ² 2,450	STN 28	8.5km ² 2,100	STN	28.5km ² 2	,500	57	+19.0%	~
			Noise Footprint 57 dB LAeq night (23:00 – 07:00).	STN 9.6k	km² 400	STN 10	0.3km ² 450	STN	10.8km ²	450	57	0.0%	()
		ADDITIONAL KRIS	Airport, Area, Population		0017/10		0010/10		003	0/00	NOTE	YEAR ON YEA	.R
		ADDITIONAL KPIS	INDICATOR		2017/18		2018/19		20	9/20	NOIE	CHANGE	
		Maintain at least 50% mode share to public transport to the end of 2019.	% of passengers using public transport (data collected in annual years 2017, 2018, 2019).		50.8%		50.3%		5	1.7%	58	1.4%	^
		Grow rail mode share from 22% to 25% by the end of 2019.	% of passengers using rail transport (data collected in annual years 2017, 2018, 2019).		30.2%		31.3%		3	1.3%	58	0.0%	<>

This year we have changed the scope of reported energy use and emissions so that it aligns with the government's new Streamlined Energy and Carbon Reporting requirements.

To enable comparison, we have included restated figures for 2018/19. Our Energy and Emissions Report provides more information about our carbon footprint. We measure carbon intensity against traffic units, which are defined by the International Air Transport Organisation as equivalent to 1,000 passengers or 100 tonnes of freight.

⁵³ Our energy use increased this year, driven by a modest increase in gas consumption. We use gas to heat the terminal building and to provide hot water. As such, annual consumption fluctuates with temperature changes.

Our emission intensity increased this year. This is driven by increased use of gas, combined with a 5% reduction in the number of traffic units. Our airport operations continue to be carbon neutral, and all emissions have been offset, and our CSR Strategy includes a commitment to transition to zero carbon operations.

This year Stansted Airport was issued new trade effluent consents by its sewage undertaker. These include new water quality limits which it has not always been possible to meet. We are working with the regulator to improve performance in this area.

⁵⁶ The number of air traffic movements at Stansted Airport reduced by 4% this year, whilst the number of complaints remained consistent (+0.1%) with last year. As a result, the number of complaints per movement increased.

⁵⁷ Our noise contours are influenced by the number of flights, types of aircraft, routes flown and wind direction. These factors, combined with small changes to runway use, driven by annual variability in wind direction, can significantly change the shape, size and population within noise contours changes annually

⁵⁸ This measure is not reported in MAG's CSR Report and has not been subject to verification by TUV. Data is sourced from Civil Aviation Authority (CAA) passenger surveys, data is provisional until finalised by the CAA.

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LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL

ISSUE	STRATEGIC CSR OBJECTIVE	MAG TARGET (COLLECTIVE TARGETS FOR ALL GROUP AIRPORTS)	INDICATOR	2017/18	2018/19	2019/20		YEAR ON YEA CHANGE	R
SUPPORTING BUSINESS	With a particular focus on the regions we serve, we will maximise the economic impact of our operations.	We will support local, small and disadvantaged businesses so that they are better equipped to supply our airports.	% of local (within 25 miles of airports) businesses supplying STN.	16.0%	19.0%	18.0%		-1.0%	<>
		We will target and measure our outcomes.	Direct Economic contribution of Stansted Airport to the regional economy (GVA) (£M).	850	900	Not measured this year	59	-	-
PROMOTING EMPLOYMENT	We will create opportunity offering jobs and support with skills by developing the scope and scale of our airport academies.	To inform our development strategies, we will regularly analyse and report the economic impact of our operations.	Number of people trained through airport academy.	135	239	307		+28.5%	^
			% of people who have received training through airport academy and then are placed into employment.	29.6%	41.0%	30.0%	60	-11.0%	~
MEETING THE NEEDS OF ALL PASSENGERS	We will ensure that we recognise and provide for those passengers who have special needs.	To provide training placements for 5,000 people by 2020, at least 50% placed into employment since 2014/15.	Departing – Notified Passengers – % of all departing notified disabled passengers and those with reduced mobility provided with assistance within 30 minutes of making themselves known at a designated point.	No data	100.0%	100.0%	61	0.0%	^
			Departing – Non-notified Passengers – % of all departing non-notified disabled passengers and those with reduced mobility provided with assistance within 45 minutes of making themselves known at a designated point.	No data	100.0%	100.0%	61	0.0%	^
			Arriving – Notified Passengers – % of arriving pre-notified disabled passengers and those with reduced mobility, receiving assistance within 20 minutes from 'on chocks'.	No data	97.7%	98.7%	61	+0.9%	^
			Arriving – Non-notified Passengers – % of arriving non-notified disabled passengers and those with reduced mobility receiving assistance within 45 minutes from 'on chocks'.	No data	99.8%	99.9%	61	+0.2%	^
			Guest satisfaction – Average rating for financial year.	No data	4.11	3.67	61, 62	-10.7%	>
SPONSORSHIP AND GIVING	We will support organisations that make the regions we operate in vibrant places to live and work.	By 2020 we will invest at least £500,000 in our charitable donations and sponsorships (annual).	Total annual given charitable donations and sponsorships (£).	£237,365	£513,344	£171,240	63	-66.6%	()
DEVELOPING OUR PEOPLE	We will build a MAG leadership ethos. We will seek to harness the unique strengths of every individual in the business within a general competency framework	To engage at least 90% of colleagues in a documented and meaningful performance process.	% of colleagues who have completed a performance review.	51.0%	67.0%	No data	64	-	-
	that is fit for purpose.		% of leadership promotions through internally developed candidates.	No data	No data	63.9%	65	-	-

⁵⁹ Due to COVID-19 we did not measure the economic footprint of our airport during 2019/20. As we recover from the pandemic we will monitor the economic benefit our airports provide to regional and national economies and include the results in future reports.

⁶⁰ The number of people securing employment lower than in previous year due to higher numbers of disadvantaged clients with complex needs, who require several interventions to be work ready.

We improved the methodology we use to monitor how we perform in relation to target assistance times and guest satisfaction for passengers with reduced mobility. As a result, comparable data is not available prior to 2018/19.

Our analysis of guest satisfaction scores suggests that the reduction seen this year is due to lower scores from passengers with hidden disabilities. Although these passengers do not use all of the services we offer for passengers with reduced mobility, they are important to us and we will work to improve the services we offer.

Our group target is for MAG to invest £500,000 annually. This year our Group investment totalled £537,938.

⁶⁴ The COVID-19 pandemic has delayed the completion of performance reviews for 2019/20.

We improved the reporting tools used to monitor the number of leadership promotions introduced and delivered new methodologies. This means it is not possible to compare 2019/20 performance against previous years.

LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL CONTINUED

ISSUE	STRATEGIC CSR OBJECTIVE	MAG TARGET (COLLECTIVE TARGETS FOR ALL GROUP AIRPORTS)	INDICATOR	2017/18	2018/19	2019/20	NOTE	YEAR ON YEAI CHANGE	R
POSITIVE ABOUT DIVERSITY	We will value and actively promote diversity to build a business that reflects the regions we serve.	We will work towards an equal gender split. By 2020 we will increase the number of females at leadership level by 10%.	% of females at leadership level.	19.4%	18.9%	31.7%		+12.8%	^
SAFE AT ALL TIMES	We will provide safe places for our colleagues and customers and continually reduce accidents.	By 2020, accidents to employees involving lost time will be reduced by 30%.	Number of accidents to employees involving lost time (Lost time incidents).	4	9	10	66	+11.1%	~
A POSITIVE WORKING ENVIRONMENT	We will engage colleagues, providing an environment within which they can improve their health and wellbeing.	We will continue to reduce sickness and absence as we work towards a target of 3.5% by 2021.	Annual sickness and absence %.	No data	No data	No data	67	-	-
AN ENGAGED WORKFORCE	We will create an inclusive environment where colleagues can contribute to the improvement of MAG and are proud to be part of the business.	By 2018 we will increase colleague engagement by 15% from 2014/15.	Colleague engagement score.	No survey carried out this year	No survey carried out this year	58.0%		-	-
SUPPORTING YOUNG PEOPLE	We will help young people to prepare them for the world of work and make work an inspiring choice.	To directly support the education of at least 50,000 young people by 2020.	Number of young people's education directly supported by STN.	11,542	13,391	9,324	68	-30.4%	<>

ADDITIONAL KPIS	INDICATOR	2017/18	2018/19	2019/20	NOTE	YEAR ON YEAR CHANGE	R
Our aim is to support 550 local people into work per year.	Number of people placed into employment within the airport site.	556	964	511	69	-46.9%	~
Generate £2 million worth of new contacts for local business.	Value of contracts generated for local business per annum.	£9.3m	£1.9m	No data	69, 70	-	-
Employ a certified an systematic management of health and safety.	RIDDOR reportable accidents.	1	3	3		0.0%	<>

⁶⁶ MAG has low number of lost time accidents. This year we recorded one additional lost time accident at Stansted Airport. Our teams are fully committed to ensuring our colleagues are safe at work.

⁶⁷ Our leaders manage sickness and absence for their respective teams. As a result, we do not measure sickness at an airport level. This is because individuals based at our airports work in a combination of airport-specific and Group-wide roles. Our group sickness rate this year was 4.3%.

⁶⁸ We exceeded our five-year target for MAG to support the education of 50,000 young people. In total MAG's programmes supported 129,094 young people.

⁶⁹ The number of people securing employment lower than in previous year due to higher numbers of disadvantaged clients with complex needs, who require several interventions to be work ready.

COVID-19 has delayed the completion of the post-event report for the 2019 Meet the Buyers event.

LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW



ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2017/18	2018/19	2019/20		YEAR ON YEA CHANGE	R
INVESTING IN THE COMMUNITY	We will continue to operate community funds and encourage all our people to take part in community work.	To promote volunteering with a long-term target that 30% of colleagues will participate.	% of employees who volunteered.	11.0%	19.0%	19.5%		+0.5%	^
			Number of volunteer hours.	4,832	7,191	11,807		+64.2%	^
		Invest £100k annually through community funds.	Total community investment through community funds (£).	£97,313	£219,272	£49,125	71	-77.6%	~
A TRUSTED COMPANY	We will operate our business in a way that commands trust in our conduct and our communications.	Building on our community impact studies, we will devise a new metric and measure and report the degree to which we are trusted.	Good neighbour feedback (%) from community impacts studies (STN).	No survey carried out this year	No survey carried out this year	No survey carried out this year	72	-	-
PROMOTING INTERNATIONAL CULTURE	As we seek to foster closer international links to new markets, we will promote the development of language and cultural links.	Bring language and culture to local school partnerships.	Number of young people to whom STN have introduced to other international cultures and languages.	_	-	-	73	-	-
REACHING OUT TO THE COMMUNITY	We will deliver community outreach programmes at each MAG airport.	A minimum of 50 outreach meetings annually.	Number of outreach meetings held.	26	14	13	74	-7.1%	~

Given relatively high cash reserves had been accumulated over several years, in 2018/19 the Stansted Airport Community Fund was able to increase its support for local good causes. In 2019/20 the find returned to normal operations.

 $^{^{72}}$ Survey was last conducted in 2015/16, recording 69% 'good neighbour' score. We will conduct a further survey in 2020/21.

⁷³ This programme does not run at Stansted Airport.

⁷⁴ This year we hosted 90 outreach sessions across MAG airports, of which 13 were at Stansted Airport – this is a reduction of 1 compared to last year.

77 INDEPENDENT ASSURANCE STATEMENT

INDEPENDENT ASSURANCE STATEMENT

MANCHESTER AIRPORTS GROUP



MAG Airport Ltd (MAG) has engaged TÜV NORD to provide independent assurance over "Working together for a brighter future. MAG Corporate Social Responsibility Report 2019/20" (herein referred to as "the report"). The assurance engagement has been performed using a moderate level of assurance according to Assurance Standard AA100AS:2008. The aim of the engagement is to provide assurance regarding the report's adherence to the chosen reporting guideline, AccountAbility Principles as well as reliability and objectivity of the reported information. The report has been declared to comply with the "in accordance" - Comprehensive Option of the Global Reporting Initiative's Sustainability Reporting Standards (GRI SRS) and covers all of MAG's business activities and locations.

SCOPE OF WORK

Independent assurance within the reporting period comprised of

- Reliability of reported information
- Adherence to the GRI SRS Reporting Principles
- Adherence to the requirements according to GRI SRS "in accordance" - Comprehensive Option (for those indicators deemed material)
- Adherence to the AccountAbility Principles

The engagement has been performed using a Type-2 Engagement with a moderate level of assurance according to Assurance Standard AA1000AS:2008 and covered the following chapters of the report:

- Our approach to CSR
- Zero Carbon Airports
- Opportunity for All
- Local Voices
- 2019/20 Performance

Within the assurance scope various reported GRI Indicators have been verified. These included the GRI SRS Standard Disclosures according to the chosen reporting option, Specific Disclosures and GRI G4 Sector Disclosures for airport operators, determined by MAG's materiality analysis as described in "Our approach to CSR":

201-1	201-2	201-3	201-4	202-1	203-1
203-2	204-1				
305-1	305-2	305-3	305-4	305-5	
405-1	405-2	413-1	413-2	416-1	416-2
A01	A02	A03	A05	A07	A09

LIMITATIONS AND EXCLUSIONS

Excluded from the scope of work are the following:

- Statements regarding the company positioning
- Information not related to the defined reporting period
- Specific information of the suppliers
- Financial data (as provided in MAG's Annual Report)

An engagement with a moderate level of assurance relies on riskbased sampling for assurance of the reported information. It also relies on MAG's internal data collection processes. Hence, based on the mentioned limitations and exclusions, this statement should not be relied upon to detect all misstatements or errors that may exist.

RESPONSIBILITIES

The sole responsibility for the content and presentation of the report lies with MAG.

TÜV NORD did not, in any way, contribute to the preparation of the report and its responsibilities are limited to:

- Assurance of the report content using a Type-2 Engagement with a moderate level of assurance according to Assurance Standard
- Forming of an independent assurance opinion
- Reporting the conclusions and recommendations to

METHODOLOGY AND SUMMARY OF WORK PERFORMED

The assurance engagement included, but was not limited to:

- Assessment of MAG's internal systems for data collection and aggregation of report content regarding functionality, accuracy, appropriateness, sources of error and limitations.
- Interviews of relevant personnel from various levels throughout the organisation at the following sites were conducted remotely using appropriate ICT techniques due to the current COVID-19
 - Manchester Airport
 - East Midlands Airport
 - Stansted Airport
- Identification of relevant samples for the assurance of report
- Performance of various verification procedures appropriate to the identified samples.
- Assessment of the methodology and results of stakeholder- and materiality-analysis to identify report content.
- · Evaluation of the reported information against the requirements of the GRI SRS and G4 Sector Disclosures.





CONCLUSION

Based on our independent assurance engagement, nothing came to our attention to suggest that:

- MAG does not adhere to the AccountAbility principles
- the reported has not been prepared in accordance with the GRI SRS
- the reported information is not fairly stated in all material aspects for the defined reporting period.

RECOMMENDATIONS

Based on our work performed, several recommendations for improving the report could be identified. These recommendations are presented in a separate report to MAG as appropriate.

STATEMENT OF INDEPENDENCE, IMPARTIALITY **AND COMPETENCE**

TÜV NORD is an independent assurance provider, whose employees have extensive experience in the assessment and assurance of sustainability information and associated processes and systems for data collection. TÜV NORD GROUP operates a certified Quality Management System according to ISO 9001, ensuring and actively managing the quality of all processes related to appointment of auditors and compilation of assurance teams.

Members of the assurance team are not involved in any other projects or activities that would cause a conflict of interest with regard to the assurance engagement.

London, 18.09.2020

BHOOSHAN GARGE AUDITOR

ANDREW ELY AUDITOR

TÜV UK LTD TÜV NORD GROUP





