



WORKING TOGETHER FOR A BRIGHTER FUTURE

MAG Corporate Social Responsibility Report
2020/21





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WELCOME

from the Chair of MAG's CSR Committee

As chair of the CSR Committee, I see MAG's genuine deep commitment to building a more sustainable and responsible business. The publication in 2020 of the new five-year CSR Strategy 'Working Together for a Brighter Future' was another important step in this journey. With the devastating impact that the global pandemic has had on aviation, I have been pleased to see the team at MAG respond positively to the challenges, talking to stakeholders to confirm that the Strategy continues to prioritise the right issues and will deliver the improvements that will be required as we recover.

Interest in the environmental and social impacts of the business continues to build and increasingly stakeholders seek reassurance that companies have embedded the right practices and culture. I am pleased that this year MAG has again provided comprehensive disclosure against the best practice set out by the Global Reporting Initiative. We support transparency and continue to evolve our reporting, including our reporting of climate change, this year responding more fully to the recommendations of the Taskforce on Climate-Related Financial Disclosures. How we mitigate our emissions and adapt to the impacts of climate change are central considerations for the CSR Committee.

This year the CSR Committee has continued to consider a wide range of subjects including diversity and inclusion; the inclusivity of customer services; gender pay differences; the risks of modern slavery; long-term development planning; noise and night flying; our

employment and skills programme, MAG Connect; and how we transition MAG's airports to net zero emissions. This year I have been particularly pleased to fully integrate health and safety in the work of the Committee, as we have developed our oversight and monitoring role and supported the development of a new strategy.

Finally, I would like to pay tribute to the team at MAG. This has been a challenging year, with difficult choices. I have been extremely impressed by resilience of the whole team and the way they have responded to the pandemic.



Vanda Murray OBE
Chair of CSR Committee



WELCOME

from MAG's Group Chief Executive



This report comes at an important time, as restrictions on international travel have begun to ease and we take our first tentative steps towards a sustained recovery. Last year I was pleased to announce the publication of our new CSR Strategy, 'Working Together for a Brighter Future'. Whilst the pandemic has had a profound impact on our business and the aviation industry, we remain confident that our strategy is the right one and that putting corporate responsibility at the heart of what we do will both strengthen and hasten our recovery.

Later this year, the eyes of the world will be on the UK as we host the major international climate conference COP26. MAG was the first UK airport operator to make its airport operations carbon neutral. By reducing our energy use and switching to renewable power we have reduced our emissions by 97% with residual emissions offset. Our new strategy will see us take the next step, to remove remaining emissions and achieve net zero carbon operations no later than 2038.

This year I was pleased to launch our zero emissions aircraft challenge, another way in which we are signalling our intent by supporting the development of zero emission aircraft. We are committed to working with partners across aviation, with Government and other stakeholders to ensure that we play our part in tackling aviation's climate challenges.

Our airports are rooted in the communities that they serve. As we look to the future, we will ensure that the benefits of a thriving airport are once again shared, to bring prosperity to local people, local business, and regional economies. We look forward to re-starting our education programmes to help young people make up for lost time, and our employment and skills academies will play a pivotal role in recruiting and developing the talented people that will support our recovery and the next chapter in our development.

Openly reporting progress, our successes and challenges is important. We remain committed to regular reporting and this document is accompanied by a comprehensive set of performance data and has been prepared in accordance with the GRI Standards: Comprehensive option'.

I would like to thank all the people who have worked so hard to help MAG through such turbulent times. With their continued support, we will ensure that we build a stronger, more sustainable, and resilient business.

A handwritten signature in black ink that reads "Charles T. Cornish".

Charlie Cornish
Group Chief Executive, MAG



STRATEGY

Our CSR Strategy

Our 2020 Corporate Social Responsibility (CSR) Strategy, 'Working Together for a Brighter Future', set out bold plans for our business for the next five years and beyond. Despite the challenges created by the COVID-19 pandemic and after careful review of our CSR Strategy, we are confident that it remains appropriate, achievable and that it responds to the long-term needs of our stakeholders.

Our commitments

The comprehensive and ambitious commitments included in the CSR Strategy will guide the sustainable development of our business and the regions we serve. Our diverse programme of work spans three strategic priorities: Zero Carbon Airports; Opportunity for All; and Local Voices. Our strategic priorities and the commitments that support them will ensure that we continue to focus on the things that matter most, finding better ways to support the regions we serve and tackle the impacts of airport operations.

Our progress this year

The pandemic has impacted the delivery of the first year of our new CSR Strategy. Despite this, we have succeeded in making progress in several key areas, whilst also building the foundations for a sustainable recovery and future growth. These key areas of progress include:

Building on our climate disclosures

We published our first Greenhouse Gas Emissions Report in October 2020, which included a verified statement of airport-related emissions. This new disclosure intends to provide greater transparency at a time when a growing number of stakeholders are keen to learn more about emissions associated with our business. It accompanies and builds upon our previous GRI 'Comprehensive' disclosures.

Incentivising low-emission flights

MAG launched a competition, worth over a million pounds, offering five years' free landing fees for the first zero-emission commercial aircraft that an airline bases at one of our airports.

MAG CSR Strategy 2020-2025: Strategic Priorities



Providing an inclusive airport experience which is accessible to everyone

The Civil Aviation Authority (CAA) recognised improvements to our services for passengers with reduced mobility, with all airports now meeting or exceeding our target CAA rating of 'Good'.

Assisting our colleagues

Our Airport Academies have quickly adapted to provide outplacement support to colleagues leaving the business. Offering practical and emotional help, the Academies have supported over 430 people over the last year, assisting many in quickly identifying new job opportunities.

Championing our communities

Since last spring, airport colleagues have been engaged in over 23,000 hours of volunteering. In addition to engaging with communities in this way, our Community Funds provided more than £253,000 to support the work of over 130 local community organisations during the initial year of the pandemic.

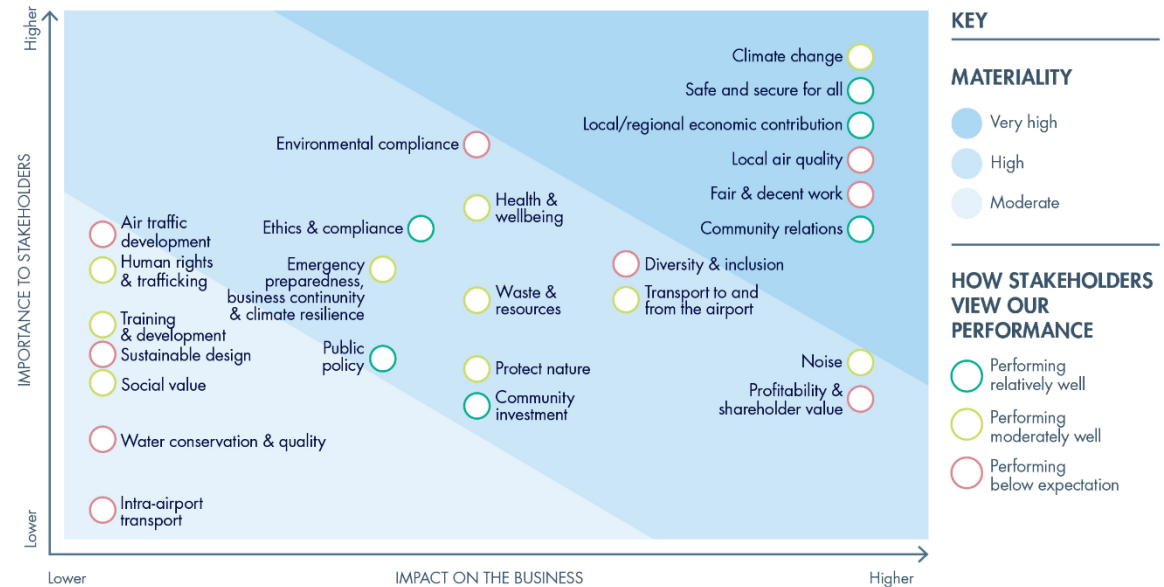


Knowing what's important

For our business to thrive, it is essential that we understand and respond to the issues which matter most to our diverse range of stakeholders. Our 2020 CSR Strategy is informed by widespread stakeholder engagement and a materiality assessment that was conducted in 2018. Given the shared impact of the COVID-19 pandemic on MAG and our communities, we commissioned an independent review of our materiality assessment to ensure that our programmes and resources continue to target the areas where they were needed most.

Climate change has become the most material issue for our business. Areas of increasing importance for our stakeholders are local air quality, fair and decent work, diversity, and inclusion. Reflecting reduced levels of air traffic in 2020, some stakeholders reported that noise had reduced in importance. However, for us, noise remains a priority, and we recognise that it will continue to be important to our local communities. In response to the disruption caused by the pandemic, we worked with our CSR Committee to review and agree a smaller, tightly focused CSR programme that would enable us to accelerate some of our work in pressing areas.

OUR MATERIALITY MATRIX



The renewed materiality assessment that we adopted in 2020 confirmed that our CSR Strategy continues to provide an ambitious set of goals that reflect our key priorities. To address the immediate need created by the pandemic, we are redoubling our efforts around mental health and wellbeing, and community support and volunteering. In a reflection of the business environment, we have re-phased some of the delivery of our strategy. However, we are determined to ensure that we are best placed to make rapid progress once conditions improve and achieve everything, we set out in our long-term CSR Strategy.

This approach will ensure that we are able to target our resources effectively, respond to the full range of challenges our business and communities face and put in place foundations that will ensure our recovery is sustainable. Our focus for the next year is to:

- Continue to meet our regulatory obligations and public commitments.
- Introduce sustainability league tables that will encourage quieter, more fuel-efficient aircraft operations at our airports.
- Maintain our existing environmental, energy-related, and occupational health and safety management certifications (ISO 14001, ISO 50001 & ISO 45001).
- Enhance our approach to tackling modern slavery.
- Offer high-quality inclusive customer experience, maintaining a Civil Aviation Authority rating of at least 'Good' at all airports.
- Support local suppliers through our highly regarded 'Meet the Buyer' events.



Governance

MAG is committed to maintaining the highest standards of corporate governance and the company reports against the Wates Principles, which we have adopted as our corporate governance code.

We have been able to navigate the exceptional circumstances we have faced thanks to our governance structure and to the dedication, strength, and resilience of our colleagues. Whilst MAG is a privately held company with 11 shareholders, we ensure that we take the governance approach of listed companies and interpret and adopt best practice in our governance structure.

We have established a subcommittee of the Board that oversees our CSR Strategy and delivery, which is chaired by Vanda Murray OBE, one of our non-executive directors.





More information on our governance approach can be found in our [Annual Report](#).

Alignment and contribution to the United Nation's Sustainable Development Goals

We embrace the vision set by the United Nations in its Sustainable Development Goals (SDGs). Collectively the United Nations' SDGs address global challenges and create a pathway to a better and more sustainable future. The positive benefits we can deliver regionally and nationally will enable us to play our part in the global effort to build a brighter future.

MAG's CSR programmes will contribute to the achievement of many of the Sustainable Development Goals. However, the targeted interventions of our CSR Strategy will contribute most to:

- SDG8 Decent work and economic growth.
- SDG10 Reduced inequalities.
- SDG11 Sustainable cities and communities.
- SDG13 Climate action.

UN SDG	Explanation	How MAG can contribute
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	With over 40,000 people working in businesses across MAG's airports, we can foster economic growth and productivity and support the creation of good jobs and quality employment, locally and regionally.
 <p>10 REDUCED INEQUALITIES</p>	Reduce inequality within and among countries.	As major businesses in the regions in which they operate, our airports have the opportunity to help to reduce inequalities in our communities. We can do this by supporting people into work and investing in areas of deprivation. As a major employer, we can also reduce workplace inequalities by ensuring we are an inclusive and diverse place to work.
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	Make cities and human settlements inclusive, safe, resilient and sustainable.	We can work with the communities around our airports to be a positive force. Our businesses generate jobs, infrastructure, income, partnerships and investments and contribute to the sustainable development of the local area.
 <p>13 CLIMATE ACTION</p>	Take urgent action to combat climate change and its impacts.	Our airports have a proven track record, reducing emissions from our operations and achieving carbon neutrality. Our airports can go further, reducing remaining emissions, improving the climate resilience and climate preparedness of our operations and cultivating collaborative approaches to reduce the impacts of the wider aviation industry.



RESPONDING TO THE COVID-19 PANDEMIC

We have all experienced the challenges of the COVID-19 pandemic. With international travel severely restricted and passenger numbers down over 99% in the initial phase of lockdown, this has been an exceptionally testing year for MAG – our colleagues, our communities, and the wider aviation industry.

Despite this, MAG colleagues have contributed over 23,000 hours of their time volunteering in their local communities since last spring. Their efforts have included supporting elderly community members shielding or living alone, providing telephone support lines and enabling the services of local food banks. MAG colleagues have also worked with the NHS and Royal Voluntary Service to support the construction and operation of Nightingale hospitals and vaccination centres.

Responding to the urgent need for support, we enabled our Airport Community Funds to provide accelerated grant funding to local groups and charities, many of them local food banks. Across our three airports, we have contributed over £253,000, helping over 130 local organisations.

As a direct result of the pandemic and the impact it has had on global aviation, many of our colleagues were furloughed last year. Although our efforts and the flexibility offered by colleagues and trade unions have enabled us to protect the vast majority of roles, we had to make the difficult decision to make some posts redundant. Supporting our colleagues who

were impacted by the redundancy programme was important to us, and so we adapted our MAG Connect Airport Academies to provide support to affected colleagues in the form of training opportunities, personal support, and to connect them to local jobs.

As we look ahead, our overarching priority will be to keep our colleagues and passengers safe as international travel resumes and the business recovers. We are aware of the toll that this past year has taken on colleagues' mental health and wellbeing, and we will continue our efforts to support them with a range of new services and sources of help. The pandemic has also had a significant impact on young people's education due to school closures. We are looking forward to welcoming young people back into our Aerozones as soon as it is safe to do so, and to getting out into our local communities to meet with and listen to our local stakeholders in person once more.

We are deeply appreciative of the tireless work of NHS and other key workers who have worked so hard to minimise the impact of the pandemic. For MAG, the contributions made by our colleagues, who have given their time so generously to support our communities as they respond to the impact of the pandemic, are a particular source of pride. Similarly, the cargo operations at our airports have played an important role in the delivery of vital personal protective equipment and medical supplies.

Despite the challenges of the last 18 months, we are optimistic about the future. As we lay the foundations for future growth and prosperity, we do so with a determination to build back better and an enduring commitment to share the benefits of growth, locally and regionally.



INTERVIEW WITH THE REVEREND GEORGE LANE

COORDINATING CHAPLAIN,
MANCHESTER AIRPORT CHAPLAINCY



Multifaith chaplaincy support during the COVID-19 pandemic

“This has been an incredibly challenging year for everyone, especially for those who have lost someone dear to them. Many people are also living with the stresses caused by the economic downturn and restrictions on our freedoms. Supporting people’s mental health and wellbeing has always been important and remains vital as we start out on the road to recovery.”

The Chaplaincy team at Manchester Airport was established in 1980, and the Reverend George Lane has been the Coordinating Chaplain at the airport since February 2012. The work of Reverend George Lane and our colleagues at Manchester is an example of the great work that is carried out at each of our airports.

Multifaith chaplaincy teams at each of our airports support passengers and colleagues, providing spiritual, pastoral, and humanitarian care, whatever their faith. The impact of the pandemic on the community has resulted in the chaplaincy team being even busier than usual; Reverend Lane and his team were called upon to offer end-of-life ministry, officiate at funeral services, scatter ashes in a memorial spot alongside the runways, provide pastoral care to staff and support the bereaved families and

friends of colleagues. Members of the chaplaincy Team have also worked with local communities and charities to coordinate help for homeless people at Manchester Airport during the national lockdowns.

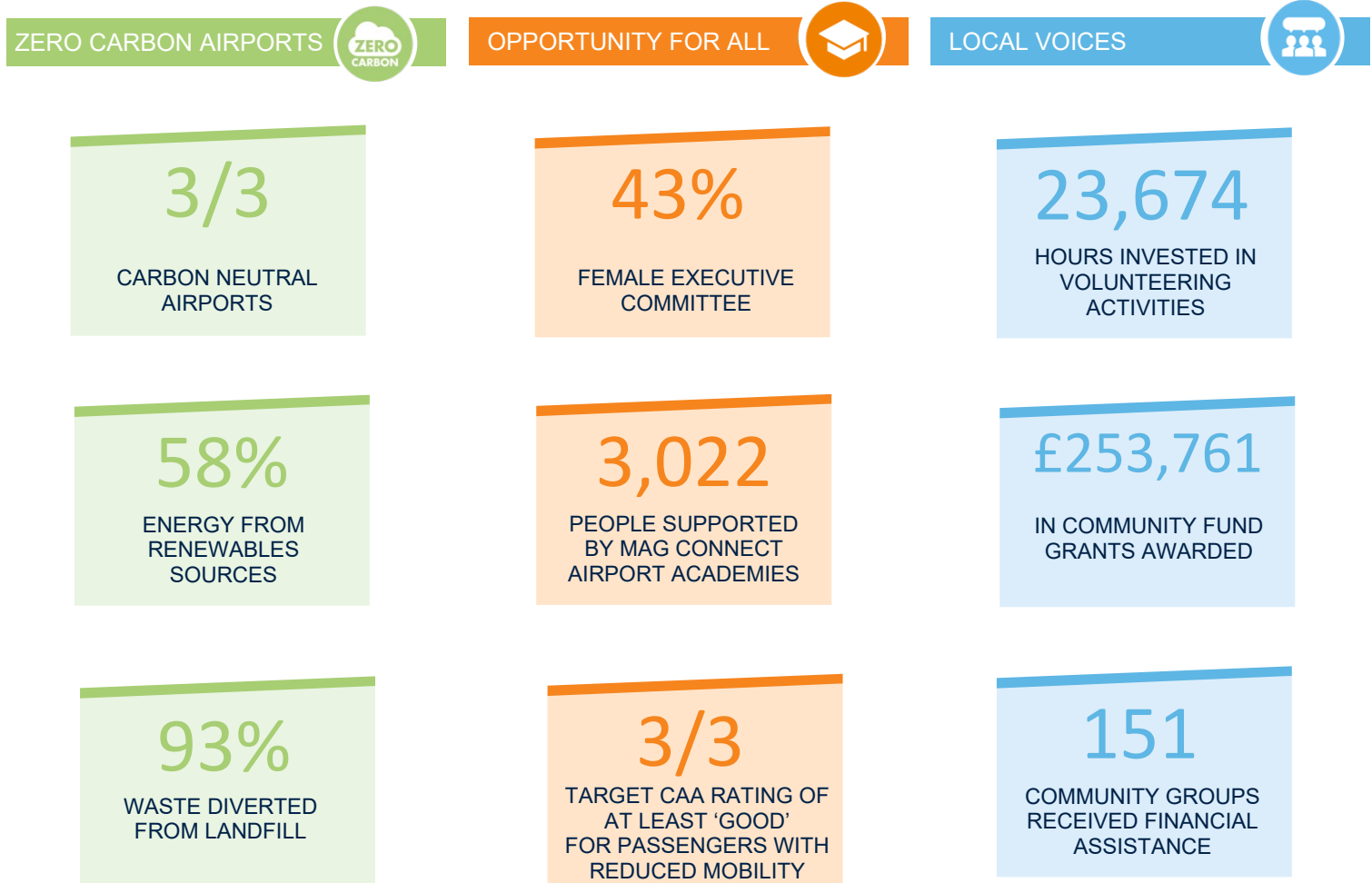
thechaplaincy

help • support • guide



LOOKING BACK AT OUR ACHIVEMENTS

Pages 28 to 51 contain tables that show our performance over the last three years and map our progress towards the targets laid in our Corporate Social Responsibility Strategy 2020-2025. Below are just a few headlines:



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.



ZERO CARBON AIRPORTS

Introduction and achievements

MAG has been dedicated to reducing the carbon intensity of our airports' operations for over 15 years. We became the first carbon neutral UK airport group in 2015, with each airport independently certified to Level 3+ of the Airport Carbon Accreditation programme. This achievement not only recognises our carbon neutral status, but also demonstrates our progress in reducing direct carbon emissions and working with partners to minimise emissions indirectly associated with our business.

Despite the unprecedented challenges of the COVID-19 pandemic on our business, we remain committed to eliminating our residual carbon emissions and reaching net zero by 2038.

The dramatic reduction in passenger numbers because of the pandemic and associated loss of revenue necessitated a focus on maintaining our environmental standards, with some of our new CSR projects placed on hold. However, despite these challenges and the need to rephase the delivery of some of our Zero Carbon Airports programmes to later in the year, we were able to meet several key commitments.

They include:

- The launch of a competition offering five years' free landing fees to the first electric commercial aircraft based at one of our airports.
- The continued certification at each of our airports to the environmental standards ISO 14001 (environmental management) and ISO 50001 (energy management).

We are confident that through demonstrating leadership, driving change, and collaborating with the wider aviation industry and UK Government, we will succeed in a sustainable recovery while also achieving our longer-term goals.

Climate change

2021 is a pivotal year for determining the future of the global climate. As we head towards the United Nations Climate Change Conference (COP26) in October 2021, the UK and its aviation industry can demonstrate leadership in its journey to net-zero carbon emissions by 2050. We welcome the Government's accounting change to formally include emissions from international aviation and shipping in the UK's sixth carbon budget. MAG also supports the ambition to establish an international commitment to net-zero aviation at the United Nations International Civil Aviation Organisation (ICAO) General Assembly next year.

While the pandemic has had a significant impact on passenger numbers, we are confident that the long-term forecast for travel has not been disrupted, meaning that in the years to come, we anticipate continued strong growth in air travel. Meeting the uplift in passenger numbers while achieving our net-zero target will be a critical priority.



Sustainable Aviation Decarbonisation Road-Map

Sustainable Aviation is a coalition of the UK's major aviation and aerospace companies work together; to deliver a more sustainable industry. MAG was a founding member of Sustainable Aviation 15 years ago. Under MAG's leadership, Sustainable Aviation published its Decarbonisation Road-Map in 2020, committing member organisations to work with Government and international partners to jointly reduce emissions to net zero by 2050. A watershed moment for the aviation industry, the Road-Map sets out the measures that will be taken to fully decarbonise aviation.

These include:

- Aircraft operational improvements and airspace modernisation
- Fleet modernisation.
- Sustainable aviation fuels.
- Future aircraft technologies.
- Market based measures.

This Road-Map highlights the need for the UK Government and our wider industry to work together to unlock important policy barriers.

Over the last 12 months, we have seen a step-change in climate action within the aviation industry. This year our CEO, Charlie Cornish, joined the Government's new Jet Zero Council which was established in June 2020. In March 2021, the Jet Zero Council launched a £15 million 'Green Fuels, Green Skies' competition to support UK companies as they pioneer new technologies to produce sustainable aviation fuels (SAF).

In November 2020, MAG launched a competition offering five years' free landing fees for the first zero-emission commercial aircraft to be based at one of our airports.

Airspace modernisation

Airspace arrangements in the UK have remained largely unchanged for many decades. By continuing to rely on traditional ground-based navigation aids, the industry has not yet captured the full potential of the technology that modern aircraft possess. As part of the Government's national programme of change, our Future Airspace Programme will deliver a transition to satellite-based navigation. This generates the potential to reduce aircraft emissions, manage noise impacts more effectively and ensure that passengers benefit from reduced congestion, fewer delays and the highest standards of safety.

Although impacted by the COVID-19 pandemic, we were pleased to secure Government funding to support the delivery of our Future Airspace programme. We will be working closely with stakeholders, including local communities, to agree how we best structure our flight paths to take full advantage of the opportunities that this once-in-a-generation programme offers.

Sustainable Aviation Fuel

Sustainable aviation fuel (SAF) delivers a carbon reduction of at least 70% compared to conventional jet fuel and, with the additional capture of production emissions, much higher savings. Alongside innovations in electric and hydrogen-powered flight, SAF will play a key role in meeting future increases in passenger demand, while reducing carbon emissions and improving air quality. Establishing UK production facilities for SAF and commercialising the industry by driving down production costs is one of the key objectives of the Government's Jet Zero Council.

Made from waste products such as cooking oils, household rubbish and waste wood, SAF can already be safely used in today's aircraft. It can also be delivered through existing fuelling systems, avoiding the need for costly and disruptive infrastructure changes at airports.



Task Force on Climate-related Financial Disclosures (TCFD)

In 2017, the Financial Stability Board released its report on the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). We recognise the importance of these disclosures and are committed to implementing the recommendations in full. This year we have enhanced our annual reporting by recording against recommendations made by the TCFD. By evaluating climate risks and exposures over the short, medium and long term, this change will inform decision making and support our CSR Strategy. We will continue to refine and develop our approach as we progress our understanding of the financial risks and opportunities of climate change to our business in order to meet the recommendations in full, in line with forthcoming mandatory reporting.

Climate change adaptation reporting

Over the last decade MAG has published two rounds of adaptation risk assessments and reports, identifying risks to our airports from the physical impacts of climate change. The reports include comprehensive coverage of how we expect the climate to change at our airports and the impacts this may have on our business. They also explore the actions we can take to minimise risk and unlock any opportunities which arise from climate change.

Later this year we will be submitting our third Climate Change Adaptation Report to the Government, including the results of our latest adaptation risk assessment.

Airport emissions and carbon footprint

MAG is passionate about ensuring our greenhouse gas emissions reporting is insightful and transparent. We know that climate change is an important issue to our stakeholders and provide annual disclosures which are independently assured by The Carbon Trust. This report provides a detailed breakdown of our energy use and carbon footprint. Following international best practice, which is outlined in the World Resources Institute's Greenhouse Gas Protocol, we disclose both location-based emissions (which reflect the average emissions intensity of the UK energy grid) and market-based emissions (which reflect the procurement decisions MAG has made). By proactively purchasing renewable electricity, which is backed by Renewable Energy Guarantees of Origin, MAG's emissions were reduced last year by 10,735 tonnes CO₂e.

Our energy and carbon performance this year was unusual. As a result of the pandemic, passenger numbers and cargo volumes reduced by 82% (when measured as traffic units). Despite a need to maintain core services and the additional ventilation required to uphold COVID-19-safe operations, our energy use reduced by 14% and our gross market-based carbon emissions reduced by 8%. However, the reduction in traffic handled by our airports increased our location-based emissions intensity from 0.232 tonnes of CO₂e per traffic unit in 2019/20 to 1.190 tonnes of CO₂e per traffic unit in 2020/21.

Our residual emissions were compensated through high-quality Gold Standard carbon offsets. The carbon offsets we purchase are independently verified, ensuring they deliver the carbon reduction we state. Our selection process ensures we purchase offsets from projects that offer a wide range of social and environmental benefits. This year we are pleased to have supported sustainable cookstove projects in Uganda and Sudan.



Kyoga Cookstove Project, Uganda

- 95% of Ugandan families use traditional wood-burning stoves that cause significant levels of smoke inhalation – the equivalent of smoking two packets of cigarettes daily, according to the World Health Organization.
- The Kyoga project distributes locally produced cookstoves.
- The improved stoves lower wood consumption and reduce exposure to wood smoke that can cause respiratory health conditions.
- Over 500,000 households are benefitting from the project.

Darfur Cookstove Project, Sudan

- This project was developed to improve household health by replacing traditional cooking methods of burning wood and charcoal inside the home with low smoke LPG stoves.
- Each stove installed in a household in Darfur saves 4.5 tonnes CO₂e, equivalent to one passenger flying three times between London and New York.
- All households who have been given a stove reported decreases in energy costs.
- 26% of women are starting new income-generating activities with the time saved no longer having to collect wood to fuel their old cookstoves.

The carbon neutral status of our airports is recognised through Level 3+ Airport Carbon Accreditation.

To engage airlines and their customers in the climate discussion, we will this year consult on the introduction of sustainability 'league tables' which recognise the quietest, most efficient airlines operating at our airports.



Energy and environmental management

Our airports have remained open throughout the COVID-19 pandemic to provide important connectivity and freight logistics and we have taken action to minimise energy consumption and emissions as far as possible. These actions include the temporary closure of airport facilities, including Terminals 2 and 3 at Manchester Airport, as well as satellite areas at London Stansted Airport, reducing energy use by 63% and 44% respectively. Reduced traffic levels have also enabled us to accelerate the installation of low-energy lighting, avoiding the operational disruption that these activities would normally cause. Whilst East Midlands Airport continued to operate essential freight movements to deliver goods including personal protective and medical equipment, our passenger terminal was closed between March and June, and again between February and May 2021, leading to a 25% reduction in electricity consumption compared to last year.

Even though the implementation of some of our Zero Carbon Airports commitments has been delayed this year, we remain dedicated to maintaining our standards of environmental management. Our approach to environmental management is aligned with the international standard ISO 14001, with each airport having maintained certification throughout the last year. London Stansted Airport has also retained certification to the energy management standard ISO 50001.



Air quality

Air quality has always been an important issue for our local communities. Our materiality review revealed that it has increased in importance to our stakeholders due to a shared emphasis on green space and wellbeing. Working in partnership with our airlines, service partners and passengers, we have closely monitored, reported, and managed local air quality at all of our airports for many years. This year we recorded one minor breach of air quality objectives, with the short-term objective for ozone exceeded at the 'Sharston' monitoring location to the northeast of Manchester Airport. The levels recorded were consistent with other monitoring in the region and occurred during a period of warm weather. Further information is included in our detailed air quality report which is published [online](#).

Road traffic is the greatest single contributor to emissions which affect local air quality at our airports, and to address this issue we have long encouraged our passengers and colleagues to switch to low-emission alternatives wherever possible. Each of our airports offers a range of public transport options and we provide discounts to colleagues to help them to commute using more sustainable methods of transport. In addition to encouraging colleagues to embrace hybrid working, both at the office and at their homes, we are also working to introduce low emissions vehicles to our airport fleets.

At London Stansted Airport, whilst replacing a number of on-site generators, we have installed enhanced exhaust filters which help to reduce emissions and improve local air quality. The Manchester Airport Transformation Project, which is redeveloping and extending Terminal 2, will strengthen our sustainability offering by providing renewable, emission-free, electrical connections to power aircraft on new parking stands.

Working closely with airlines, air traffic control and our operational teams, we continue to promote sustainable operating practices, including continuous descent approach, continuous climb, and reduced engine taxiing, all of which drive down emissions from aircraft operating at our airports.

Waste

As a result of lower passenger numbers, the volume of waste generated at our airports has fallen significantly, by 89% this year. Despite an overall reduction, the pandemic has increased the use of personal protective equipment and single-use packaging. Frequent changes to the Government's travel rules have had a direct impact on levels of food waste; volatile passenger numbers resulted in increased food waste from terminal retailers.

We know that passengers care about waste and recycling and we work closely with airlines to meet their expectations. Following the introduction of the EU-UK Trade and Cooperation

Agreement in January 2020, aircraft cabin waste originating from Europe has been reclassified, reducing our ability to recycle it. Due to this change, all food and drink no longer intended for human consumption is classified as International Catering Waste. Government guidelines require this waste, along with any other waste it is collected with, to be disposed of instead of recycled as normal. To comply with the regulations, we have been forced to send this waste for landfill and incineration. MAG is working closely with regulators to identify how we can address this growing problem.

Water

Our airports saw a combined rise in water consumption recorded this year from 710 megalitres in 2019/21, to 1,093 megalitres in 2020/21. This is due to the installation of new water meters at London Stansted Airport and East Midlands Airport. This move to increase the accuracy of water measurement at our airports will strengthen our water consumption reporting going forward.

Our CSR Strategy includes a target to achieve 100% compliance with environmental permits, which reflects our commitment to pollution prevention and the conservation of biodiversity and nature. This year, our monitoring identified several occasions when our discharges did not meet the requirements agreed with regulators.

At London Stansted Airport we are currently in the process of adapting to new tighter effluent consent limits which have been introduced this year, and as a result fell short of full compliance with our trade effluent discharge consents in 2020. In order to ensure that we quickly return to full compliance with our high standards, we are working closely with our sewerage undertaker.

In a bid to maintain the natural watercourses surrounding our airports and strengthen our natural environment, MAG undertook planned maintenance work on the River Trent near East Midlands Airport in the summer of 2020. This maintenance work, which was developed collaboratively with the Environment Agency, seeks to minimise impacts from the airport's discharges into the river.



Biodiversity and conservation

The loss of biodiversity is a global issue that, due to its environmental and human costs, affects every industry sector. Addressing this issue has become increasingly pressing for the aviation industry and MAG is well placed to operate within the new legislative requirements.

Dating back to the 1990s, MAG has been addressing nature and conservation as a key issue. We are proud to have a long history of delivering a wide range of ecological mitigation and protection work. Our airports have ongoing programmes in place which aim to protect species such as badgers, bats, owls, and newts. Our airport staff have even recorded otters at our airports!

We understand that we have a responsibility to monitor and mitigate our environmental impact and, as part of our CSR Strategy, we have committed to develop and publish a new Conservation Strategy which will deliver measurable biodiversity improvements in line with the national policy approach to biodiversity net gain.

MAG also welcomed the announcement of the newly formed Taskforce on Nature-related Financial Disclosures (TNFD) which, by the end of 2022, is expected to launch reporting requirements to help businesses appraise nature-related financial risks.

Bonkers about conkers!

During the national lockdown in November 2020, Martin Churley, MAG Group Environment and Energy Manager (pictured right), collected approximately 1,000 conkers. Fast forward six months and, thanks to his home sowing efforts, he now has around 300-400 horse chestnut saplings ready to be planted as part of MAG's new tree-planting programme.

"I know there is a lot of pressure on the bottom line, so wanting to do all of the same things as before isn't going to happen in the short term – but that doesn't stop me. We need to be creative and ask ourselves, 'what do we need to do differently?'"

Martin Churley, Environment and Energy Manager, MAG



INTERVIEW WITH JEFF OVENS, MANAGING DIRECTOR UK & EUROPE, FULCRUM BIOENERGY.



Producing sustainable aviation fuel in the Northwest

“We’re going to continue seeing passengers demand more sustainable ways to fly for business and pleasure, and airlines and airports will very quickly need to figure out how to serve that demand”.

Fulcrum BioEnergy is a company that turns residual household waste into jet fuel, diverting large volumes of waste from landfill and reducing greenhouse gas emissions.

Fulcrum plans to create a fully integrated biorefinery with a direct pipeline connection to Manchester Airport, creating the potential to make ours the world’s first airport directly connected to a sustainable aviation fuel (SAF) production facility. The company hopes to secure planning permission to build the Fulcrum NorthPoint plant on the site of a previous oil refinery located at Stanlow Refinery, Ellesmere Port, in the Northwest of England. Subject to permission, the SAF plant could be operational by early 2026.

Jeff Ovens, Fulcrum BioEnergy’s Managing Director for the UK, and Europe, is leading the development of the site at the Stanlow Refinery, approximately 30 miles away from Manchester Airport. He said: “Sustainable Aviation Fuel has a huge role to play in decarbonising our economies. There has been a lot of interest in electric and hydrogen flight, and both of those technologies will play their part in the future. However, they have their technical and commercial limitations, and both require costly changes to

infrastructure at the airports. The benefit of SAF is that it can be used in exactly the same way as existing fossil fuels and in the same engines, meaning it is a nearer-term solution.

MAG’s Group CSR and Future Airspace Director, Neil Robinson, said: “Sustainable Aviation Fuel has a huge role to play in the future of aviation, and so we’re really excited to see Fulcrum choose Stanlow as a base for their future operations. This will mean that soon airlines flying from Manchester Airport will be able to refuel using SAF, directly cutting their carbon emissions.”



OPPORTUNITY FOR ALL

Introduction and achievements

Our airports provide people travel hubs, support thousands of jobs and make an important contribution to both our regional and national economies. We believe that our airports should be inclusive places which represent the diversity of the regions they serve, develop the talent they employ and inspire the next generation of aviation professionals.

The impacts of the COVID-19 pandemic have been profound, affecting opportunities for education, employment, and business growth at MAG airports and across our communities. As the hardest hit sector during the pandemic, the aviation industry has unfortunately had to reduce the number of people it employs, but we are confident that our recovery will present the opportunity for sustained growth in the coming years.

As we lay the foundations for recovery, we remain committed to ensuring that our passengers, colleagues, and the communities around our airports will share the benefits of future growth. As such, our CSR Strategy, and the measures we put in place, will ensure that our airports continue to provide opportunity for all.

Employment and employment practice

MAG, like many organisations over the last 12-months, received Government funding in the form of furlough support for staff. While many of our colleagues have been on furlough throughout the pandemic, we also had to make some posts redundant last year. Although a necessary response, given the impact on global aviation, it was still a very difficult decision for us. We worked closely with Trade Unions to protect as many roles as possible and agree our approach to furlough and redundancies (voluntary and compulsory). These measures included maintaining diversity in the workforce and retaining talent. These principles were agreed prior to their implementation, and we will continue to maintain an open dialogue. We are grateful for this essential economic support which has enabled us to retain colleagues in the business, and the cooperation shown by the trade union representatives.

In anticipation of an increased stakeholder interest in economic transparency, we have decided to include further disclosures on the economic and tax performance metrics in this year's report. This can be found [here](#).

Outplacement support

In order to support our colleagues who were impacted by the redundancy programme, we adapted our MAG Connect Airport Academies to provide outplacement support. Between December 2020 and March 2021, our Airport Academies hosted eight virtual outplacement events, providing advice and support on CV writing and employability skills, and giving attendees access to the Rapid Response Service unemployment support provided by the Department for Work and Pensions (DWP). Local employers also attended the virtual events to promote their live vacancies, offering over 1,000 roles. In addition to the events, colleagues received weekly lists of local vacancies and one-to-one support. Four hundred and thirty-five colleagues benefitted from this support across our airports.

"I found all the information so helpful. Having worked at the airport for so many years, I felt quite daunted about looking for a new job. This has made me feel excited about my new future."

W.S. at London Stansted Airport

"I love my new role, and my advice to others would be think outside the box and don't be afraid to apply for different roles in different industries, your skills will shine through and are transferable."

M.M. at Manchester Airport



Looking ahead

Our new operating model is enabling colleagues across our three airports to work in a more collaborative manner and a new policy of hybrid working will have long-term benefits for our colleagues and our business. As part of our 2020 CSR Strategy, we have committed to establishing an Employment Charter to ensure that every current and prospective employee is able to reach their potential.

Education and employability

MAG Connect

MAG Connect is our award-winning, flagship education and employment programme which aims to engage and support the next generation of aviation professionals. The programme provides early inspiration to school children, skills training to current and prospective airport employees and connects job seekers with work.

Each of our airports offers a MAG Connect Airport Academy that provides a one-stop shop for anyone looking for a job or training in aviation, customer services and logistics. Since 2015, our Airport Academies have made more than 38,000 job referrals, linking local people with employment in aviation.

E-learning

This year, we adapted our education programmes to enable our MAG Connect Airport Academies to provide free upskilling and e-learning accredited programmes. The courses were delivered by our partner colleges, Trafford College, Stephenson College and Harlow College, and were available to all colleagues, including those on long-term furlough, and members of the local community. The initiative offered over 80 courses, covering topics such as customer service, building a business, health and social care, equality and diversity, and mental health.

Supporting early education

We know that it is important to engage and inspire the next generation of aviation professionals. In 2019-20, nearly 7,000 young people visited our MAG Connect Aerozones and our wider programmes supported the education of 26,000 people between the ages of 3 and 18. This year, whilst the pandemic prevented us from hosting educational visits, we have worked with a range of local schools to provide education packs and books which have supported home-learning programmes. In October, we held a virtual event for local primary school children. The 'People Who Help Us' event focused on a day in the life of an airport and included a live tour of one of our fire stations and a Q&A with a fire fighter, guest speakers from Airfield Operations and Passenger Services, and puzzles, games and videos.

"This was a great experience for children – especially if they have never been to an airport before. Also learning about different job roles and their skills. It highlights quite a few objectives of the curriculum, along with broadening their experiences and knowledge."

**Teacher, Years 1 and 2,
Snarestone Church of England Primary School,
Leicestershire.**

"What an interesting and enjoyable afternoon! All of the guest speakers were very interesting and interacted well with the children. Thank you!"

**Teacher, Year 3,
Northenden Primary School,
Greater Manchester.**

Our education team will be closely reviewing the Government's plans so that we can play our part in supporting the drive to help young people catch up on missed learning. We will also reflect on the positive feedback received from attendees of our online education events and look to host similar virtual education sessions to increase the reach of our ongoing education programmes.



Health, safety, and wellbeing

We believe that everyone who comes to our airports – whether they are our colleagues, passengers, or business partners – should be safe and cared for. That is why health, safety and wellbeing are key priorities for MAG.

In response to the pandemic, we have implemented wide-ranging health and safety measures, making our airports COVID secure to protect our colleagues and passengers. In January 2021, East Midlands Airport was the first airport to obtain the Civil Aviation Authority's public health accreditation. Manchester Airport and London Stansted Airport have also achieved accreditation. This year we have maintained our certification to the international health and safety standard ISO 45001.

We have also strengthened our management model for health and safety. This has been achieved through a changed organisational structure, which has standardised our operations across our airports, and is designed to facilitate the sharing of insight, best practice and expertise.

Later this year, we will publish our new three-year Health and Safety Strategy. It will address health and safety, fire safety and resilience and include a defined programme of activity phased over three horizons:

- Horizon 1: Planning and building foundations.
- Horizon 2: Transformation.
- Horizon 3: Culture.

Our Vision Zero initiative sets us an ambitious target of having no injuries to anyone across our airports each year. Over the last year, the number of reportable incidents has decreased significantly by 83%. This is closely linked to the fall in passenger numbers at our airports. As passenger levels rise once again, we are focused on ensuring that this is managed in a safe manner and will run safety refresher courses and communicate safety initiatives to our colleagues who will be returning to work.

Making our airports COVID-19 secure

This year, we have been agile in response to evolving Government guidance and developed our control measures in partnership with an independent medical panel. Our COVID-19 initiatives focus on surface cleanliness, social distancing, and ventilation, and cover the entire passenger journey. Our on-site COVID-19 testing services enable passengers to obtain tests which meet the requirements of the UK and international government travel policies. As numbers increase, we are fully committed to working with the Government to ensure a safe and effective recovery.

Mental health and wellbeing

The mental health and wellbeing of our colleagues is a key priority to MAG and has been a particular focus for us as we support our colleagues during the pandemic. To complement our network of mental health first aiders, MAG continues to provide all colleagues with free access to independent, confidential support services. Our focus on wellbeing is sustained throughout the year with weekly 'Wellbeing Wednesday' discussion briefings offering mental health and wellbeing advice to all colleagues. Targeted initiatives provide additional support and engagement, seeing MAG celebrate events such as World Mental Health Day and offer all colleagues free flu jabs.

To further support our colleagues, this year we intend to implement more frequent colleague surveys, using new software which we acquired in 2020 to do just that. While surveys are not a substitute for a conversation, they will help us to gain a broad overview of how our colleagues are feeling and will enable us to respond in an effective manner. As we recover from the pandemic, we will also be offering resilience training and considering mental health and wellbeing as we implement our new Workplace Strategy and support colleagues returning to work.

Equality, diversity, and inclusion

Ensuring we secure and retain the very best talent will be vital to the growth and success of our business over the coming years. Our airports need to reflect the regions and the passengers they serve, bringing diversity of experience and background to our decision making and leadership. As we strive to recover sustainably, we have an opportunity to drive meaningful changes to our colleague population and company culture and accelerate the pace of change in this area.

At MAG, we believe that equity, equality, diversity, and inclusion build a strong, unified culture and create a great place to work. We know that everyday acts of inclusion need to involve us all if they are 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. To help all our colleagues reach their full potential we have launched a renewed focus on diversity and inclusivity, and we will publish a new target-led Diversity and Inclusion Strategy this year. The strategy will also focus on developing talent in our graduates and apprentices, accelerating women in aviation, and ensuring diverse race and ethnicity in our leadership population.

Inclusion is about feeling accepted, understood, and respected. This year, our inclusivity calendar engaged colleagues, celebrating Black Lives Matter, Pride Month and, in partnership with our multi-faith chaplaincy team, a range of religious festivals. In support of National Inclusion Week, we hosted a series of online talks where colleagues shared their experiences and perspectives, listened to each other, and discussed how MAG could further celebrate and strengthen cultural diversity. The interactive, online events also



coincided with International Women’s Day, and we used the occasion to launch MAG’s first Women’s Network. This year we will launch a mentoring scheme which will be open to all colleagues, whatever their role or background. In recognition of our efforts to support people in the workplace with disabilities, MAG has been acknowledged in the ‘Getting Started’ category of the 2020 Recruitment Industry Disability Initiative Awards.

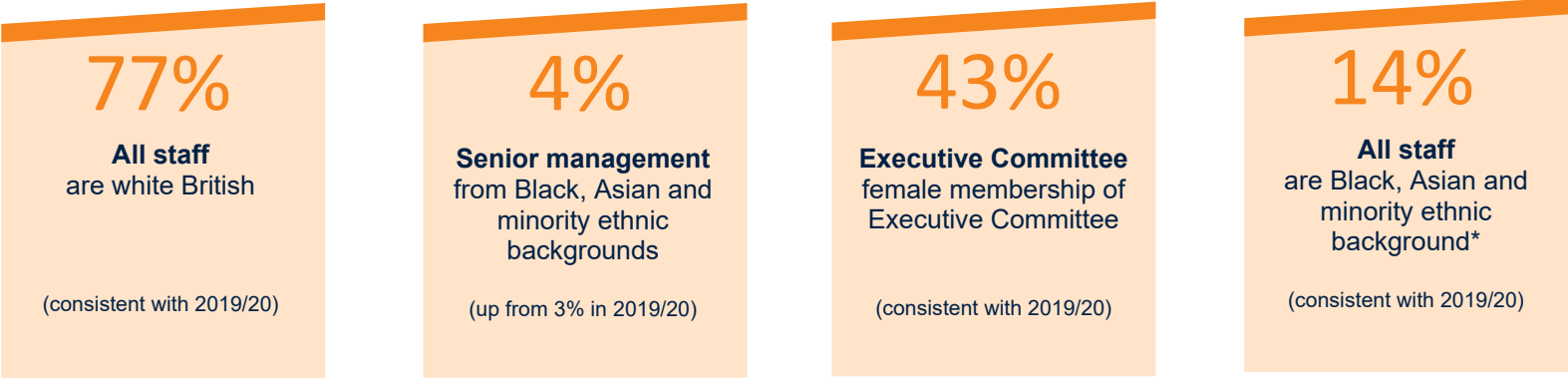
MAG believes in equal and fair pay and is committed to diversity and inclusion across our organisation. Our mean Gender Pay Gap increased by 0.6% this year to 10.2%. The median Gender Pay Gap has increased from -0.7% to 4.6%, meaning that the median male salary has become higher than the median female salary. Despite the increase this year, the mean Gender Pay Gap remains lower than the national average (15.5%) and at a leadership level, the Gender Pay Gap was positively impacted by more females being appointed to senior roles this year, dropping from 16.3% to 12.6%. We are continuing to work to provide equal opportunities at our airports, foster a culture of equality and close our Gender Pay Gap.

Procurement

A robust and sustainable supply chain is crucial to MAG’s success. This year, as a result of reduced passenger levels and a corresponding reduction in pressure on our Procurement team, we were able to accelerate the planned consolidation of our supply chain. This will allow us to improve efficiencies and help to ensure that our partners are well placed to support the delivery of our CSR Strategy.

In partnership with our trusted suppliers, we secured the consistent delivery of supplies to our airports throughout the pandemic, including high-quality personal protective equipment (sourced through a combination of local and multinational suppliers) to protect our colleagues and passengers. This year we also maintained our focus on prompt payment, which is particularly important for our smaller suppliers, trading in such challenging circumstances. Overall, 79% of invoices were paid in line with our payment terms.

Modern slavery in any form is unacceptable in our operations, at our airports or within our supply chain. MAG was the first airport operator in the UK to become a member of the Slave Free Alliance and our longstanding relationship continues, with a particular focus on reviewing our supply chain. This year we plan to audit those suppliers who (by nature of their operations) present a higher risk, to ensure that they meet our standards. We marked Anti-Slavery Day in October 2020, providing our colleagues with information on modern slavery and human trafficking, how to spot someone who might be in trouble and how to help. More information is available in our [Modern Slavery Statement](#).



*Reported figures are based upon identities reported by colleagues. 8% of our colleagues have chosen not to declare their ethnic background.



INTERVIEW

WITH ALEX SMITH

EDUCATION COORDINATOR, LONDON STANSTED AIRPORT.



Online learning programmes for colleagues

Alex Smith is our education coordinator at London Stansted Airport. She leads our educational outreach with schools, and acts as a community ambassador for the airport. She works with local and regional schools to provide mentoring and work experience programmes. Alex, with the support of MAG volunteers, attends careers events on behalf of London Stansted Airport and speaks to young people (and often their parents) about the range of careers available at the airport and in the aviation sector.

With MAG's educational programmes disrupted by the COVID-19 pandemic, and schools unable to visit MAG Connect Aerozones, like many people working in the UK travel industry, Alex was furloughed during the pandemic. Determined to stay engaged and active during this unprecedented time, Alex is one of dozens of people who have structured their days with activities such as free upskilling e-learning courses provided by Stansted Airport Employment and Skills Academy, in partnership with Harlow College.

Alex signed up to two online courses: the first on mental health awareness, and the second on equality and diversity.

Alex said:

"Those are two areas I have always been passionate about and it was great to explore them further. I have been doing a lot of reading in my own time on how we can support mental health and promote diversity."

"It has been a great way to keep my brain focused on something, whether it be a project or deadline. It has helped to give me structure and a sense of purpose during furlough."

The next topic that Alex plans to study is understanding autism. "I used to work in a school, and I would support the children with Special Educational Needs on a day-to-day basis. I am confident it will prepare me well for the return of school visits and the programmes we deliver at the airport, especially as many of our young visitors have special educational needs".

Alex would recommend the online courses to any adults who want to expand their knowledge and learn something new. She said, "It's a free platform that offers development in both your personal and professional life and this is invaluable to everybody."

The e-learning courses offered at Stansted Airport are nationally accredited and are free for adults who are UK or EU citizens, or non-UK or EU citizens with settled status, living in the UK. These online courses are ideal for people who are looking to improve their skills and enable colleagues to learn at their own pace.



LOCAL VOICES

Introduction and achievements

At MAG we believe that the successes of our airports should be shared with the regions they serve. That is why we have always worked hard to foster positive relationships with our local communities.

Our approach to CSR has been developed with our communities in mind, seeking to build positive, respectful, and trusting relationships. It is essential that we listen to our neighbours, understand what is most important to them, support local people and work together to resolve differences where they arise.

This year, despite a significant reduction in air traffic at all our airports, our commitment to those closest to us is stronger than ever. The impacts of the COVID-19 pandemic have had a profound effect not only on our local communities, affecting opportunities for education, employment, and business, but also our ability to come together.

For many people, the pandemic has been a time of acute financial hardship, stress, and isolation, all of which have significant ramifications for physical and mental health and wellbeing.

We worked with local partners to understand how best to support our communities during the pandemic. In response, we enabled our Airport Community Funds to provide accelerated grant funding to local groups and charities, many of them local food banks. Our Community Funds supported over 130 organisations through donations totalling more than £253,000.

As our business recovers, we will continue to work closely with our communities to ensure that we achieve a sustainable recovery for everyone.

Creating a dialogue

Actively listening to and engaging with our communities has long been essential to our approach to CSR. Only by working with our local residents and communities can we ensure that the impacts that come with living near an airport – positive and negative – are understood and managed. This year has proved particularly challenging, with the pandemic removing many of the opportunities for in-person community engagement.

Ordinarily we hold over 90 outreach events where we meet people face-to-face within the community to discuss their concerns. 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 subcommittees which are dedicated to areas of particular interest including access to our airports, environmental impacts and the accessibility of our terminals. Although it was not possible to meet people face-to-face this year, we held over 30 virtual meetings, maintaining vital engagement and ensuring we listen to local voices from our communities.

Towards the end of the year, we were able to virtually attend local Parish and Town Council meetings, and we are looking forward to extending our engagement programme later this year. Our 2020 CSR Strategy includes an expansion of our engagement plans to enable us to hear a broader range of local voices, such as those of younger people, through new youth forums at every airport. We remain committed to those plans and to the ongoing dialogue with our communities.



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 sites. We know that aircraft noise can be disturbing and that it is an important issue for many local people. It is an important issue for MAG too and, in response, our airports have 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 the Government in accordance with Environmental Noise Regulations. These plans include stretching targets and controls on aircraft noise, such as restricting the use of the noisiest aircraft at night and offering sound insulation grants to residents who are most affected.

The pandemic has led to changes to people's circumstances and the way our communities experience aircraft noise. This year, the total number of noise complaints received by MAG Airports fell 65% to 6,281. At East Midlands Airport we saw an overall reduction in the number of night-time flights, but an increase in the number of express freight movements. This increase was driven by a greater number of dedicated cargo services in the absence of belly-hold capacity on passenger aircraft. East Midlands Airport provided important connectivity to businesses and enabled the import of PPE in response to the pandemic. This shift, combined with changes to the way people are living, has increased the number of complaints at East Midlands Airport.

As part of our restructuring this year, we created a specialist Flight Evaluation Unit, bringing together noise experts and the team who respond to enquiries from local communities. This new team has the experience and expertise to address noise-related issues across all three airports and has responsibility for the delivery of our Noise Action Plans.

MAG continues to proactively manage aircraft noise to ensure the quietest possible operations for those neighbouring our sites. Despite the pandemic, we have maintained our dialogue with flight crews and delivered many of the improvements promised in our Noise Action Plans, such as increased use of quieter and more efficient continuous descent approaches and compliance with noise preferential departure routes.

At East Midlands Airport we have introduced a new surcharge which applies to noisier aircraft types. This charge penalises the departure of 'QC4' aircraft, including Boeing 747-400, between 11pm and 7am and is intended to incentivise the use of quieter

aircraft types. The proceeds of the surcharge are paid directly into the Airport Community Fund so that they can be invested in the communities most impacted by aircraft operations.

At London Stansted Airport we are working with the Department for Transport on our plans to lower the noise limits we apply to aircraft which operate at the airport at night and during the daytime. Over the coming years, airspace modernisation will present a host of opportunities to minimise the impact of noise from aircraft. All three airports have now completed 'Stage 1' of the CAA's Airspace Change process and this year we will move the project forward to 'Stage 2'.

Volunteering and community projects

MAG actively encourages volunteering because we believe sharing our colleagues' skills and experience not only strengthens ties with our communities, but it also boosts employee mental health and wellbeing.

This year our volunteering efforts have focused on supporting local communities as they respond to the impacts of the pandemic. Our colleagues provided over 23,000 hours of support. They supported elderly community members shielding or living alone, volunteered at local food banks and worked with the NHS and Royal Voluntary Service to assist the construction and operation of local vaccination centres.

We actively encouraged our furloughed colleagues to volunteer as a way of staying connected to MAG during their time away from work and the feedback from those involved has been overwhelmingly positive.

Looking forward, MAG's sustainable recovery will be closely tied to that of the global aviation industry. We are committed to sharing the benefits of our long-term growth that is to come and are working with our local communities to ensure a sustainable recovery.



'Give and Go' Christmas campaign

In December 2020, MAG launched its first ever group-wide Christmas collection. Through our 'Give and Go' campaign, and in partnership with local foodbanks and charity support groups, MAG's colleagues donated food and toys to over 1,000 people. With more families than ever struggling in these difficult times and relying on foodbanks, in the run-up to Christmas we asked our colleagues to donate not only their time but also to gift-wrap presents and food items that would 'help Christmas feel more like Christmas'. We were overwhelmed by the kindness and generosity of our colleagues across all of our airports.

Gifts included toys, toiletries and candle gift sets, as well as gift-wrapped shoeboxes and luxury food hampers filled with treats. Colleagues also gifted food items such as tins of chocolates, family-sized boxes of biscuits, mince pies, puddings and Christmas cake as well as many Christmas dinner staples. The airports additionally made bulk donations of toilet rolls and shower gels.



Support for St John Ambulance

Since the first lockdown, at least 15 MAG colleagues have been volunteering with St John Ambulance as Community First Responders and Ambulance Drivers, retraining while on furlough to support frontline NHS workers.

Daniel Humphreys, Engineering Technician at London Stansted Airport, has been a volunteer with St John Ambulance for 15 years and so was able to put to use the skills he had learnt over that time to help respond directly to the pandemic. Daniel has been volunteering 12-hour shifts as an Emergency Ambulance crew member, responding to 999 calls, as well as visiting patients at home and in care homes who have been recovering from COVID-19.

MAG volunteers support students

In a scheme that is now in its fifth year, MAG works closely with Derby College and offers a planned schedule of specific interventions for students who are taking the College's Advanced (Level 3) BTEC in Aviation Operations.

In recent years, this has involved the students visiting East Midlands Airport on a number of occasions throughout the year, including 'behind the scenes' visits that give them a genuine insight into what a job in aviation is really like. Along the way students learn new skills and gain a greater awareness of their own personal qualities, all the while growing in confidence. One of the scheduled sessions is a realistic mock 'Assessment Centre' where students take part in a group exercise as well as one-to-one interviews, after which they receive feedback on their performance.

As a result of the pandemic, our partnership programme with Derby College had to be put on hold this year and many of the planned activities were cancelled. However, thanks to the support of six colleague volunteers, we were still able to support the students by arranging a virtual mock 'Assessment Centre' and interviews.



INTERVIEW WITH CLIVE EMMETT

CHIEF EXECUTIVE OFFICER,
COUNCIL FOR VOLUNTARY
SERVICE UTTLESFORD.



London Stansted Airport Community Fund supporting local charitable organisations

With 31 years of experience and over 300 volunteers, the Council for Voluntary Service Uttlesford (CVSU) delivers a range of services for the residents of Uttlesford district that strengthen physical and emotional wellbeing in the community. CVSU is a charity that primarily provides infrastructure support to the charity sector.

The MAG team at London Stansted Airport has had a relationship with CVSU for over five years. MAG has offered practical support such as providing venues and catering services, as well as endorsements to support the work of the charity. CVSU has also participated in MAG focus groups on how the local voluntary sector perceives the airport. Clive Emmett, Chief Officer of CVSU, said: "Over the years, I could always rely on MAG's support."

CVSU was one of the four charities which benefitted from London Stansted Airport's Community Fund this year. CVSU received £12,500 of funding from the airport, and with this they launched the Uttlesford Community Response Hub in March 2020. The Hub works in partnership with Volunteer Uttlesford and Uttlesford District Council's Communities Team, with a joint purpose to provide access to medicine, food, advice, and companionship to residents shielding and self-isolating during the COVID-19 pandemic. The Hub has responded to nearly 5,000 requests in the last year and will remain open until December 2021, with the possibility of remaining open into 2022, depending on the needs of the community.

Clive Emmett said, "The fact that the donation came from a local organisation like Stansted Airport meant a lot to us."

The support from the airport enabled CVSU to maintain the day-to-day running of the small charity and respond to the immediate needs of the community through the Hub. The funds also helped to train the influx of new volunteers and purchase digital equipment to help volunteers respond to the requests from the community.

Clive Emmett said, "Stansted Airport's ongoing support, and its Community Fund contribution in particular, has enabled us to respond to the unprecedented additional needs that we were facing, and has empowered us to support our community during the pandemic. Our Hub would not have been able to achieve as much as it did without the significant financial contribution from the airport."

Looking beyond financial support, London Stansted Airport encouraged their colleagues to volunteer both at the Hub and at the Saffron Walden vaccination centre in West Essex. The centre was set up in December 2020 by CVSU in partnership with Volunteer Uttlesford, the local Primary Care Network, and local GP surgeries.

The last year has enabled the charity to get to know the community better than ever before. They plan to keep the Hub open and have ambitions to continue their work with MAG. Clive Emmett said, "We are proud of our relationship with Stansted Airport. I view it as very important for the charity and look forward to developing it further."



MAG PERFORMANCE OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
CLIMATE CHANGE	All of MAG's airport operations will be net zero carbon by no later than 2038.	Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Total energy use (kWh, 'SECR Scope')	208,525,600	211,196,885	181,298,260	1	-13.9	
			Energy from renewable sources (% 'SECR Scope')	65.2	63.6	58.5	1	-7.5	
		Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.	Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	47,739	50,043	39,308	1	-7.6	
			Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	14,520	15,492	14,293	1	-7.6	
			Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.210	0.232	1.190	1,2,	+412.9	
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	14,520	15,439	14,288	1, 2, 3	-7.5%	
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1, 2, 3	0	
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	1, 2, 3	0	
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	Environmental management at each of our airports will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy management will be certified to ISO 50001 by 2022.	Major operational sites with environmental management systems certified to ISO14001 (%)	100	100	100		0	
			Major operational sites with energy management systems certified to ISO50001 (%)	33.3	33.3	33.3	4	0	
			Samples within surface water discharge consent limits (%)	94.0	94.3	90.7	5	-3.6	
			Samples within trade effluent discharge consent limits (%)	88.1	83.4	88.0		+4.6	
			Total breaches of air quality limits (number)	1	1	1	6	0	

¹ The scope of reported energy use and emissions aligns with the Government's Streamlined Energy and Carbon Reporting requirements. 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 Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight.

² With lower activity this year, we implemented a range of energy efficiency initiatives which reduced our total energy use by 14%. Despite these measures, and an overall gross market-based emission reduction of 8%, the more significant (82%) reduction in traffic units means that the gross emissions intensity of our operations increased this year.

³ Our airport operations are carbon neutral and hold Airport Carbon Accreditation at Level 3+ (Neutrality). As we work towards our net zero carbon goal, we continue to offset residual emissions. Full details of our carbon offsets are included in our MAG Greenhouse Gas Emission Report 2020/21.

⁴ Our energy management system at London Stansted Airport is certified to ISO 50001. Our work at Stansted will inform the formalisation and certification of energy management systems at East Midlands and Manchester Airports.




⁵ This year, our monitoring of the quality of surface water leaving our airports identified samples at each airport which failed to meet the limits in our permits. The incidents were reported to the Environment Agency, and we have taken steps to improve performance.




⁶ Air quality monitoring shows that the 8-hour mean air quality objective for ozone was not met at the monitoring site near to Manchester Airport. 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.



MAG PERFORMANCE OVERVIEW

ZERO CARBON AIRPORTS CONTINUED

KEY  Improved year-on-year performance  No significant year-on-year change  Year on year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
ELIMINATING WASTE	We are committed to reducing waste, promoting recycling, and eliminating landfill.	By 2021, we will send no waste to landfill.	Total waste (tonnes)	17,938	16,266	3,708	7	-77.2	
			Waste intensity (tonnes waste per traffic unit)	0.3	0.2	0.3	7	+26.9	
			Waste segregated for recycling on-site (%)	New KPI	New KPI	25.6		-	-
			Waste diverted from landfill (%)	87.3	85.9	92.6		+6.7	
SUSTAINABLE SURFACE ACCESS	We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports.	We will publish new sustainable transport targets which will reduce the impacts of passenger and staff journeys to our airports.	Passengers using sustainable travel to access our airports (%)	34.8	53.8	No data	8	-	-




⁷ Waste performance this year is heavily impacted by the COVID-19 pandemic. We measure waste intensity against traffic units, which are defined by the International Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight. This year, we recorded an 82% reduction in traffic units. Although overall waste volumes reduced and we diverted a higher proportion of waste from landfill, this year our waste intensity increased as a result of higher retail waste due to less predictable and more volatile passenger numbers.

⁸ As a result of the COVID-19 pandemic the Civil Aviation Authority suspended passenger surveys which provide information about how passengers travel to access our airports. We recognise that, due to Government advice, there has been a national reduction in the use of public transport during the pandemic. We will closely monitor performance in this area to identify and implement measures which minimise the impact of journeys to our airports.



MAG PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL

KEY  Improved year-on-year performance  No significant year-on-year change  Year on year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)		
SAFETY	Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress.	Through 'Vision Zero', our approach to safety, we target zero harm.	Reportable safety incidents (number of RIDDOR incidents)	20	12	2	1	-83.3	⬆️	
			Lost time injury accidents (number)	41	34	4	1	-88.2	⬆️	
			Sickness absence (%; rolling annual average on 31st March)	3.6	4.3	2.5	1	-1.8	⬆️	
			Major operational sites with safety management systems certified to ISO 45001 (%)	100	100	100		-	↔️	
		We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Leadership roles filled through internal promotion (%)	New KPI	44.0	23.2	2	-20.8	⬇️	
INCLUSIVE CUSTOMER SERVICE	We will ensure that our service for passengers with reduced mobility responds to customer needs.	Our service for passengers with reduced mobility will achieve a minimum Civil Aviation Authority rating of 'Good'. Performance targets are listed against each indicator.	Passengers requiring additional assistance	Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100)	99.4	99.9	97.1	3	-2.9	⬇️
				Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100)	99.7	99.9	97.8	3	-2.1	⬇️
				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)	97.0	98.0	98.9	3	+0.9	⬆️
				Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)	98.4	99.2	99.4	3	+0.2	⬆️
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	4.0	3.8	4.1	3	+7.4	⬆️

¹ RIDDOR reportable incidents, lost time accidents and sickness have significantly reduced this year. While the COVID-19 control measures MAG has employed have played a significant part in keeping airports safe, the reduction in incidents correlates with the notable downturn in operations across MAG.




² Recruitment activity has been extremely limited this year, presenting few opportunities to influence this measure.

³ The COVID-19 pandemic has required additional controls to ensure the safety of passengers receiving additional assistance and the staff who provide these services. These requirements have combined with volatile airline schedules and load factors, meaning that waiting time performance has fluctuated. Guest satisfaction at Manchester and East Midlands Airport has increased. Due to low passenger numbers and the pandemic, guest satisfaction surveys were not undertaken at London Stansted Airport this year.



MAG PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL CONTINUED

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
EDUCATION, SKILLS AND EMPLOYMENT SUPPORT	We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	30,458	26,316	435	4	-98.4	↓
		By 2025, we will ensure that at least 40% of those attending MAG Connect Aerozones are from priority areas and priority schools.	Education support provided to young people from identified priority areas and priority schools. (%)	New KPI	New KPI	66.2	4, 5	-	-
	We will create quality opportunities for work and break down barriers for everyone in our community.	Our MAG Connect Airport Academies will support everybody who approaches us, assisting a minimum of 7,500 people between 2020 and 2025.	People supported by MAG Connect Airport Academies (number)	New KPI	New KPI	435	6	-	-
		By 2025, at least 10% of the people supported by our MAG Connect Airport Academies will be from groups defined as 'disadvantaged'.	Support provided by MAG Connect Airport Academy to groups defined as 'disadvantaged'. (%)	New KPI	New KPI	17.6	7	-	-
		By 2025, 80% of people completing a MAG Connect Airport Academy programme will be successful in gaining employment with MAG or an on-site partner.	People placed into employment by MAG Connect Airport Academies (number)	604	564	35	8	-93.8	↓
			Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	79.6	79.9	0.1	8	-79.8	↓
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our companies' spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	27.6	27.3	25.1	9	-2.2	↓

⁴ Our skills and education programmes have been disrupted by the COVID-19 pandemic. Although the programmes provided several online learning events, it has not been possible to welcome young people for educational visits to our on-site Aerozones. Our education team are looking forward to young people returning in the 2021-22 academic year.

⁵ Priority schools and priority areas are those within a 20-mile radius of our airports.

⁶ This is a new KPI which aligns with our 2020-25 CSR Strategy. 'Support' is delivered face-to-face and virtually and includes a range of skills and education services such as formal training, employment inductions, CV guidance, job referrals, assisting with job applications, mock interviews, providing information on access to traineeships and apprenticeships, career talks to schools and colleges, outplacement support, and signposting to external agencies and charity/community groups. Historic performance data is not available.

⁷ This is a new KPI which aligns with our 2020-25 CSR Strategy. The measure considers those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment, homeless people, or those who only recently secured housing, people who have not worked for a long period of time (over one year), parents returning to work and young people who were in care.

⁸ The COVID-19 pandemic has disrupted our usual skills and education programmes and reduced the number of vacancies advertised at our airports. This measure does not include the important support our Airport Academies have provided over the last year to those in the aviation industry.

⁹ The COVID-19 pandemic has significantly reduced our purchasing activity and prevented us from hosting our usual 'meet the buyers' event.



MAG PERFORMANCE OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
INVESTING IN THE COMMUNITY	We will ensure that the communities around our airports share the benefits from living near an airport.	All our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	New KPI	New KPI	9.8	1	-	-
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% including leaders)	17.2	17.3	3.8	1	-13.1	↓
			Time given to volunteering activities (hours, all colleagues)	17,464	19,978	23,674	1	+18.5	↑
		We will maintain our community funds, ensuring they provide effective investment in local communities.	Community fund grants awarded (£)	£405,339	£207,346	£253,761	2	+22.4	↑
			Groups/initiatives receiving community fund grants (number)	344	212	151	3	-28.8	↓
ENGAGING LOCAL VOICES	We are dedicated to addressing the local issues which matter most to people living near us.	Provide opportunities in different settings to meet people living near our airports.	Community engagement opportunities provided (number)	83	90	36	4	-60.0	↓

¹ This year, the number of hours given to volunteering reached record levels. However, because of the COVID-19 pandemic, the number of colleagues participating in volunteering activities reduced. We remain committed to volunteering programmes and will be engaging colleagues in these important activities when restrictions ease.

² Despite the challenging business environment, we are pleased to have maintained MAG's full contribution to our airport community funds. The reported figure includes contributions from MAG and funds raised by MAG through noise penalties; it does not include funds raised in other ways. Grant awards were unusually high in 2018/19 when Trustees of the Stansted Airport Community Fund released funds which have built up in previous years.

³ Our Community Funds continue to provide important support to local organisations, including accelerated assistance during the COVID-19 pandemic. This year Trustees of the London Stansted Airport Community Fund decided to award larger grants to four local community organisations, maintaining the value of grants made, but reducing the overall number of grants paid.

⁴ Due to the COVID-19 pandemic, it has not been possible to facilitate our usual programme of community engagement opportunities. Whilst our airport consultative committees have met virtually, we have not held face-to-face outreach sessions this year. We remain committed to our local communities and will reintroduce community engagement plans which reflect COVID restrictions and airport activity.



MAG PERFORMANCE OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
NOISE MANAGEMENT	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans and report progress publicly.	Departing flights within preferred noise routes (%)	96.1	95.8	93.8	5	-2.0	↓
			Departing flights performing continuous climb departure (%)	85.0	86.2	87.7		+1.5	↑
			Arriving flights performing continuous descent approach (%)	93.0	93.1	89.0	5	-4.1	↓
			Area of daytime noise footprint (57 dB LAeq 16hr, km²)	68.2	69.7	24.9	6	-64.3	↑
			Population within daytime noise footprint (57 dB LAeq 16hr, number)	38,300	38,200	4,600	6	-88.0	↑
			Area of night-time noise footprint (57 dB LAeq 8hr, km²)	30.0	30.5	16.5	6	-49.5	↑
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	9,850	11,950	1,250	6	-89.5	↑
			Complaints received (number)	14,684	15,253	6,842	7	-55.1	↑
			People submitting complaints (number)	717	823	789	7	-4.1	↑
			Aircraft movements per complaint (number)	32.8	30.4	20.9	7	-31.2	↓

⁵ Track compliance is lower this year due to reduction in compliance at Manchester Airport where flights have been operating from Runway 1. As a result, a higher proportion of flights have used the 'SONEX1R' departure route. Track compliance on this route is lower than others and so has reduced overall performance. Our Future Airspace Project is expected to increase performance on all departure routes.




⁶ This year, the number of flights from our airports significantly reduced because of the global pandemic. As such, the size of our noise contours and the number of people within them also reduced.














⁷ The COVID-19 pandemic has significantly changed both the aviation industry and the way people live their lives. Despite a 70% reduction in the number of flights at our airports, and an 88% reduction in the number of people within our noise contours, this year we did not see a proportional decrease in the number of noise complaints received. Whilst we received fewer complaints at Manchester and London Stansted Airport, the number of complaints at East Midlands Airport increased. Analysis of the complaints received demonstrates that 77% of the complaints received at East Midlands are recorded by ten individuals and that night flights are the principle cause of concern. We will continue to investigate and respond to noise complaints, taking steps to minimise noise and monitoring the situation as COVID restrictions ease and travel resumes.



EAST MIDLANDS AIRPORT OVERVIEW

ZERO CARBON AIRPORTS

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
CLIMATE CHANGE	All of MAG's airport operations will be net zero carbon by no later than 2038.	Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Total energy use (kWh, 'SECR Scope')	27,900,490	32,727,246	24,196,815	1	-26.1	
			Energy from renewable sources (% 'SECR Scope')	71.5	59.2	60.7	1	+2.6	
			Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	7,284	7,915	5,410	1	-31.6	
			Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	1,507	2,961	1,944	1	-34.3	
			Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.177	0.362	0.404	1, 2	+11.8	
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	1,507	2,961	1,944	1, 2, 3	-34.3	
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1, 2, 3	0	
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	1, 2, 3	0	
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	Environmental management at each of our airports will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy management will be certified to ISO 50001 by 2022.	Major operational sites with environmental management systems certified to ISO 14001 (%)	100	100	100		0	
			Major operational sites with energy management systems certified to ISO 50001 (%)	0	0	0	4	0	
			Samples within surface water discharge consent limits (%)	82.9	87.2	83.3	5	-3.8	
			Samples within trade effluent discharge consent limits (%)	73.3	70.0	88.4		+18.4	
			Total breaches of air quality limits (number)	0	0	0		0	

¹ The scope of reported energy use and emissions aligns with the Government's Streamlined Energy and Carbon Reporting requirements. 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 Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight.

² With lower activity this year, we implemented a range of energy efficiency initiatives which reduced our total energy use by 27%. Despite these measures, and an overall gross market-based emission reduction of 34%, the more significant (41%) reduction in traffic units means that the gross emissions intensity of our operations increased this year.

³ Our airport operations are carbon neutral and hold Airport Carbon Accreditation at Level 3+ (Neutrality). As we work towards our net zero carbon goal, we continue to offset residual emissions. Full details of our carbon offsets are included in our MAG Greenhouse Gas Emission Report 2020/21.

⁴ Work has begun to formalise our energy management system and achieve certification to the international standard ISO 50001. This will be complete by the end of 2022, in line with the commitment made in our CSR Strategy.

⁵ This year, seven of the samples we took to monitor the quality of water leaving the airport failed to meet the limits in our permit. The incidents were reported to the Environment Agency, and we are taking steps to improve performance.



EAST MIDLANDS AIRPORT OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened




ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
ELIMINATING WASTE	We are committed to reducing waste, promoting recycling, and eliminating landfill.	By 2021, we will send no waste to landfill.	Total waste (tonnes)	690	652	149		-77.1	
			Waste intensity (tonnes waste per traffic unit)	0.1	0.1	0.03		-61.0	
			Waste segregated for recycling on-site (%)	New KPI	New KPI	28.5		-	-
			Waste diverted from landfill (%)	96.8	97.1	96.3		-0.8	
SUSTAINABLE SURFACE ACCESS	We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports.	We will publish new sustainable transport targets which will reduce the impacts of passenger and staff journeys to our airports.	Passengers using sustainable travel to access our airports (%)	9.6	31.5	No Data	6	-	-

⁶ As a result of the COVID-19 pandemic the Civil Aviation Authority suspended passenger surveys which provide information about how passengers travel to access the airport. We recognise that, due to Government advice, there has been a national reduction in the use of public transport during the pandemic. We will closely monitor performance in this area to identify and implement measures to minimise the impact of journeys to our Airport.



EAST MIDLANDS AIRPORT OVERVIEW

OPPORTUNITY FOR ALL

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
SAFETY	Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress.	Through 'Vision Zero', our approach to safety, we target zero harm.	Reportable safety incidents (number of RIDDOR incidents)	2	2	0	1	-100	⬆️
			Lost time injury accidents (number)	3	4	4	1	0	↔️
		We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Leadership roles filled through internal promotion (%)	New KPI	43.8	5.6	2	-38.2	⬇️
INCLUSIVE CUSTOMER SERVICE	We will ensure that our service for passengers with reduced mobility responds to customer needs.	Our service for passengers with reduced mobility will achieve a minimum Civil Aviation Authority rating of 'Good'. Performance targets are listed against each indicator.	Passengers requiring additional assistance	Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100)	100	100	100	0	↔️
				Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100)	100	100	100	0	↔️
				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)	99.5	98.8	100	+1.3	⬆️
				Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)	99.6	100	100	0	↔️
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	4.0	3.3	2.4	3	-28.3

¹ RIDDOR reportable incidents, lost time accidents and sickness have significantly reduced this year. While the COVID-19 control measures MAG has employed have played a significant part in keeping airports safe, the reduction in incidents correlates with the notable downturn in operations across MAG.



² Recruitment activity has been extremely limited this year, presenting few opportunities to influence this measure.

³ This year headline guest satisfaction for the additional support provide to some passengers reduced. Our review of feedback from these passengers demonstrates that these scores relate to issues outside of the service provided, for example baggage waiting times. Our services for passengers with reduced mobility were rated 'Very Good' by the Civil Aviation Authority.



EAST MIDLANDS AIRPORT OVERVIEW

OPPORTUNITY FOR ALL CONTINUED

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
EDUCATION, SKILLS AND EMPLOYMENT SUPPORT	We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	3,780	5,869	46	4	-99.2	↓
		By 2025, we will ensure that at least 40% of those attending MAG Connect Aerozones are from priority areas and priority schools.	Education support provided to young people from identified priority areas and priority schools ⁷ . (%)	New KPI	New KPI	78.3	4, 5	-	-
	We will create quality opportunities for work and break down barriers for everyone in our community.	Our MAG Connect Airport Academies will support everybody who approaches us, assisting a minimum of 7,500 people between 2020 and 2025.	People supported by MAG Connect Airport Academy (number)	New KPI	New KPI	276	6	-	-
		By 2025, at least 10% of the people supported by our MAG Connect Airport Academies will be from groups defined as 'disadvantaged' ⁸ .	Support provided by MAG Connect Airport Academy to groups defined as 'disadvantaged' ⁸ . (%)	New KPI	New KPI	0.7	7	-	-
		By 2025, 80% of people completing a MAG Connect Airport Academy programme will be successful in gaining employment with MAG or an on-site partner.	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	64.1	51.1	10.8	8	-50.8	↓
			People placed into employment by MAG Connect Airport Academies (number)	116	69	9	8	-87.0	↓
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our companies' spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	22.0	21.0	18.0	9	-3.0	↓

⁴ Our skills and education programmes have been disrupted by the COVID-19 pandemic. Although the programmes provided several online learning events, it has not been possible to welcome young people for educational visits to our on-site Aerozones. Our education team are looking forward to young people returning in the 2021-22 academic year.

⁵ Priority schools and priority areas are those within a 20 miles radius of East Midlands Airport (those most impacted by our operations).

⁶ This is a new KPI which aligns with our 2020-25 CSR Strategy. 'Support' is delivered face-to-face and virtually and includes a range of skills and education services such as formal training, employment inductions, CV guidance, job referrals, assisting with job applications, mock interviews, providing information on access to traineeships and apprenticeships, career talks to schools and colleges, outplacement support, and signposting to external agencies and charity/community groups. Historic performance data is not available.

⁷ This is a new KPI which aligns with our 2020-25 CSR Strategy. The measure considers those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment, homeless people, or those who only recently secured housing, people who have not worked for a long period of time (over one year), parents returning to work and young people who were in care.




⁸ The COVID-19 pandemic has disrupted our usual skills and education programmes and reduced the number of vacancies advertised at our airports. This measure does not include the important support our Airport Academies have provided over the last year to those leaving the aviation industry.

⁹ The COVID-19 pandemic has significantly reduced our purchasing activity and prevented us from hosting our usual 'meet the buyers' event.



EAST MIDLANDS AIRPORT OVERVIEW

LOCAL VOICES

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
INVESTING IN THE COMMUNITY	We will ensure that the communities around our airports share the benefits from living near an airport.	All of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	New KPI	New KPI	21.3	1	-	-
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% including leaders)	28.0	27.8	6.6	1	-21.2	↓
			Time given to volunteering activities (hours, all colleagues)	1,003	1,391	966	1	-30.6	↓
		We will maintain our community funds, ensuring they provide effective investment in local communities.	Community fund grants awarded (£)	56,215	59,864	93,366	2	+56.0	↑
			Groups/initiatives receiving community fund grants (number)	65	64	84	2	+31.8	↑
ENGAGING LOCAL VOICES	We are dedicated to addressing the local issues which matter most to people living near us.	Provide opportunities in different settings to meet people living near our airports.	Community engagement opportunities provided (number)	8	10	18	3	+80.0	↑

¹ This year, the number of hours given to volunteering reached record levels. However, because of the COVID-19 pandemic, the number of colleagues participating in volunteering activities reduced. We remain committed to volunteering programmes and will be engaging colleagues in these important activities when restrictions ease.

² Despite the challenging business environment, we are pleased to have maintained MAG's full contribution to the East Midlands Airport Community Fund. The reported figure includes contributions from MAG and funds raised by MAG through noise penalties; it does not include funds raised in other ways. Grant awards increased this year as the Community Fund awarded additional funds, which have built up over previous years, to support communities at the onset of the COVID-19 pandemic.

³ Due to the COVID-19 pandemic, it has not been possible to facilitate our usual programme of community engagement opportunities. Whilst our airport consultative committees have met virtually, we have not held face-to-face outreach sessions this year. We remain committed to our local communities and will reintroduce community engagement plans which reflect COVID restrictions and airport activity.



EAST MIDLANDS AIRPORT OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
NOISE MANAGEMENT	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans and report progress publicly.	Departing flights within preferred noise routes (%)	90.0	89.1	91.5		+2.4	
			Departing flights performing continuous climb departure (%)	94.1	95.2	96.4		+1.2	
			Arriving flights performing continuous descent approach (%)	90.0	90.0	87.1	4	-2.9	
			Area of daytime noise footprint (57 dB LAeq 16hr, km ²)	7.7	8.3	4.1	5	-50.6	
			Population within daytime noise footprint (57 dB LAeq 16hr, number)	900	1,000	600	5	-40.0	
			Area of night-time noise footprint (57 dB LAeq 8hr, km ²)	7.6	8.5	7.5	5	-11.8	
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	900	1,000	900	5	-10.0	
			Complaints received (number)	192	199	1,703	6	+755.8	
			People submitting complaints (number)	104	90	233	6	+158.9	
			Aircraft movements per complaint (number)	400.6	372.8	26.6	6	-92.9	

⁴ Our long-term monitoring of continuous descent approaches demonstrates that compliance is highest amongst passenger airlines who are based at the airport and more familiar with local airspace. Overall compliance has reduced this year because of the significant reduction in the proportion of passenger flights.

⁵ This year, the number of flights from East Midlands Airport significantly reduced because of the global pandemic. As such, the size of the noise contour and the number of people within it also reduced.

⁶ The COVID-19 pandemic has significantly changed both the aviation industry and the way people live their lives. Despite a 39% reduction in the number of flights, and a 10% reduction in the number of people within our night noise contours (-40% daytime), the number of complaints received increased. Analysis of the complaints demonstrates that 77% of the complaints were recorded by ten individuals and that night flights are the principle cause of concern. We will continue to investigate and respond to noise complaints, taking steps to minimise noise and monitoring the situation as COVID restrictions ease and travel resumes.



LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
CLIMATE CHANGE	All of MAG's airport operations will be net zero carbon by no later than 2038.	Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Total energy use (kWh, 'SECR Scope')	59,405,579	62,208,693	53,327,780	1	-14.8	
			Energy from renewable sources (% 'SECR Scope')	71.8	70.4	63.1	1	-10.4	
			Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	15,374	14,714	11,647	1	-20.8	
			Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	3,304	3,525	3,777	1	+7.1	
			Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.107	0.120	0.636	1, 2	+430.5	
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	3,304	3,525	3,777	1, 2, 3	+7.1	
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1, 2, 3	0	
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	1, 2, 3	0	
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	Environmental management at each of our airports will prevent pollution and continue to be certified to the international standard ISO14001 and our energy management will be certified to ISO50001 by 2022.	Major operational sites with environmental management systems certified to ISO14001 (%)	100	100	100		0	
			Major operational sites with energy management systems certified to ISO50001 (%)	100	100	100		0	
			Samples within surface water discharge consent limits (%)	93.5	100.00	95.2	4	-4.8	
			Samples within trade effluent discharge consent limits (%)	90.7	81.8	87.0	5	+5.2	
			Total breaches of air quality limits (number)	0	0	0		0	

¹ The scope of reported energy use and emissions aligns with the Government's Streamlined Energy and Carbon Reporting requirements. 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 Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight.

² With lower activity this year, we implemented a range of energy efficiency initiatives which reduced our total energy use by 27%. Despite these measures overall gross market-based emission rose by 7%, combined with the significant (80%) reduction in traffic units means that the gross emissions intensity of our operations increase this year.

³ Our airport operations are carbon neutral and hold Airport Carbon Accreditation at Level 3+ (Neutrality). As we work towards our net zero carbon goal, we continue to offset residual emissions. Full details of our carbon offsets are included in our MAG Greenhouse Gas Emission Report 2020/21.




⁴ This year, three of the samples we took to monitor the quality of water leaving the airport failed to meet the suspended solids limit in our permit. The incidents were reported to the Environment Agency, and we have taken steps to improve performance.




⁵ Whilst trade effluent consent compliance has improved, it remains below our target of 100% compliance. The number of consented activities increased this year, and we are working with our sewage undertaker to improve compliance.



LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW

ZERO CARBON AIRPORTS CONTINUED

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
ELIMINATING WASTE	We are committed to reducing waste, promoting recycling, and eliminating landfill.	By 2021, we will send no waste to landfill.	Total waste (tonnes)	8,195	6,522	1,630	6	-75.0	
			Waste intensity (tonnes waste per traffic unit)	0.3	0.2	0.3	6	+23.7	
			Waste segregated for recycling on-site (%)	New KPI	New KPI	11.2		-	-
			Waste diverted from landfill (%)	100.0	100.0	100.0		0	
SUSTAINABLE SURFACE ACCESS	We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports.	We will publish new sustainable transport targets which will reduce the impacts of passenger and staff journeys to our airports.	Passengers using sustainable travel to access our airports (%)	53.4	63.0	No data	7	-	-




⁶ Waste performance this year is heavily impacted by the COVID-19 pandemic. We measure waste intensity against traffic units, which are defined by the International Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight. This year we recorded an 80% reduction in traffic units. Our waste intensity increased as a result of higher retail waste due to less predictable and more volatile passenger numbers.

⁷ As a result of the COVID-19 pandemic the Civil Aviation Authority suspended passenger surveys which provide information about how passengers travel to access the airport. We recognise that, due to Government advice, there has been a national reduction in the use of public transport during the pandemic. We will closely monitor performance in this area to identify and implement measures to minimise the impact of journeys to our Airport.



LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR		2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
SAFETY	Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress.	Through 'Vision Zero', our approach to safety, we target zero harm.	Reportable safety incidents (number of RIDDOR incidents)		3	3	0	1	-100.0	⬆️
			Lost time injury accidents (number)		9	10	3	1	-70.0	⬆️
		We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Leadership roles filled through internal promotion (%)		New KPI	63.9	5.6	2	-58.4	⬇️
INCLUSIVE CUSTOMER SERVICE	We will ensure that our service for passengers with reduced mobility responds to customer needs.	Our service for passengers with reduced mobility will achieve a minimum Civil Aviation Authority rating of 'Good'. Performance targets are listed against each indicator.	Passengers requiring additional assistance	Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100)	100.0	100.0	92.2	3	-7.8	⬇️
				Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100)	100.0	100.0	94.1	3	-5.9	⬇️
				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)	97.7	98.7	97.6	3	-1.1	⬇️
				Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)	99.8	99.9	98.2	3	-1.7	⬇️
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	4.1	3.7	No data	3	-	-

¹ RIDDOR reportable incidents, lost time accidents and sickness have significantly reduced this year. While the COVID-19 control measures MAG has employed have played a significant part in keeping airports safe, the reduction in incidents correlates with the notable downturn in operations across MAG.



² Recruitment activity has been extremely limited this year, presenting few opportunities to influence this measure.

³ The COVID-19 pandemic has required additional controls to ensure the safety of passengers receiving additional assistance and the staff who provide these services. These requirements have combined with volatile airline schedules and load factors, meaning that waiting time performance has fluctuated. With low passenger numbers and because of the COVID-19 pandemic, guest satisfaction surveys were not undertaken at London Stansted Airport this year.



LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL CONTINUED

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
EDUCATION, SKILLS AND EMPLOYMENT SUPPORT	We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	13,391	9,324	85	4	-99.1	↓
		By 2025, we will ensure that at least 40% of those attending MAG Connect Aerozones are from priority areas and priority schools.	Education support provided to young people from identified priority areas and priority schools ⁷ .	New KPI	New KPI	77.3	4, 5	-	-
	We will create quality opportunities for work and break down barriers for everyone in our community.	Our MAG Connect Airport Academies will support everybody who approaches us, assisting a minimum of 7,500 people between 2020 and 2025.	People supported by MAG Connect Airport Academy (number)	New KPI	New KPI	801	6	-	-
		By 2025, at least 10% of the people supported by our MAG Connect Airport Academies will be from groups defined as 'disadvantaged' ⁸ .	Support provided by MAG Connect Airport Academy to groups defined as 'disadvantaged' ⁸ .	New KPI	New KPI	27.1	7	-	-
		By 2025, 80% of people completing a MAG Connect Airport Academy programme will be successful in gaining employment with MAG or an on-site partner.	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	41.0	30.0	0.1	8	-29.9	↓
			People placed into employment by MAG Connect Airport Academies (number)	964	511	9	8	-98.2	↓
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our companies' spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	19.0	18.0	18.0	9	0	↔

⁴ Our skills and education programmes have been disrupted by the COVID-19 pandemic. Although the programmes provided several online learning events, it has not been possible to welcome young people for educational visits to our on-site Aerozones. Our education team are looking forward to young people returning in the 2021-22 academic year.

⁵ Priority schools and priority areas are those within a 20-mile radius of London Stansted Airport (those most impacted by our operations).

⁶ This is a new KPI which aligns with our 2020-25 CSR Strategy. 'Support' is delivered face-to-face and virtually and includes a range of skills and education services such as formal training, employment inductions, CV guidance, job referrals, assisting with job applications, mock interviews, providing information on access to traineeships and apprenticeships, career talks to schools and colleges, outplacement support, and signposting to external agencies and charity/community groups. Historic performance data is not available.

⁷ This is a new KPI which aligns with our 2020-25 CSR Strategy. The measure considers those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment, homeless people, or those who only recently secured housing, people who have not worked for a long period of time (over one year), parents returning to work and young people who were in care.

⁸ The COVID-19 pandemic has disrupted our usual skills and education programmes and reduced the number of vacancies advertised at our airports. This measure does not include the important support our Airport Academies have provided over the last year to those leaving the aviation industry.

⁹ The COVID-19 pandemic has significantly reduced our purchasing activity and prevented us from hosting our usual 'meet the buyers' event.



LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
INVESTING IN THE COMMUNITY	We will ensure that the communities around our airports share the benefits from living near an airport.	All our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	New KPI	New KPI	13.1	1	-	-
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% including leaders)	19.0	19.5	5.1	1	-13.1	↓
			Time given to volunteering activities (hours, all colleagues)	7,191	11,807	9,994	1	-15.4	↑
		We will maintain our community funds, ensuring they provide effective investment in local communities.	Community fund grants awarded (£)	219,272	49,125	50,000	2	+1.8	↑
			Groups/initiatives receiving community fund grants (number)	204	94	4	3	-95.7	↓
ENGAGING LOCAL VOICES	We are dedicated to addressing the local issues which matter most to people living near us.	Provide opportunities in different settings to meet people living near our airports.	Community engagement opportunities provided (number)	83	90	36	4	-60.0	↓

¹ This year, the number of hours given to volunteering reached record levels. However, because of the COVID-19 pandemic, the number of colleagues participating in volunteering activities reduced. We remain committed to volunteering programmes and will be engaging colleagues in these important activities when restrictions ease.

² Despite the challenging business environment, we are pleased to have maintained MAG's full contribution to the Stansted Airport Community Fund. The reported figure includes contributions from MAG and funds raised by MAG through noise penalties; it does not include funds raised in other ways. Grant awards were unusually high in 2018/19 when Trustees released funds which had built up in previous years.

³ Our Community Funds continue to provide important support to local organisations, including accelerated assistance during the COVID-19 pandemic. This year Trustees of the London Stansted Airport Community Trust Fund decided to award larger grants to four local community organisations, maintaining the value of grants made, but reducing the overall number of grants paid.

⁴ Due to the COVID-19 pandemic, it has not been possible to facilitate our usual programme of community engagement opportunities. Whilst our airport consultative committees have met virtually, we have not held face-to-face outreach sessions this year. We remain committed to our local communities and will reintroduce community engagement plans which reflect COVID restrictions and airport activity.



LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
NOISE MANAGEMENT	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans and report progress publicly.	Departing flights within preferred noise routes (%)	99.6	99.7	99.6		-0.1	
			Departing flights performing continuous climb departure (%)	72.8	74.3	86.5		+12.2	
			Arriving flights performing continuous descent approach (%)	94.7	94.7	92.3	5	-2.3	
			Area of daytime noise footprint (57 dB LAeq 16hr, km ²)	28.5	28.5	11.8	6	-58.6	
			Population within daytime noise footprint (57 dB LAeq 16hr, number)	2,100	2,500	500	6	-88.0	
			Area of night-time noise footprint (57 dB LAeq 8hr, km ²)	10.3	10.8	4.9	6	-54.6	
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	450	450	50	6	-88.9	
			Complaints received (number)	13,834	14,043	4,926	7	-64.9	
			People submitting complaints (number)	550	608	428	7	-29.6	
			Aircraft movements per complaint (number)	14/7	13.8	11.5	7	-16.7	

⁵ Our long-term monitoring of Continuous Descent Approach (CDA) demonstrates that compliance is highest amongst passenger airlines who are based at the airport and more familiar with local airspace. Overall compliance has reduced slightly this year because of the significant reduction in the proportion of passenger flights.

⁶ This year the number of flights from our airports significantly reduced because of the global pandemic. As such, the size of our noise contours and the number of people within them also reduced.

⁷ This year we recorded an overall reduction in the number of complaints received and the number of people contacting us. However, the COVID-19 pandemic has significantly changed both the aviation industry and the way people live their lives. We will continue to investigate and respond to noise complaints, taking steps to minimise noise and monitoring the situation as COVID restrictions ease and travel resumes.



MANCHESTER AIRPORT PERFORMANCE OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
CLIMATE CHANGE	All of MAG's airport operations will be net zero carbon by no later than 2038.	Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Total energy use (kWh, 'SECR Scope')	113,410,175	115,371,712	103,774,502	1	-10.1	
			Energy from renewable sources (% 'SECR Scope')	57.9	61.2	56.2	1	-8.1	
		Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.	Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	28,252	27,337	22,241	1	-18.6	
			Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	9,630	8,938	8,556	1	-4.2	
			Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.324	0.305	2.645	1, 2	+767.1	
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	9,630	8,938	8,556	1, 2, 3	-4.2	
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1, 2, 3	0	
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	1, 2, 3	0	
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	Environmental management at each of our airports will prevent pollution and continue to be certified to the international standard ISO14001 and our energy management will be certified to ISO50001 by 2022.	Major operational sites with environmental management systems certified to ISO14001 (%)	100	100	100		0	
			Major operational sites with energy management systems certified to ISO50001 (%)	0	0	0	4	0	
			Samples within surface water discharge consent limits (%)	97.1	94.4	91.0	5	-3.4	
			Samples within trade effluent discharge consent limits (%)	97.2	100	100		0	
			Total breaches of air quality limits (number)	1	1	1	6	0	

¹ The scope of reported energy use and emissions aligns with the Government's Streamlined Energy and Carbon Reporting requirements. 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 Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight.

² With lower activity this year, we implemented a range of energy efficiency initiatives which reduced our total energy use by 10%. Despite these measures, and an overall gross market-based emission reduction of 4%, the more significant (89%) reduction in traffic units means that the gross emissions intensity of our operations increased this year. All residual market-based emissions have been offset, and our CSR Strategy includes a commitment to transition to net zero carbon operations.

³ Our airport operations are carbon neutral and hold Airport Carbon Accreditation at Level 3+ (Neutrality). As we work towards our net zero carbon goal, we continue to offset residual emissions. Full details of our carbon offsets are included in our MAG Greenhouse Gas Emission Report 2020/21.

⁴ Work has begun to formalise our energy management system and achieve certification to the international standard ISO 50001. This will be complete by the end of 2022, in line with the commitment made in our CSR Strategy.

⁵ This year, eight of the samples we took to monitor the quality of water leaving the airport failed to meet the limits in our permit. The incidents were reported to the Environment Agency, and we are taking steps to improve performance.

⁶ Air quality monitoring shows that the 8-hour mean air quality objective for ozone was not met at the monitoring site near to Manchester Airport. 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.



MANCHESTER AIRPORT PERFORMANCE OVERVIEW



ZERO CARBON AIRPORTS CONTINUED

KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE
ELIMINATING WASTE	We are committed to reducing waste, promoting recycling, and eliminating landfill.	By 2021, we will send no waste to landfill.	Total waste (tonnes)	9,054	9,093	1,929	7	-78.8
			Waste intensity (tonnes waste per traffic unit)	0.3	0.3	0.6	7	+91.9
			Waste segregated for recycling on-site (%)	New KPI	New KPI	26.9		-
			Waste diverted from landfill (%)	75.0	74.9	86.0		+11.1
SUSTAINABLE SURFACE ACCESS	We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports.	We will publish new sustainable transport targets which will reduce the impacts of passenger and staff journeys to our airports.	Passengers using sustainable travel to access our airports (%)	20.6	48.7	No Data	8	-




⁷ Waste performance this year is heavily impacted by the COVID-19 pandemic. We measure waste intensity against traffic units, which are defined by the International Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight. This year, we recorded an 89% reduction in traffic units. Our waste intensity increased as a result of higher retail waste due to less predictable and more volatile passenger numbers.

⁸ As a result of the COVID-19 pandemic the Civil Aviation Authority suspended passenger surveys which provide information about how passengers travel to access the airport. We recognise that, due to Government advice, there has been a national reduction in the use of public transport during the pandemic. We will closely monitor performance in this area to identify and implement measures to minimise the impact of journeys to our Airport.



MANCHESTER AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR		2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
SAFETY	Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress.	Through 'Vision Zero', our approach to safety, we target zero harm.	Reportable safety incidents (number of RIDDOR incidents)		12	6	1	1	-83.3	⬆️
		Lost time injury accidents (number)		26	19	0	1	-100	⬆️	
		We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Leadership roles filled through internal promotion (%)		New KPI	50.5	25.0	2	-25.5	⬇️
INCLUSIVE CUSTOMER SERVICE	We will ensure that our service for passengers with reduced mobility responds to customer needs.	Our service for passengers with reduced mobility will achieve a minimum Civil Aviation Authority rating of 'Good'. Performance targets are listed against each indicator.	Passengers requiring additional assistance	Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100)	99.0	99.9	99.7	3	-0.2	↔️
				Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100)	99.6	100	100	3	0.0	⬆️
				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)	99.6	97.2	99.5	3	+2.4	⬆️
				Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)	97.5	98.9	99.9	3	+1.0	⬆️
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	3.9	4.0	4.3		+8.6	⬆️

¹ RIDDOR reportable incidents, lost time accidents and sickness have significantly reduced this year. While the COVID-19 control measures MAG has employed have played a significant part in keeping airports safe, the reduction in incidents correlates with the notable downturn in operations across MAG.




² Recruitment activity has been extremely limited this year, presenting few opportunities to influence this measure.

³ The COVID-19 pandemic has required additional controls to ensure the safety of passengers receiving additional assistance and the staff who provide these services. These requirements have combined with volatile airline schedules and load factors, meaning that waiting time performance has fluctuated. Guest satisfaction has increased.



MANCHESTER AIRPORT PERFORMANCE OVERVIEW

OPPORTUNITY FOR ALL CONTINUED

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
EDUCATION, SKILLS AND EMPLOYMENT SUPPORT	We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	13,827	11,123	304	4	-97.3	↓
		By 2025, we will ensure that at least 40% of those attending MAG Connect Aerozones are from priority areas and priority schools.	Education support provided to young people from identified priority areas and priority schools ⁷ . (%)	New KPI	New KPI	40.0	4, 5	-	-
	We will create quality opportunities for work and break down barriers for everyone in our community.	Our MAG Connect Airport Academies will support everybody who approaches us, assisting a minimum of 7,500 people between 2020 and 2025.	People supported by MAG Connect Airport Academy (number)	New KPI	New KPI	1,945	6	-	-
		By 2025, at least 10% of the people supported by our MAG Connect Airport Academies will be from groups defined as 'disadvantaged' ⁸ .	Support provided by MAG Connect Airport Academy to groups defined as 'disadvantaged' ⁸ . (%)	New KPI	New KPI	16.1	7	-	-
		By 2025, 80% of people completing a MAG Connect Airport Academy programme will be successful in gaining employment with MAG or an on-site partner.	People placed into employment by MAG Connect Airport Academies (number)	390	403	17	8	-95.8	↓
			Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	115.0	152.7	0.1	8	-152.6	↓
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our companies' spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	37	37	35	9	-2.0	↓

⁴ Our skills and education programmes have been disrupted by the COVID-19 pandemic. Although the programmes provided several online learning events, it has not been possible to welcome young people for educational visits to our on-site Aerozones. Our education team are looking forward to young people returning in the 2021-22 academic year.

⁵ Priority schools and priority areas are those within a 20-mile radius of Manchester Airport (those most impacted by our operations).

⁶ This is a new KPI which aligns with our 2020-25 CSR Strategy. 'Support' is delivered face-to-face and virtually and includes a range of skills and education services such as formal training, employment inductions, CV guidance, job referrals, assisting with job applications, mock interviews, providing information on access to traineeships and apprenticeships, career talks to schools and colleges, outplacement support, and signposting to external agencies and charity/community groups. Historic performance data is not available.

⁷ This is a new KPI which aligns with our 2020-25 CSR Strategy. The measure considers those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment, homeless people, or those who only recently secured housing, people who have not worked for a long period of time (over one year), parents returning to work and young people who were in care.




⁸ The COVID-19 pandemic has disrupted our usual skills and education programmes and reduced the number of vacancies advertised at our airports. This measure does not include the important support our Airport Academies have provided over the last year to those leaving the aviation industry.

⁹ The COVID-19 pandemic has significantly reduced our purchasing activity and prevented us from hosting our usual 'meet the buyers' event.



MANCHESTER AIRPORT PERFORMANCE OVERVIEW

LOCAL VOICES

KEY  Improved year-on-year performance  No significant year-on-year change  Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
INVESTING IN THE COMMUNITY	We will ensure that the communities around our airports share the benefits from living near an airport.	All our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	New KPI	New KPI	7.9	1	-	-
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% including leaders)	16.0	13.7	2.6	1	-11.1	↓
			Time given to volunteering activities (hours, all colleagues)	9,270	6,870	12,714	1	+87.5	↑
		We will maintain our community funds, ensuring they provide effective investment in local communities.	Community fund grants awarded (£)	129,852	110,387	110,935		-0.5	↔
			Groups/initiatives receiving community fund grants (number)	75	54	63		+16.7	↑
ENGAGING LOCAL VOICES	We are dedicated to addressing the local issues which matter most to people living near us.	Provide opportunities in different settings to meet people living near our airports.	Community engagement opportunities provided (number)	83	90	36	2	-60.0	↓

¹ This year, the number of hours given to volunteering reached record levels. However, because of the COVID-19 pandemic, the number of colleagues participating in volunteering activities reduced. We remain committed to volunteering programmes and will be engaging colleagues in these important activities when restrictions ease.

² Due to the COVID-19 pandemic, it has not been possible to facilitate our usual programme of community engagement opportunities. Whilst the Manchester Airport Consultative Committee has met virtually, we have not held face-to-face outreach sessions this year. We remain committed to our local communities and will reintroduce community engagement plans which reflect COVID restrictions and airport activity.



MANCHESTER AIRPORT PERFORMANCE OVERVIEW



KEY Improved year-on-year performance No significant year-on-year change Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
NOISE MANAGEMENT	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans and report progress publicly.	Departing flights within preferred noise routes (%)	94.3	94.0	86.0	3	-8.0	
			Departing flights performing continuous climb departure (%)	94.5	95.0	95.1		+0.1	
			Arriving flights performing continuous descent approach (%)	91.7	92.0	87.5		-4.5	
			Area of daytime noise footprint (57 dB LAeq 16hr, km²)	32.0	32.9	9.0	4	-72.6	
			Population within daytime noise footprint (57 dB LAeq 16hr, number)	35,300	34,700	3,500	4	-89.9	
			Area of night-time noise footprint (57 dB LAeq 8hr, km²)	12.6	13.4	4.1	4	-69.4	
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	8,500	10,500	300	4	-97.1	
			Complaints received (number)	65	1,011	213	5	-78.9	
			People submitting complaints (number)	63	125	128	5	+2.4	
			Aircraft movements per complaint (number)	306.9	193.7	175.0	6	-9.7	

³ This year, there were significantly fewer flights operating, with flights using Runway 1 for landings and departures. As a result, a higher proportion of flights have used the 'SONEX1R' departure route. Track compliance on this route is lower than others and so has reduced overall performance. Our Future Airspace Project is expected to increase performance on all departure routes.

⁴ This year, the number of flights from our airports significantly reduced because of the global pandemic. As such, the size of our noise contours and the number of people within them also reduced.

⁵ The COVID-19 pandemic has significantly changed both the aviation industry and the way people live their lives. This year we received fewer complaints than in previous years but heard from a slightly larger number of people. We will continue to investigate and respond to noise complaints, taking steps to minimise noise and monitoring the situation as COVID restrictions ease and travel resumes.





Closing statement

This has been a challenging year – for MAG, our colleagues, and our communities. However, the future for aviation is a bright one and we plan to make sure that the changes and improvements we make now will set us up for sustainable growth and success that we can all share.

MAG has a long history of leading on sustainability, skills, employment, and community engagement. Our CSR Strategy is robust, and we remain optimistic about the future and our ability to recover sustainably and build stronger communities, ensuring our airports provide opportunity for all.

We welcome views and suggestions. To get in touch please contact us by email using CSR@magairports.com.

