

Welcome from the Chair of MAG's Corporate Social Responsibility (CSR) Committee

As Chair of the CSR Committee, I am pleased to bring you this annual report, in a year in which MAG has made significant strides in its recovery from the effects of the Covid-19 pandemic. Over the course of the last 12 months, I have seen firsthand the renewed emphasis that the Group has placed on sustainability, embedding it as one of the business's core strategic priorities and a central colleague value.

Despite a challenging early period in summer 2022, MAG demonstrated its commitment to delivering its CSR Strategy 'Working Together for a Brighter Future', which continues to work for the priorities of all its stakeholders. MAG's airports have delivered exciting initiatives across all three pillars of the Strategy, which have driven its commitment to a more sustainable future.

MAG's role as an industry leader in aviation decarbonisation was once again demonstrated this year, for example, through the approved planning permission for a solar farm at London Stansted which will deliver a portion of its current and future energy needs.

I was pleased to see that MAG retained its five-star rating in the GRESB Environmental, Social and Governance (ESG) ratings, and became the first UK airport operator to be featured in the Financial Times listing of Europe's climate leaders list for three consecutive years. This independent recognition is testament to the longevity of MAG's approach to sustainability and its ability to deliver meaningful change.

This year 184 states, including the UK, agreed on a target to reach net zero aviation by 2050 at the 41st ICAO Assembly. It is clear that MAG's commitment to net zero by 2038 is a critical part of our future strategy, and I am proud of the ambitious stance the Group is taking.

As the business has recovered, so too has its role as a facilitator of regional employment, with independent findings showing that MAG supports more than 120,000 jobs in the UK across partners and supply chains.

The Group's continued focus on recruitment over the last year means that all three of its airports are well positioned for a long-term recovery, and by announcing initiatives such as the Manchester Airport Apprenticeship Programme and the Jet Zero Curriculum, MAG continues to demonstrate its commitment to creating a pipeline of future talent for the sector.

This is my last year as Chair of the Corporate Social Responsibility Committee at MAG, so I would like to conclude by noting my pride in all that has been achieved over the last 10 years. CSR is at the heart of the group's strategy and will continue to deliver social and economic value. We strive to be a good corporate citizen, and we understand our responsibilities to all our stakeholders and to the environment we operate in. I remain confident of MAG's steadfast commitment to creating a brighter future for all.



Vanda Murray OBE
Chair of MAG's CSR Committee

Welcome from MAG's Group Chief Executive

I am pleased to welcome the publication of this year's CSR Report, for the first time as MAG CEO.

During a period which has been defined by recovery for our business, we have placed sustainability and the delivery of our CSR Strategy – Working Together for a Brighter Future – at the heart of how we operate. MAG's refreshed Corporate Strategy defines sustainability as a strategic priority, and something which will underpin our future success. 'Sustainable Future for All' now also sits as a core colleague value at MAG, embedding a culture that, whatever their role in the Group, every colleague can play a role in delivering a brighter future.

I am proud of the leading role we continue to play in aviation decarbonisation, typified this year through our landmark partnership with HyNet which could make Manchester Airport the first in the UK to have a direct supply of Hydrogen fuel, and our continued cross-Government and industry engagement through the Jet Zero Council and Sustainable Aviation. Our commitment to net zero operations by 2038 remains on track, and I am pleased that we are now working collectively as a global industry following ICAO agreement in late 2022 to net zero by 2050. To advance our sustainability reporting, we have further developed our understanding of the physical and transition-related climate risks to the business, reporting in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

We have always believed that our local communities should benefit from the success of our airports, and over the last year I have been pleased to see just how much we have on offer for those living closest to us. More than 6,500 young people have visited our MAG Connect Aerozones this year, and we have hosted or supported more than 345 jobs fairs across our catchment areas. Alongside this, I was very proud to see the announcement of the Manchester Airport Apprenticeship scheme, which will give young people a solid foundation to begin a long and dynamic career in the aviation sector.

It is the strong community links we have forged over many years which played an integral role in supporting our recovery from the pandemic, as we recruited more than 3,000 new colleagues across the Group, supported by the work of our CSR teams. It is through their engagement with local people that we have been able to bring our operations back to full strength and deliver excellent service for our passengers.

Alongside the initiatives we have been able to deliver for our communities, our recovery has also restored MAG's role as a driver of economic activity. York Aviation reported that the Group contributed £8bn to the UK economy over the last 12 months, supporting hundreds of thousands of jobs across our wider supply chains. These findings demonstrate the benefits of a successful aviation sector, the prosperity it can bring to the UK.

As we embed sustainability deeper into our business culture, we have worked hard to engage our colleagues in our CSR Strategy. The publication of our new Equity, Diversity and Inclusivity (ED&I) Strategy in December set outs ways in which we can ensure MAG is a business fit for the future and is an employer of choice where everyone is able to thrive.

This report exemplifies the wide-ranging nature of our CSR Strategy, which aims to benefit everyone who travels through, works at, or lives by any of our airports. We understand the critical attention we must pay to decarbonisation strategies, as well as the need for a strong pipeline of aviation talent for the future, with a community which feels listened to and understood. I thank colleagues across MAG for their work in delivering these priorities over this period, and I am confident we will continue to do so in the years to come.



Ken O'Toole
Group Chief Executive

Connecting the world:

Our purpose: To connect our customers to the world with great airport experiences and innovative travel services.

Our vision: To be a world-leader in the provision of airport facilities and travel services, delivering value for all stakeholders.

Our mission: We are on a mission to make our airports and travel services the number one choice for travellers and airlines.

Our values: Our values are the guiding principles for our business and our people. They are a reflection of who we are, and who we want to become; shaping decision-making, behaviours and ways of working.

Our values.



Safe hands:

The safety and security of colleagues, customers and service partners is our number-one priority.

We can be trusted to deliver on our promises, acting with the highest standards of honesty, integrity and responsibility.

We care about each other's wellbeing, and create a safe space for people to do their best work.



People at our core:

We are all united by a shared purpose to connect people with the world. We take the time to truly understand what's important to our customers and partners.

We couldn't do all this without our colleagues. That's why we're committed to energising and inspiring people, and continuously improving the colleague experience.



Growing every day:

We are performancefocused, with a commitment
to excellence in the delivery
of results. We keep our
finger on the pulse of the
industry, responding to
the evolving needs and
expectations of all our
stakeholders. This helps
us to continually improve
and deliver more value to
our customers. We support
colleagues in their personal
growth journeys, and
celebrate success.



Power of teamwork:

We believe we are more than the sum of our parts. That's why we continually seek to work together with our colleagues, partners and communities to reach the best solutions.

We are inclusive, respectful and open to different perspectives. We strive for the success of our teams, airports, passengers and the business.



Sustainable future for all:

We are committed to growing a more sustainable future. We are working with others to drive sustained progress towards helping the UK aviation industry achieve net-zero emissions by 2050. We are supporting and contributing to the regions where we operate, developing sustainable initiatives with our communities to benefit people and the planet.

As part of the strategic framework, we have identified seven strategic priorities for the Group that will ensure we deliver sustainable growth in shareholder value.

Our strategy sets out how we will tackle the challenges and opportunities we will face as we grow our business to meet the needs of our customers and stakeholders, both today and into the future.

Our strategy highlights what we need to do to be successful in connecting our customers to the world and provide the great airport experiences and innovative travel services they want.

Our strategy shows how we will meet customer needs by developing a brilliant and diverse team of people who are committed to service delivery, operational excellence, innovation and achieving sustainable growth.

More information on our Strategy can be found on pages 16 to 19 of our latest <u>Annual Report</u>.



Our Corporate Social Responsibility (CSR) Strategy



We believe that a thriving, sustainable aviation industry is a positive force for the UK economy.

Our 2020-2025 CSR Strategy, <u>'Working Together</u> for a Brighter Future', sets out our ambitions and what we plan to achieve across MAG and at Manchester, East Midlands and London Stansted Airports over this five-year period. Embedded throughout the Strategy is our commitment to our three priorities: creating Zero Carbon Airports, ensuring Opportunity for All and supporting the communities and regions that we serve through Local Voices.

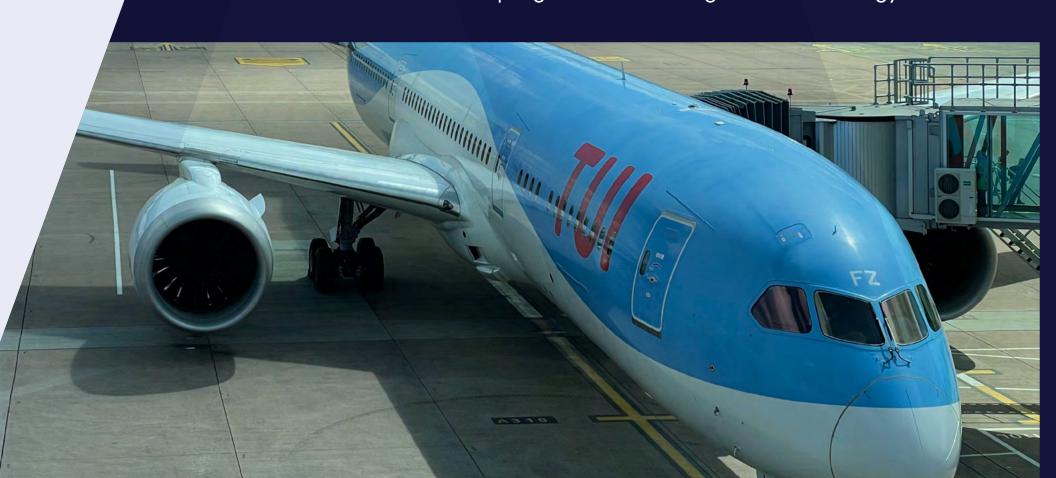
Our Strategy reflects our dedication to forging a better future for everyone, establishing a sustainable legacy, and operating as a socially and environmentally responsible organisation. As our Strategy enters its third year, we continue to address the issues that are most important to our stakeholders.

After Government Covid-19 travel restrictions were lifted in March 2022, and passenger numbers rapidly increased, we remained determined to deliver against our CSR Strategy. A key focus for us this year was recruitment to support increasing passenger numbers, and we remain committed to ensuring MAG is a great place to work.

Our sustainability progress in 2022/23

Passengers numbers increased rapidly after the lifting of Government Covid-19 travel restrictions in March 2022. Throughout this period we remained committed to delivering our CSR Strategy. A key focus for us this year was recruitment to supporting increasing passenger numbers, and we remain committed to ensuring mag is a great place to work. We recruited rapidly to meet the rapid increase in passenger demand at our airports. The combined efforts of our teams across MAG met the challenge and delivered an industry-leading recovery which has seen passenger numbers across the Group rising to close to pre-pandemic levels.

For the year 1 April 2022 to 31 March 2023, MAG served 54 million passengers – a 163% year-on-year increase and equivalent to 91% of pre-pandemic (FY20) levels. While we did face challenges, we were still able to make progress in delivering our CSR Strategy.



This has allowed us to drive the sustainable recovery of MAG airports and the delivery of our CSR commitments, thanks to the dedication of our colleagues and partners throughout that period.

Over the course of this year, we continued to focus our attention on promoting the attractiveness of MAG and the wider aviation industry as a positive career choice. We engaged with local communities to promote engaging employment opportunities at our airports following our recovery from the Covid-19 pandemic. At the same time, we continued to deliver on our Equity, Diversity and Inclusion Strategy.

We also played an important part in the decarbonisation of the aviation industry through partnerships, including those with Sustainable Aviation, Airports Council International and the Jet Zero Council. More information on these partnerships can be found in the Zero Carbon Airports section of this report.

To advance our sustainability reporting, we have developed our understanding of the physical and transition-related climate risks to the business, reporting in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). By understanding climate risk, we ensure the resilience of our business and empower our workforce to adapt to the impacts of climate change, while also capitalising on the opportunities arising from the transition to a low-carbon economy.

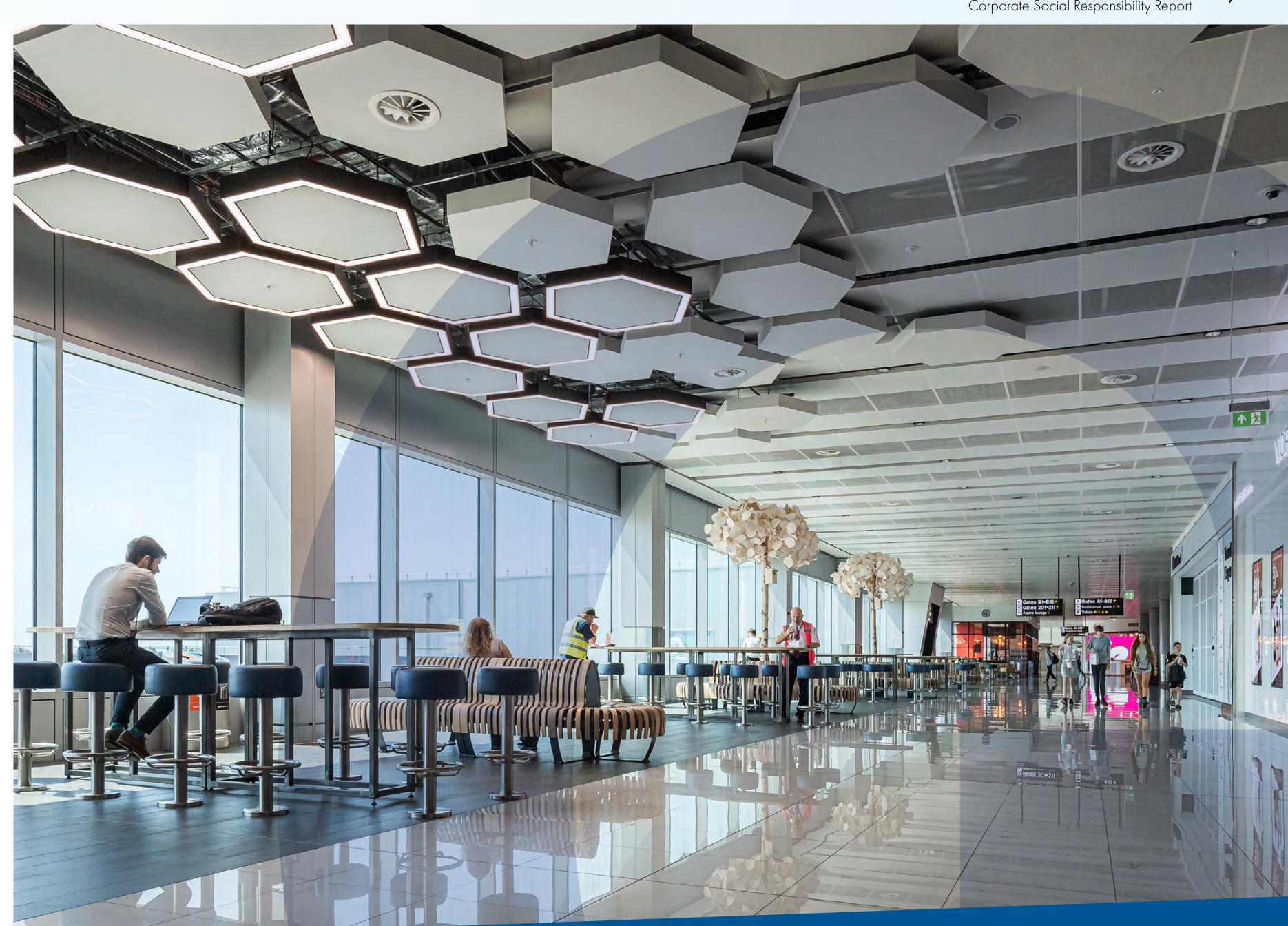
This year we maintained our five-star rating from the Global Real Estate Sustainability Benchmark ESG rating programme. Furthermore, MAG again featured in the *Financial Times's* assessment of European Climate Leaders – making us the only airport operator to have featured in the 2021, 2022 and 2023 listings.

Progress update: Working Together for a Brighter Future

Our ambitious CSR Strategy adopts a holistic approach to sustainability, outlining comprehensive commitments across three strategic priorities:

Zero Carbon Airports, Opportunity for All, and Local Voices. The commitments within each of these priorities are designed to drive sustainable development at each of our airports, and address the issues that matter most to our local communities.

We take our CSR commitments seriously, and have set ambitious dates for reaching these targets to create a brighter future for all. We continued to deliver on our CSR Strategy through the pandemic, however, due to the impact that the Covid-19 pandemic had on MAG and the wider aviation industry, we faced some unavoidable delays in achieving the commitments set out in our CSR Strategy. We remain committed to fulfilling our commitments in our CSR Strategy, and we are continuously assessing and adapting our approach to ensure we stay on track to deliver on these commitments.







Over the last decade, MAG has established a strong track record for developing and expanding our customer offers, both directly to passengers and through the services we provide to partners in the travel sector.

We have developed our commercial agility, digital skillset and a deep understanding of the customer that enables us to stimulate demand and grow revenue. This capability creates new opportunities for growth on a global scale. Formed from the union of MAG-O, MAG-USA and our network of direct-to-customer brands (brands that drive market-leading passenger spend at airports across the world), we have combined our resources to address evolving passenger needs today, and exceed them as we move forward into tomorrow.

The name, CAVU, is an abbreviation of the aviation meteorology term 'ceiling and visibility unlimited'. This is the term for perfect flying conditions: a cloud ceiling of over 10,000 ft and visibility over 10 miles. This is how we want our customers to feel when they travel by air.

But CAVU is more than just a name, it is a mindset. It combines our aviation heritage, our drive to push boundaries, and the very essence of what we do: creating a seamless, enjoyable travel experience for our airport passengers. With a mission to be the number-one airport product and services company in the world, CAVU is a global organisation with a vision to make airport travel seamless and enjoyable for passengers, and more profitable for the businesses that serve them.

7.7 million

transactions

24 countries

278

airports

1,804 suppliers

3,294 products

15 intelligent performance contracts (including all three MAG airports)

24 lounges across the US/UK (including seven at MAG airports)

Supports over 1,400 jobs

Contributes GVA of £109 million

Knowing What's important – Our sustainability focus

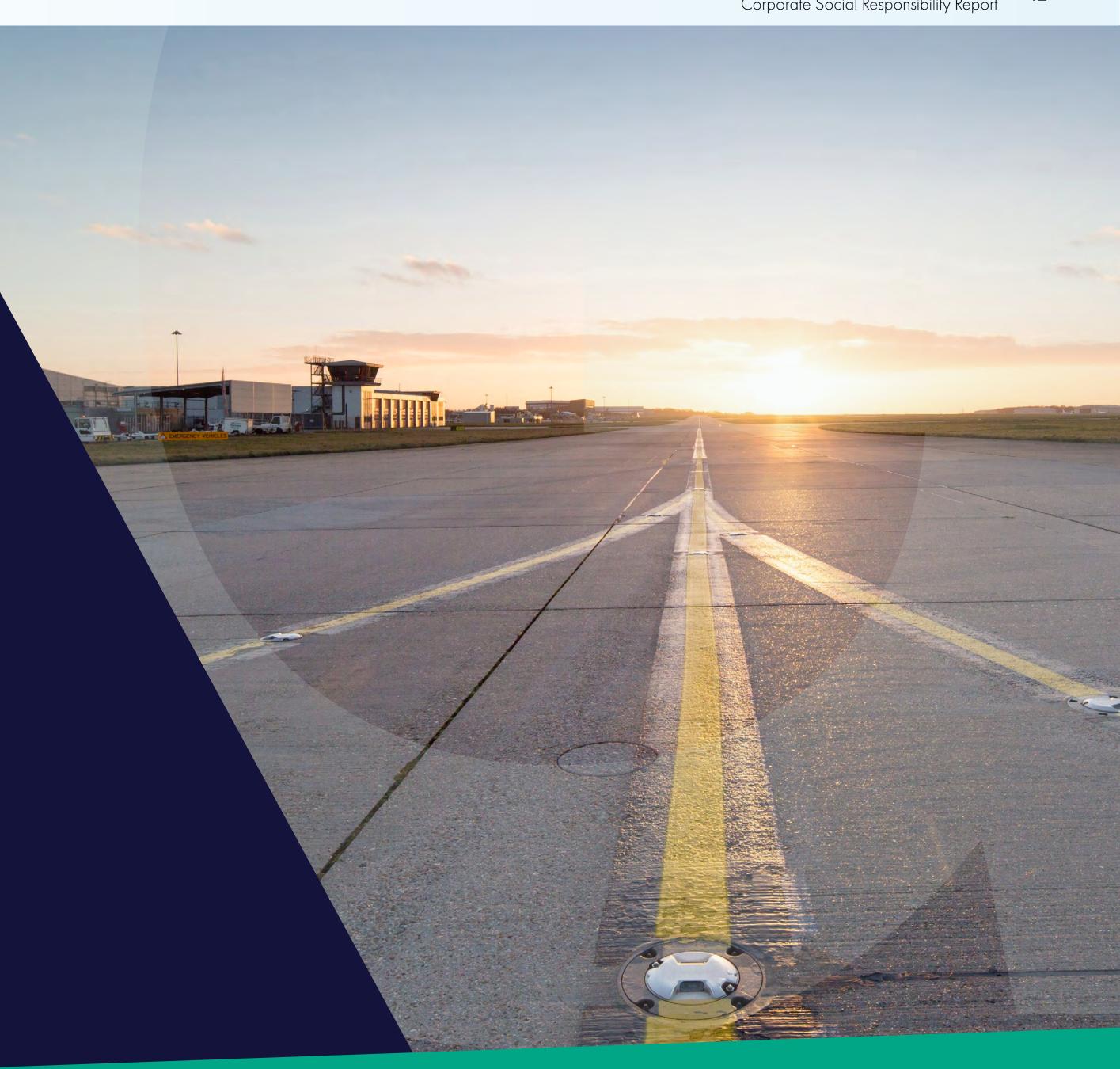


Figure 1: MAG Group Materiality Matrix



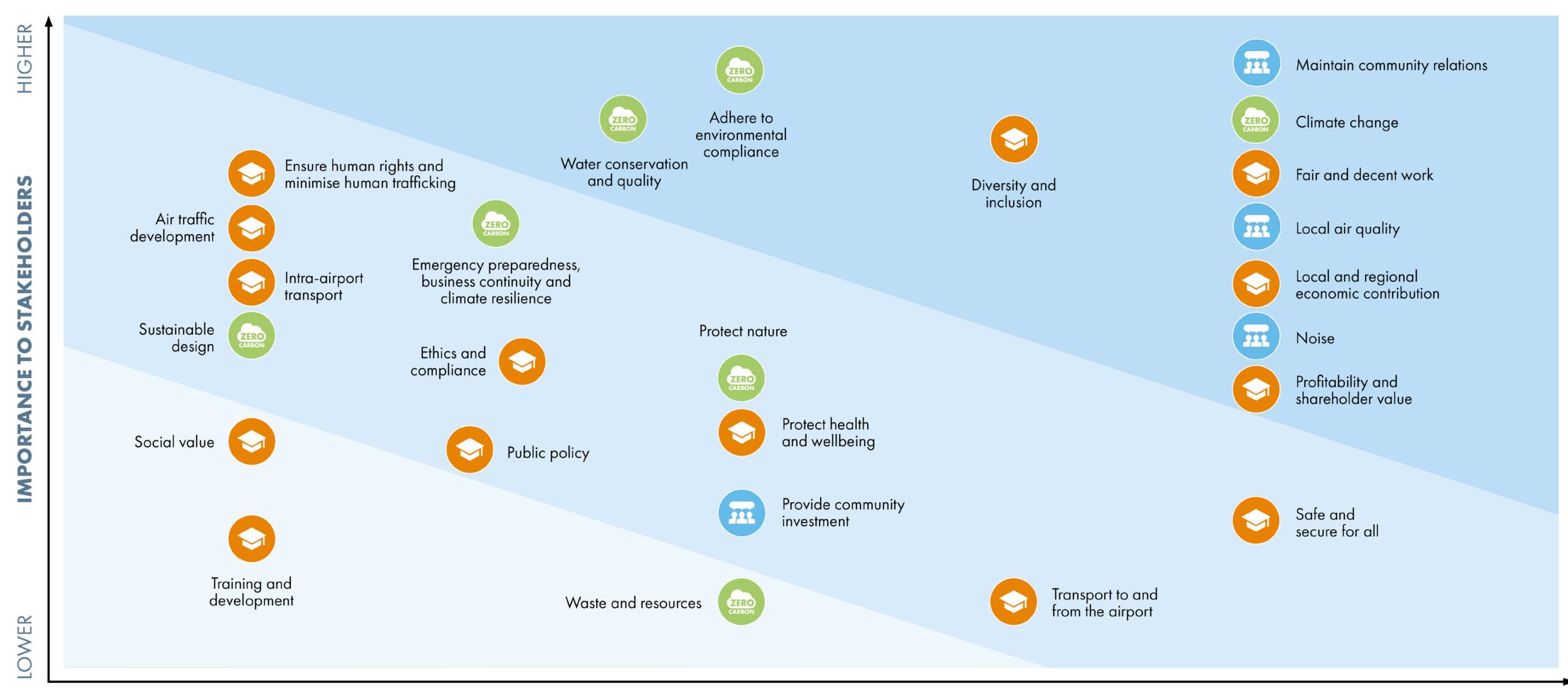
LOCAL VOICES



OPPORTUNITY FOR ALL



ZERO CARBON AIRPORTS



We know that our business prospers when we respond to the issues that matter most to those living in the regions we serve. We also recognise the diversity of our stakeholders at each of our airports, and understand that their priorities can vary and evolve over time. In 2018, we conducted a materiality assessment and engaged with stakeholders extensively to understand what matters most to them. This helped us to ensure our CSR Strategy was fit for purpose and addressed the issues that matter most.

Since 2018, we have undertaken periodic reviews of our materiality assessment to ensure that our CSR Strategy remains relevant and continues to address the most critical issues for our stakeholders. In 2020, and again in early 2022, we repeated the materiality assessment to gauge our stakeholders' opinions and their levels of trust and awareness regarding our ability to deliver on our commitments.

The 2022 update to our materiality matrix, shown in Figure 1 on page 13. above, identified climate change, fair and decent work, local air quality, and local and regional economic contribution as the highest priority issues. While equity, diversity and inclusion did not feature among the highest priority topics for our local communities, we recognise the significance of thse matters for both our existing and future employees. Our CSR Strategy is dedicated to fostering a workplace that is characterised by equity, diversity and inclusivity. By emphasising these values, we are actively working towards creating an environment where everyone can thrive. We are reassured that the three pillars of our Strategy – Zero Carbon Airports, Opportunity For All and Local Voices – address the right issues.





We remain committed to maintaining the highest standards of corporate governance and compliance. Our company reporting is carried out in line with the Wates Principles, which we have adopted as MAG's corporate governance code.

Our robust governance structure, updated operating model and the strength and commitment of our people have ensured we are well-placed as we enter the next year.

To ensure that we maintain our focus on sustainability throughout our operations, our CSR Committee oversees the development and implementation of the CSR Strategy. The Committee, which is led by Vanda Murray OBE, one of our non-executive directors, is responsible for ensuring that we meet our CSR commitments effectively. For more detailed information on our governance approach, please refer to our Annual Report and Accounts.

Our approach to sustainability reporting

We are committed to transparent sustainability reporting. This report is aligned with the Global Reporting Initiative's (GRI's) 2021 Universal Standards. More detailed GRI data can be found in our dedicated report here. We embrace the GRI Standards as a comprehensive global framework to drive our sustainability reporting practices. These standards enable us to disclose relevant and reliable information across a range of economic, environmental and social impacts.

In addition to the GRI Universal Standards, we also align with the GRI's Airport Operator Standard, which is tailored to airport operators. By aligning with this standard, we go beyond general reporting requirements and focus on issues directly relevant to our industry, such as noise management, air quality, and bird and animal strikes.

We also understand the risk that climate change poses to our business and the industry. We support the UK Government's decision to mandate climate-related financial information, and we have adopted the recommendations of the Taskforce on Climate-related Financial Disclosures (TCFD) in our reporting. To enhance our TCFD reporting, we have this year expanded our assessment of climate-related transition risks, and undertaken the initial quantification of the financial risks posed by the most material climate-related risks. More information is provided in our latest Annual Report.

Furthermore, we voluntarily report to the Global Real Estate Sustainability Benchmark, which helps us monitor, assess, benchmark and improve our ESG performance.

We continuously monitor and engage with the evolving landscape of sustainability standards and disclosures. As part of our on-going commitment to adopting best practices, we actively explore initiatives such as the International Sustainability Standards Board (ISSB) and the Taskforce on Nature-related Financial Disclosures (TNFD).

Our commitment to the United Nations Sustainable Development Goals

We believe that the United Nations Sustainable Development Goals (UN SDGs) provide a comprehensive framework for achieving an equitable and sustainable future for all. We are committed to embracing these principles and using them as a foundation for our sustainability efforts. By adopting the UN SDGs, we take an active role in creating positive impacts for our local and regional economies and environments, and for society as a whole.

While our CSR Strategy contributes to multiple UN SDGs, we have identified specific areas where we can make the most significant contributions. Therefore, we have decided to pursue targeted interventions that align with the following UN SDGs (please see these overleaf).







Zero Carbon Airports

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

UK's first **carbon neutra** airport group in 2016

100%

of our electricity for UK operations is from renewable sources

All three of our airports are

ISO 14001 certified

Approval for the development of our 14.3 MW solar farm at London Stansted Airport

Partnership with HyNet

for the delivery of hydrogen fuel at Manchester Airport

Jet Zero Pledges
to support the Government's
Jet Zero Strategy

Zero breaches
of government air quality limits

Opportunity For All

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

Five employee resource groups celebrating equity, diversity and inclusion

Over 6,500 students visited our MAG Connect Aerozones

12,525 people supported through our Airport Academies

345 jobs fairs organised or attended

At a UK level, MAG supports over 223,000 jobs and generates £8 billion in gross value added (direct, indirect and induced)

Local Voices



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

Over £985,000 of investments through airport Community Funds

Incl. £400,000 donated through our Eco-Garden competitions

Incl. £164,000
allocated to projects that promote sustainability through the Low Carbon Energy Grant at East Midlands

Over 5,000

trees planted to mark Her Majesty

Queen Elizabeth II's Platinum Jubilee



Introduction and achievements of 2022/23

MAG supports the objectives of the Paris Climate Agreement and understands the role the aviation industry must play in achieving them. We recognise that climate change is a significant issue for our stakeholders, and we take our responsibility to reduce our greenhouse gas (GHG) emissions seriously.

In 2016, we became the first UK first airport group to be certified as carbon neutral and we have a long-standing commitment to addressing the emissions associated with our operations. Our flagship commitment to net zero carbon operations by no later than 2038, demonstrates our commitment to reducing our reliance on fossil fuels. Decarbonisation is a key strategic priority for MAG, and we have seen real progress this year in our journey to a net zero aviation industry.

We are also committed to reducing waste and optimising the use of resources to protect the natural environment. Furthermore, we are dedicated to supporting the objectives of the Paris Climate Agreement and its goal of limiting global temperature rise to well below 1.5 degrees Celsius.

We welcomed the launch of the UK Government's Jet Zero Strategy in July 2022. The Strategy sets out the Government's approach to maintaining the wide-ranging benefits that aviation brings to the UK, while reducing the sector's carbon emissions to net zero by 2050. The Jet Zero Strategy includes an interim target of net-zero domestic flights by 2040, a new sustainable aviation fuel (SAF) mandate to ensure at least 10% of jet fuel is SAF by 2030, and a commitment to ensuring at least five SAF production plants are under construction in the UK by 2025.

To support the delivery of the Government's Jet Zero Strategy, we announced five pledges:





1. Jet Zero Education:

MAG will develop new Jet Zero educational materials for use at its Aerozones and Airport Academies to improve understanding of how aviation plans to reach net zero. The Group will supply these materials to other Jet Zero Council members and to schools in the areas around its three airports.



2. Jet Zero Research:

MAG will fund three PhD projects on air travel decarbonisation to support the work of the Jet Zero Council.



3. Jet Zero Technology:

MAG will launch a new competition offering five years of free landing fees to the first zero-emission aircraft operating transatlantic flights from its airports.



4. Jet Zero SAF:

MAG will create a financial incentive as part of its charging arrangements to encourage airlines to go further than the UK Sustainable Aviation Fuel (SAF) mandate on flights from its airports.



5. Jet Zero Airspace:

MAG is committed to delivering airspace modernisation at its airports at the earliest opportunity as a key lever of decarbonisation.

During the year we continued to pursue innovative ways of realising our Zero Carbon Airports programme, and to support the wider industry in the following ways:

- Announced a partnership with HyNet, one of the UK's leading Government-backed industrial decarbonisation projects. We aim to make Manchester Airport the first UK airport with a direct supply of hydrogen fuel.
- Pressed ahead with our Future Airspace Change (CAP1616) project at Manchester and London Stansted Airports to Stage 3 of the process, with plans to submit Stage 2 documents for East Midlands Airport in Summer 2023.
- Received planning permission for a 14.3
 MW solar farm at Stansted Airport.
- Maintained certification of Stansted Airport to the ISO 50001 energy-management standard. Further plans involve certifying Manchester and East Midlands Airports by December 2023, and the ongoing certification of our airports to the ISO 14001 environmental standard, with plans to transition to a group-wide system and certification.
- Maintained our carbon-neutral status against the Airport Carbon Accreditation Level 3+ for all three of our airports, with recertification planned for Autumn 2023.

Climate change

The 41st United Nations International Civil Aviation Organization (ICAO) General Assembly took place in October 2022. The outcome of this meeting, viewed as the 'aviation industry's Conference of the Parties', was an international agreement to achieve net-zero aviation by 2050. This is a hugely important milestone, the significance of which cannot be overstated.

MAG Chair, Charlie Cornish:

"It is the strongest demonstration yet that the global aviation industry – standing united – is committed to delivering a greener, more sustainable future.

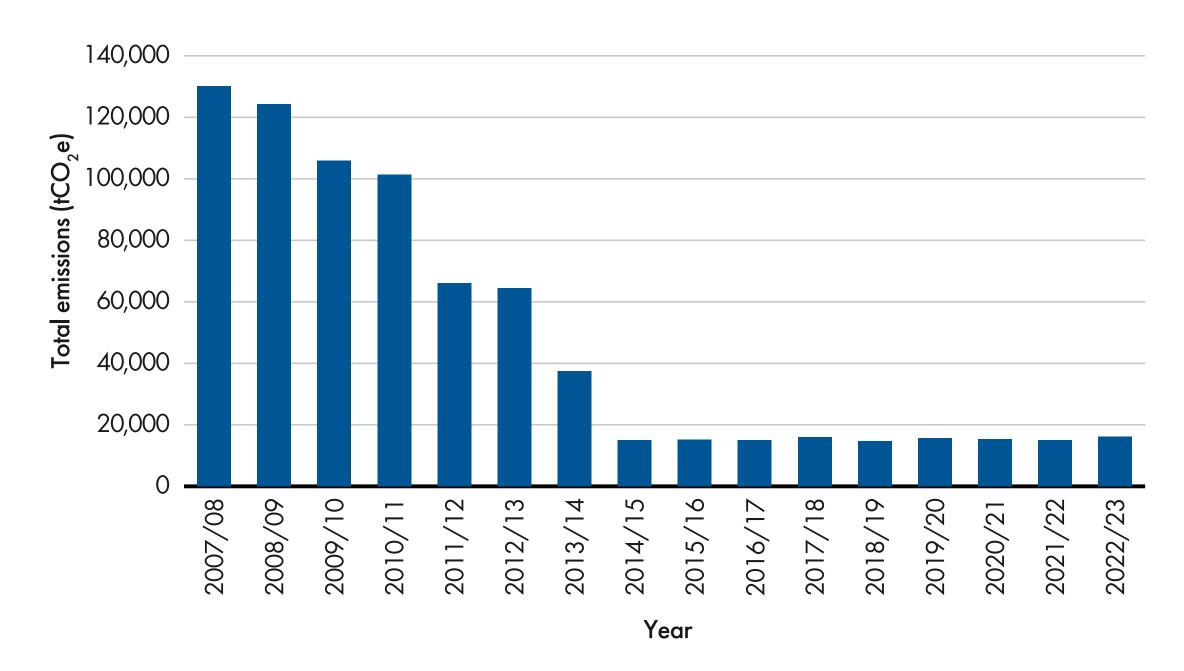
MAG is proud to be playing a leading role in driving forward this agenda, in partnership with the UK government, through its Jet Zero Council, and the rest of our industry.

In line with domestic targets set out in the Government's Jet Zero Strategy earlier this year, MAG will continue its pursuit of net-zero operations by 2038, alongside delivery of Jet Zero pledges, focused on research, education, use of sustainable aviation fuels and airspace modernisation."

We monitor and report publicly on our GHG emissions, which we disclose <u>annually</u>. Our carbon footprint is calculated using internationally recognised best practices, such as the Greenhouse Gas Protocol and UK Government guidance on emissions reporting. To ensure the accuracy of our reporting, our GHG emissions are independently verified by TUV Nord GmBH. Our carbon footprint includes both location-based emissions (which represent the average emissions intensity of the UK energy grid) and market-based emissions (which highlight the impact of our procurement decisions at MAG).

Although the transition to net zero is complex, we recognise the need to cut our remaining reliance on fossil fuels. During this transition, we are committed to fully offsetting our operational emissions through high-quality carbon offsets to compensate and account for our residual carbon emissions. In the short term, offsetting of currently unavoidable emissions is necessary to balance our emissions output as we work towards our commitment to achieve net-zero emissions no later than 2038.

Figure 2: Our greenhouse gas emissions



We monitor our GHG emissions and also publish a dedicated Greenhouse Gas Emissions Report (see the latest report at here). By monitoring our emissions, we identify new ways to deliver our flagship goal of net-zero carbon operations by 2038. In addition, our carbon-energy disclosure is aligned with the requirements set out in the UK's Streamlined Energy and Carbon Reporting standard.

Over the course of the four-year period from 2019/20 to 2022/23, our emissions were affected by wider trends. In 2020/21, there was a significant reduction in both scope 1 and scope 2 emissions, attributed to the Covid-19 pandemic and the resultant reduction in commercial activity and number of passengers travelling through our airports. However, as economic activities gradually resumed and passenger numbers increased, emissions began to rise in the years 2021/22 and 2022/23. Nevertheless, we are committed to achieving our long-term goal of net-zero carbon operations by 2038. In line with our 2006 commitment to carbon neutrality and our 2020 commitment to net-zero carbon, we continue to implement sustainability initiatives, monitor our emissions data, and strive to make further progress in our journey towards net zero.

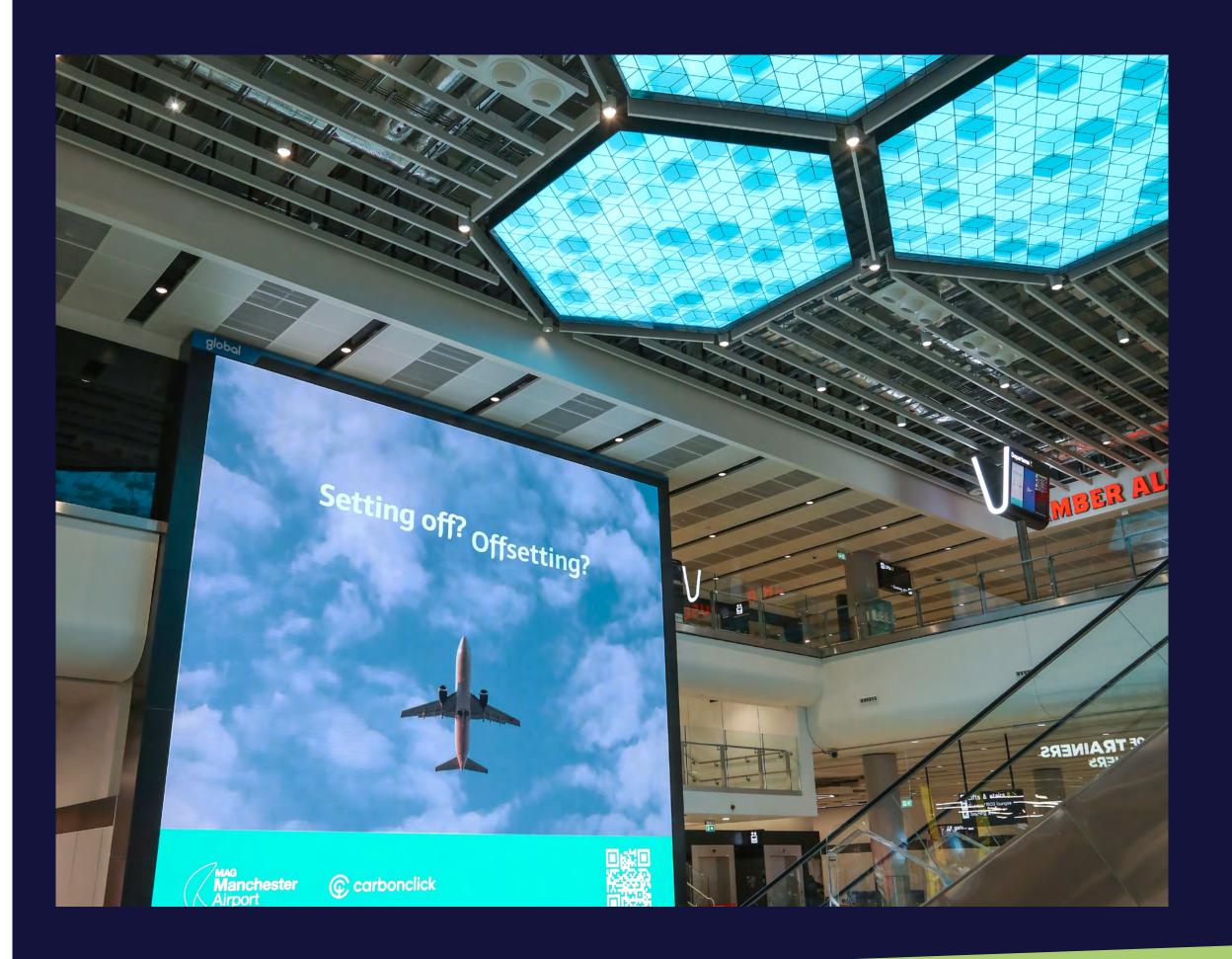
Our scope 3 emissions arise from our value chain and are therefore mostly out of our direct control. However, we recognise that we have an ability influence these emissions and they represent a crucial aspect of our environmental impact. We acknowledge the significance of addressing wasterelated emissions, with waste contributing 1,151 tCO₂e to our overall footprint. Moving forward, we have a commitment to send zero waste to landfill and will explore future opportunities to turn waste into SAF.

Since business travel generated 772 tCO₂e, we understand the value of efficient transportation in our commitment to reducing employee-related emissions. Employee commuting had an impact of 111,377 tCO₂e, and home-working contributed 408 tCO₂e. In 2022, we expanded our successful Sustainable Transport Fund scheme from London Stansted to all of our airports a to fund improvements to public transport and cycling and walking options. Our funds will be supported through a levy on passenger car parking and drop-off charges. We also encourage our colleagues to travel to work using more sustainable methods of transport through discount schemes on public transport.

As part of our aviation-specific emissions, the landing and take-off cycle (which accounts for emissions locally at our airports from flight operations below 3,000 ft) generates 531,994 tCO₂e. Beyond our local area, we implement multiple initiatives that help reduce emissions across the wider aviation networks. Emissions from outbound flights across our airports were 4,438,177 tCO₂e. These insights enable us to assess our indirect impacts comprehensively and inform strategies to reduce them.

CarbonClick

We continue to offer our passengers the opportunity to carbon-offset their journey through our partnership with CarbonClick. Using this platform, passengers at any of our airports can choose to offset their carbon emissions from their flight, regardless of their destination or airline. Accredited, high-quality carbon offsetting is just one tool that is immediately available to the aviation sector as it moves towards a more sustainable future and works to support the reduction in overall CO₂ levels from the atmosphere.





London Stansted Airport's solar farm

Stansted Airport received planning permission for the development of a large solar farm which will enable it to harness renewable energy. The 14.3 megawatt solar farm, to be built on land owned by MAG, will contribute to the airport's electricity needs. The solar farm will provide energy equivalent to that consumed by 5,933 homes (based on the 2,900 kWh/yr OFGEM 2020 Typical Domestic Consumption Value for a Class 1 'Medium' property). Some solar panels will face south, while others will face east to mitigate glint and glare effects on the air traffic control tower and aircraft.

This development, which aligns with our broader CSR goals, demonstrates our dedication to decarbonisation and transitioning to cleaner energy sources. The solar farm will contribute to our sustainability efforts while creating opportunities for local employment and supporting the regional economy. We are committed to engaging with local stakeholders throughout the project, ensuring their involvement by listening to Local Voices.

We look forward to the successful implementation of this project and the positive outcomes it will bring for our airport.

Sustainable Aviation's Net Zero Carbon Road-Map

MAG is a founding member of the Sustainable Aviation (SA) coalition, which is the world's first collective partnership between major UK aviation companies that aim to deliver a more sustainable industry. SA promotes cleaner, quieter and smarter aviation to deliver a net zero carbon future for all.

We are contributors to the updated <u>SA Net Zero Carbon Road-Map</u>, released in April 2023. The refreshed Road-Map highlights the essential role that SAF, carbon-removal technologies and zero-carbon-emission technologies (such as hydrogen-powered aircraft) have to play in the decarbonisation of the industry. Combining the Road-Map with operational improvements and the more immediate advances being made in modernising UK airspace, it is possible for the UK aviation industry to grow while meeting its commitment of net-zero carbon emissions by 2050.

Airspace modernisation

Airspace modernisation is a key part of aviation's net-zero road map. In 2017, the UK Government first set out its policy on the future of our national airspace. The rationale for modernisation across the country is that airspace arrangements have remained relatively unchanged for many decades. At the same time, we can no longer rely on traditional, ground-based technologies to support the most efficient flight paths with the lowest noise impact on our local communities. Airspace modernisation can drive a range of benefits, including the potential to reduce airlines' emissions, minimise air-traffic congestion and reduce aircraft noise-related impacts.

Since the Government's announcement, we have been working closely with the Civil Aviation Authority (CAA) to support the delivery of its Airspace Modernisation Strategy. In March 2022, Stansted Airport successfully submitted airspace-change design options for appraisal by the CAA (Stage two 2 of the five-stage process – CAP1616). This made Stansted Airport the first very large airport to pass the Stage 2 gateway of CAP1616. In March 2023, Manchester Airport became the second very large airport to pass the Stage 2 gateway, while East Midlands Airport plans to submit its documents to the CAA in Summer 2023.

Sustainable development and embodied carbon

MAG's CSR Strategy contains a commitment to developing a methodology for assessing and reporting the embodied carbon of all large construction projects. We have been working with construction partners to assess the impact of two projects associated with the £1.3 billion Manchester Transformation Programme (MAN-TP). Our assessments followed the standard BS EN 15978 which provides a methodology for calculating the environmental performance of buildings. The initial assessment provides a baseline which we will use to assess further capital projects. The findings from our work will then help us develop our approach to reporting the carbon of all large construction projects, and to identify opportunities to reduce embodied carbon in future projects.



Cath Johnston – Senior Sustainability Manager & Sustainability Champion

I began my journey with Mace in October 2021 and joined the Manchester Airport Transformation Programme as a Senior Sustainability Manager in November 2022. In this role, my primary focus is to oversee the project's adherence to essential sustainability benchmarks and to drive the achievement of sustainability objectives, closely aligned with recognised standards like the Building Research Establishment Environmental Assessment Methodology (BREEAM). One of the most fulfilling aspects of my role is being present on-site at the airport, witnessing the tangible progress of the project.

To support Mace's priority to pursue a sustainable world and MAGs strategic priority for zero carbon airports, I'm engaged in measures that enhance the overall sustainability of the project. I effectively ensure the environmental impact is taken into consideration along with our delivery strategy.

My responsibilities also include delivering comprehensive sustainability performance updates to both Mace and Manchester Airport and ensuring mitigation is in place to reduce the environmental impact and risks

Among the standout achievements in our sustainability journey is the strategic adoption of Design for Manufacture and Assembly (DfMA) principles, referred to as Construction to Production (C2P) at Mace. This forward-thinking approach ensures that components arrive at the site pre-assembled, a practice that not only significantly reduces the project's carbon footprint but also substantially reduces the potential for on-site assembly-related safety incidents. A prime example of this innovation is our implementation of C2P in constructing Pier 2. We have managed to achieve an impressive 149-tonne reduction in embodied carbon – the average carbon footprint of more than 18 typical UK homes.

In essence, my role revolves around a dynamic link between sustainability and operational excellence, where each achievement resonates beyond the construction site, leaving a positive and lasting impact on both our immediate environment and the broader community.

Sustainable fuels

In November 2022, Manchester Airport announced an innovative partnership with HyNet. In collaboration with Progressive Energy and Cadent, the founding partners of HyNet, we signed a memorandum of understanding (MoU) to bring hydrogen to Manchester Airport at the earliest opportunity.

This announcement was supported by the Aviation Minister, Baroness Vere; Energy and Climate Change Minister, Graham Stuart; the Northern Powerhouse Partnership and North West Hydrogen Alliance (NWHA).

Hydrogen technology is set to play a crucial role in decarbonising aviation, with hydrogen-powered aircraft expected to take flight for short-haul journeys from the mid-2030s. According to research conducted by FlyZero in collaboration with MAG, the demand for liquid hydrogen at an airport the size of Manchester could reach 6.5 million litres a day by 2050.

HyNet brings together the necessary technology and infrastructure to accelerate the region's transition to a zero-carbon future. As part of the MoU, we will assess future hydrogen demand for aviation, and explore the feasibility of connecting Manchester Airport to HyNet's regional network.

At East Midlands Airport, we saw an investment of more than €60 million in SAF from DHL which could reduce CO₂ emissions by around 70,000 tons. Furthermore, Ryanair, Europe's largest airline, signed an MoU with Shell to advance the supply of SAF, which has the potential to save over 900,000 tonnes in CO₂ emissions. We are pleased to see Ryanair focusing on one of its largest bases, Stansted Airport, for this project.

In October 2021, Manchester Airport signed an MoU with Fulcrum BioEnergy Limited UK. The partnership aims to make Manchester Airport the first UK airport to receive, from 2027 onwards, a direct supply of SAF from Fulcrum NorthPoint, a new bio-refinery plant in Stanlow, Cheshire. To further advance this project, we welcomed the news that Jet2 plc, the UK's largest tour operator, was investing in the Fulcrum NorthPoint SAF plant.

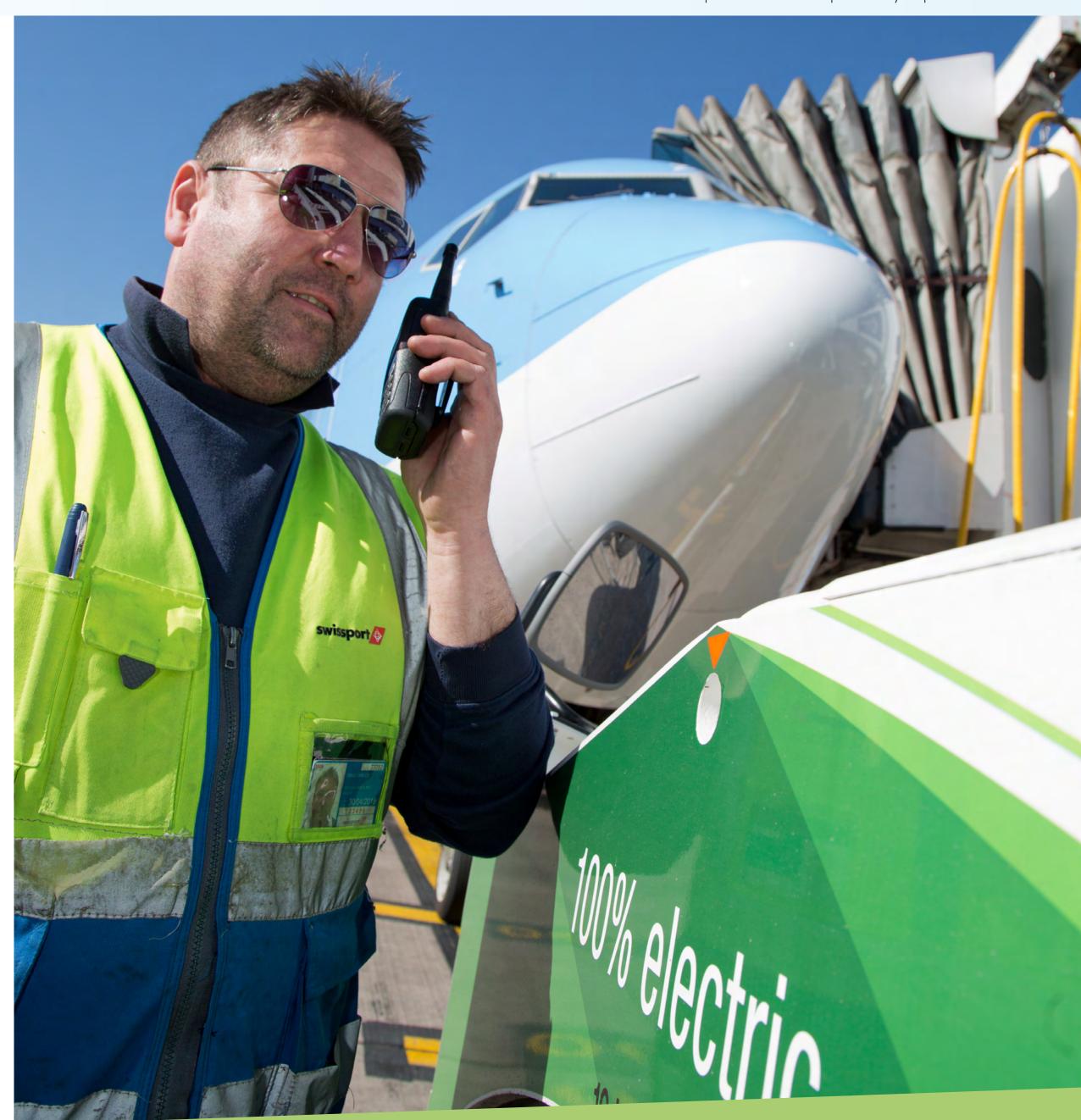


Figure 3: Energy from renewable sources across all MAG airports

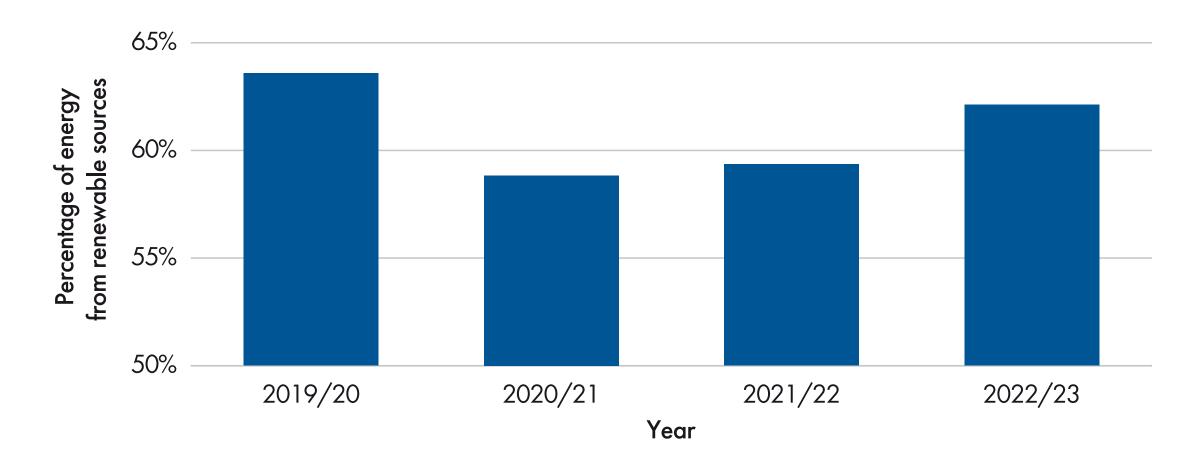
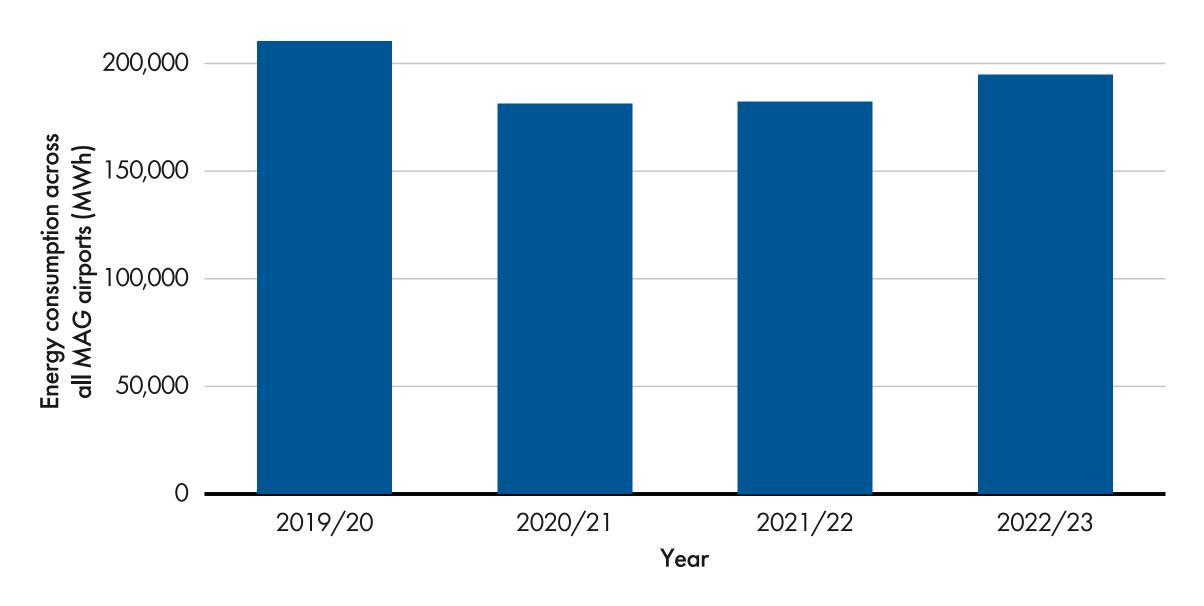


Figure 4: Energy consumption across all MAG airports



Energy and environmental management

We continue to work towards minimising the carbon intensity and energy consumption of our operations wherever possible. Through a series of targeted energy efficiency projects at our airports, we have implemented initiatives such as adjusting our heating and replacing high mast lighting at Manchester Airport. Through these projects, we successfully conserved 1,064 MWh of electricity and 792 MWh of gas, the equivalent energy consumed by 640 homes (based on the 2,900kWh/yr OFGEM 2020 Typical Domestic Consumption Value for a Class 1 'Medium' property), which have helped to reduce our carbon footprint. As seen in Figure 4. Our energy consumption decreased across the Group in 2020/21 and 2021/22 before rising again last year to close to pre-pandemic levels. This increase was expected with the increase in commercial activity.

Our approach to environmental management has been certified in accordance with the international standard ISO 14001. And Stansted Airport has retained its ISO 50001 certification for the sixth consecutive year, reflecting our dedication to energy management.

In alignment with our goal of fostering a cohesive approach throughout our organisation, we are actively working towards obtaining ISO 50001 certification for both Manchester Airport and East Midlands Airport by December 2023.

Waste and water

In our commitment to minimise our environmental impact, we focus not just on reducing emissions, but also optimising resource efficiency, particularly concerning water usage and waste management. Our waste volumes are driven by passenger numbers and the return of activity at our airports following the pandemic led to a 111% increase in total waste generated compared to 2021/22. Despite this, we managed to divert 83% of waste away from landfills.

This level of waste-generating activity has risen since the pandemic and we remain committed to reducing our reliance on landfills by continuing to divert non-aircraft waste from landfill where feasible. We were pleased to announce that through the identification of a suitably licensed waste-to-energy plant, our Category 1 International Catering Waste (food from international aircraft) at East Midlands Airport is no longer sent to landfill. Since February 2023, East Midlands Airport sends zero waste to landfill.

The return of passengers to our airports also increased total water consumption, from 1,030 megalitres in 2021/22 to 1,524 megalitres across our airports in 2022/23. We completed maintenance work to our surface water drainage systems at East Midlands Airport, removing more than 620 tonnes of silt and giving additional capacity for attenuation of runoff. We will continue to implement measures that prioritise resource efficiency and environmental sustainability to create a positive impact for our communities and our local environment.

In 2022/23, we recorded an environmental water permit compliance rate of 96% with our surface water discharge consents, up 4% from the previous year, and 96% with our trade effluent consents across the Group. We have implemented mitigation and control measures across our airports to meet our target of achieving full environmental permit compliance.

At London Stansted Airport, we recorded 97% compliance with surface water consents and two breaches, and 97% for trade effluent consents with 32 identified breaches. At Manchester Airport, we recorded a compliance rate of 95% for surface water discharges, and 100% for trade effluent consents, and 98% and 96% respectively at East Midlands Airport.

East Midlands Airport is currently assisting the Environment Agency in relation to alleged surface water permit breaches at East Midlands Airport and has an asset maintenance plan in place with the aim of identifying and implementing potential improvements that can be made to the surface water system. While we continue to make good progress with our programme of water management improvements, we have received notification from the Environment Agency (EA) that, regarding historical failures to meet the requirements of our environmental permit at East Midlands Airport, they will proceed with legal enforcement action.

To improve compliance at our airports, we will focus on increasing awareness of water discharges and our controls, as well as operational controls and compliance monitoring systems; and continuing to work proactively with the Environment Agency and sewage undertakers.

Air quality

We remain committed to maintaining air quality standards and across each of our airports, we continuously monitor and report air quality. In addition to this, we work with our airline and service partners to identify and implement opportunities to improve it. Examples of this include promoting airlines to use single engine taxi and using fixed electrical ground power instead of auxiliary units. This year, we recorded zero breaches against the Government's air-quality limits. Further information is included in our detailed air-quality reports which are published online at: Manchester Airport, East Midlands Airport and London Stansted Airport.

We understand that road traffic contributes to reduced air quality at our airports and across the UK. To address this issue, we have implemented surfaceaccess initiatives aimed at reducing emissions and minimising the impact of airport-related emissions on local communities. In 2022, building upon the success of the London Stansted Sustainable Transport Fund (STF), we introduced the a STF at our other airports. The STF aims to improve public transport, cycling and walking options by diverting an element of the income generated through car parking revenue. We encourage our colleagues to adopt more sustainable methods of transport in their daily commute. Through these efforts, we are committed to fostering a greener and more environmentally responsible approach to transportation.

At Manchester Airport, we have introduced four weeks of free travel on public transport for new starters in partnership with Stagecoach and Metrolink. In addition to this, we have purchased an additional vehicle for Transport for Greater Manchester's Local Link service, which offers a flexible transport service in areas where public transport services are limited.

We have also continued to fund the Airport Commuter Centre at London Stansted and the Travelcard scheme which promotes staff discount on travel services. At London Stansted there is a dedicated bus network fund which has provided support for the First X10 service that connects the Airport with Basildon. This included revenue support and marketing support to assist with the growth of this new service.

At East Midlands, we have agreed to subsidise the 'Airline 9' bus service, bringing improved connectivity for local communities and colleagues. As our partnerships with operators continue to grow, we expect to see a pipeline of additional projects emerge as part of the STFs at each of our airports.



Biodiversity and nature conservation

We recognise the importance of protecting nature and promoting biodiversity. While our airport infrastructures are not on ecologically sensitive land, Manchester and Stansted Airports are situated near protected habitats. We believe that we should actively engage in the preservation and restoration of nature in the regions we serve. In addition, we need to take account of aircraft safety and safeguarding when implementing biodiversity projects.

We are committed to enhancing biodiversity across our airports. To accomplish this, we have recently completed comprehensive biodiversity benchmarking across the Group, with plans to repeat this assessment every five years. By doing so, we gain valuable insights into the current state of biodiversity at each location and identify areas for improvement.

Biodiversity benchmarking will aid the development of our Conservation Strategy that sets out how we intend to continue the management and responsible stewardship of our natural assets. The Conservation Strategy will also set out MAG's approach to the emerging national policy to deliver biodiversity net gain.

MAG participated in the Her Majesty Queen Elizabeth II's Green Canopy project by planting a tree for every employee. We also planted a tree for each person who completed a Community Impact survey in 2022. In total, over 5,000 trees were planted, contributing significantly to flood-risk reduction, enhanced biodiversity and improved air quality.

Looking forward

We expect governments and businesses to continue to prioritise work to overcome environmental challenges over the next 12 months. We recognise the importance of the upcoming Conference of the Parties (COP28) which will take place in Dubai in late November. We will continue to review, monitor and update our progress towards the achievement of our target of Zero Carbon Airports by 2028. As we continue to work towards our commitments laid out in our CSR Strategy, we will:

- Further develop zero-carbon transition plans and associated emission trajectories to secure the delivery of our target of net zero by 2038, building on our current status of carbon neutrality.
- Evaluate opportunities to transition to lowcarbon technology and renewable energy options, and identify an annual emissionreduction rate across our business.
- Continually review our action plans against the latest climate-related requirements and disclosures, such as the TCFD.
- Develop our Conservation Strategy and respond to new mandatory requirements to deliver biodiversity net gain.

- Progress the development of our 14.3 MW solar farm at Stansted Airport to accelerate the airport's sustainability journey.
- Further develop our work around embodied carbon, based on our pilot project as part of the Manchester Airport Transformation Programme.
- Continue to work with industry, national and regional partners to support the decarbonisation of aviation by delivering MAG's Jet Zero Charter commitments as outlined on page 21.

• Evaluate opportunities to achieve zero waste to landfill across the Group.

 Continue our work to reduce singleuse plastic in our lounges.



Opportunity For All



We are dedicated to developing a brilliant, diverse and inclusive team of people who share our values, and to creating high-quality employment opportunities for everyone.

Our 'Opportunity for All' priority in the CSR strategy highlights our commitment to ensuring our airports are great places to work for current and future colleagues, business partners and members of our local communities. A key component of our Strategy is to offer diverse and engaging opportunities and to help realise the economic potential of the regions we serve.

As we emerged from the pandemic, we needed to recruit back up to strength quickly and so focused our time on bringing new talent into the business through in-person job fairs and the work of our MAG Connect Academies. This allowed us to recruit more than 3,300 people across our three airports last year, showing the recruiting power of these initiatives as well as the critical role our business plays as a source of education and employment for our local communities. An independent study by York Aviation shown that at a UK level, MAG generates and supports over 123,000 jobs and generates £8 billion in gross value added (direct, indirect and induced). Whilst the greatest GVA derived from operational impacts is evidenced in those regions hosting each airport: £3.3 billion in the Northwest, £1.5 billion in the East of England and £1 billion in London; a further £2.2 billion is generated through indirect and induced impacts across the UK.

These positive economic impacts are realised to a greater or lesser degree in every region of the UK.

We have also invested this year in the talent and career progression of our colleagues. This is important for us not only to grow the skills we need within MAG, but also to position our business as an employer of choice and the UK aviation industry as a rewarding career path.



At MAG, we strongly believe that our airports should reflect the diversity of their surrounding communities. We value the impact of an inclusive work environment on our colleagues' performance and wellbeing. We strive to create a warm and welcoming workplace that inspires our team members to do their best.

Our Equity, Diversity and Inclusion (ED&I) Strategy was approved by the CSR Committee in July 2021 and more details of this strategy can be found in the ED&I section of this report (page 33). We understand that fair employment practices are essential for creating a positive and productive work environment. To enhance our commitment to fair employment, we have paid the Real Living Wage to our employees since September 2022 and we are currently seeking accreditation with the Real Living Wage Foundation.

We recognise our power to connect small businesses to major clients and our influence to boost the local economies around our airports. To support this, we relaunched our Meet the Buyers event at London Stansted Airport in November 2022 and hosted our inaugural event at Manchester Airport in March 2023. Our event at London Stansted, attended by over 170 businesses, generated over £1.4 million in sales for SMEs in and around the local area. Equally, our Manchester Airport event, attended by 231 businesses, generated sales of £2.3 million for SMEs in and around Manchester.

At Manchester Airport, Dan Ferneyhough, of Taylor Woodrow, said: "It has been really, really interesting. The format of Meet the Buyers is fantastic, having a large number of contacts sitting down with us to have short conversations. We have made quite a few new contacts who we can now go to with tender opportunities. We would certainly attend again and we would recommend others to do so too."

At London Stansted Airport, Robert Lee from Bishop's Stortford based Marketing Kinetics, said:

"Meet the Buyers is such an important event in the calendar for local businesses, so I am thrilled it's back. It provides a fantastic opportunity for small businesses to develop their business by pitching directly to a group of major airport suppliers all under one roof."

Providing great employment and training opportunities for all

We promote high-quality, positive and rewarding employment practices for all. We take a proactive approach to employment opportunities and we recognise the value and importance of grassroots engagement. In the first half of the year, our teams were focused on the recruitment of new talent into the business to support increasing passenger numbers.

Throughout the year, our teams have worked to provide employment and training opportunities through our MAG Connect Airport Academies. These awardwinning education and employment programmes are designed to create a strong talent pipeline for the aviation industry, promote local employment, and inspire the next generation of aviation professionals.

We are dedicated to inspiring the next generation of talent and fostering opportunities for personal and professional development. Our diverse range of graduate roles and apprenticeship programmes attract a wide pool of talented individuals, enabling us to support their career aspirations. Investing in young talent is crucial to our commitment to employing colleagues who are representative of our local communities, and to providing a pipeline of talent for the future; while facilitating personal and professional growth. We have expanded our graduate and apprenticeship schemes this year, and in June 2023 we went further and launched a first-of-its-kind apprenticeship scheme focused on airport operations and leadership.

Our commitment to apprenticeships and graduate opportunities goes beyond recruitment: we provide comprehensive support throughout the entire programme. This includes mentoring, training, development opportunities and the chance to collaborate on real projects with professionals. We are proud of the positive impact our programmes have had on the lives of our graduates and apprentices, and we eagerly anticipate further growth and increased opportunities that enable young people to thrive.

We have established strong partnerships with schools, colleges and universities, which aid us in identifying and attracting top talent. These collaborations will create more pathways for young people to pursue careers in fields such as motor transport, engineering, firefighting and airport operations. By investing in the development of young talent, we foster our company's growth and make a meaningful contribution to the wider community.

Flexibility

We understand that flexibility is key to promoting a healthy work-life balance for our colleagues.

We provide a wide variety of shift patterns, both full-time and part-time, for our operational and passenger-facing colleagues. We work with our trade-union representatives to ensure that our roster patterns strike the right balance between the needs of our operational colleagues and the business, ensuring we maintain 24/7 operations. This helps to increase job satisfaction, promote good employment practices and foster colleague wellbeing.

By providing our colleagues with greater flexibility and improving our shift-allocation processes, we are creating an environment that supports our team members, allowing them to thrive professionally and personally. This is just one of the many ways in which we are committed to investing in our colleagues and promoting a positive and rewarding workplace culture.

We are proud to offer flexible and hybrid working arrangements for our team members in office-based roles. This enables them to better manage their personal responsibilities while using technology to ensure teams remain connected with one another and the business so that we continue to provide exceptional service to our passengers.

Equity, diversity and inclusion

We believe having an equitable, diverse and inclusive culture is essential to the creation of an engaged workforce, attracting and retaining the best talent, ensuring we are a great place to work and boosting our business performance.

We pride ourselves on ensuring we gather diverse ideas and perspectives that fuel innovation. As an organisation, we value differences in race, gender, age, sexual orientation, ability, cultural background, religion, experience and education.

We're proud to announce the establishment of our ED&I Forum, led by our CEO Ken O'Toole. This forum serves as a platform for constructive discussions and initiatives. Meetings are attended by our Colleague Resource Group chairs and key members of the Executive Committee, who bring their valuable insights. Through collaborative efforts, we're actively shaping a company culture that embraces ED&I and values every individual's perspective.

Figure 5: MAG Employee split by Gender

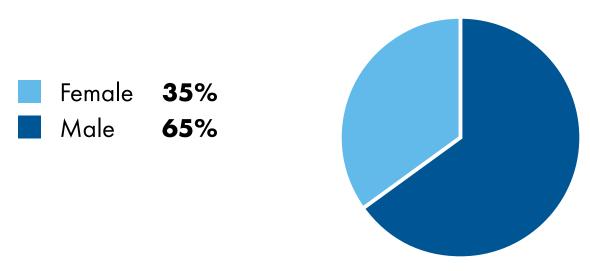


Figure 6: MAG Colleagues by airport





To attract the best and most diverse talent, we strive to provide an inclusive and welcoming culture and a workplace that allows innovation to thrive. We support this through opportunities for colleagues in every part of our organisation to learn, grow and develop in their careers, and to equip them with the skills we need as our business evolves. We have introduced mandatory ED&I training modules, Line Manager Diversity training, Allyship training (for colleagues who want to show support for the rights of others) and First Line leader training.

Our commitment lies in attracting, assessing, selecting and retaining exceptional talent from all backgrounds. To accomplish this, we are actively developing comprehensive programmes that offer valuable resources, skills and knowledge. These initiatives cover coaching, mentoring and various learning and development opportunities. By providing these resources, we aim to inspire, empower and enable under-represented groups within our workforce to unleash their full potential.

These programmes play a crucial role in achieving our ambition of increasing the representation of Black and Asian groups at leadership levels to 12% by 2025. Over 17% of our overall workforce identified themselves as coming from a ethnic minority background. This figure aligns with the UK average of 14.4%.

At the leadership level, representation stands at 7% in March 2023 compared to 5% in March 2021. We continuously monitor our progress against this target, and implement tailored initiatives to support diverse representation. Our efforts include the introduction of diverse recruitment panels, providing unconscious-bias training for all hiring managers, monitoring the diversity of talent development plans, and fostering an inclusive environment to retain diverse talent.

Gender diversity has been a key focus for us since the beginning of last year. To measure our progress toward this objective, we have an ambition to achieve gender parity in leadership recruitment by the end of FY25.

We also report the difference in average and median pay between men and women, expressed as a percentage of the average male earnings, in line with UK Government regulations. Our last Gender Pay Gap Report covered the period April 2021 to April 2022 and reported a median and mean hourly pay gap of 10.2% in both cases.

We believe that embracing diverse perspectives, experiences and thoughts can significantly enhance our business performance. We know that when our workforce reflects the diverse communities that our airports serve, we are better equipped to understand and cater to the needs of our passengers. Fostering a representative workforce across all levels is therefore a vital focus in our employee progression and recruitment processes.

Colleague resource groups

Our colleagues working at our airport who have a shared interest, or want to pursue knowledge and share their passions are encouraged to join our Colleagues Resources Groups (CRGs). All our colleagues are welcome to join CRGs. CRGs are a powerful factor in driving positive change within MAG and awareness around key issues that affect each community.

Our colleague resource groups:



Fly with Pride:

The Fly with Pride Network acts as a voice for MAG's LGBTQIA+ colleagues and ensures that MAG is a company that takes an active part in the community and events in our local area.



Disability Colleague Resource Group:

The recently launched Disability Colleague Resource Group provides support to colleagues with disabilities or those caring for someone with a disability. The forum aims to educate employees to show that disabilities come in many different forms, both visible and invisible.



EmbRACE (Race & Ethnicity):

The Race and Ethnicity colleague resource group at MAG is responsible for promoting and advancing the development and delivery of MAG's Race & Ethnicity agenda. The group also acts as a forum for employees to discuss ED&I topics and celebrates diversity across MAG, recognising how this enriches the culture and employee experience.



Parent & Carers:

MAG's Parent and Carers CRG was created to provide a safe and supportive space, both online and in person, for parents and carers, offering support, signposting and advice.



Women's Network:

MAG's Women's Network aims to bring positive change and provide a supportive and empowering forum for women in MAG. Their work centres on understanding the needs of women in the workplace, inspiring women to realise their potential and providing a safe environment for constructive feedback and ideas.



Mental Health:

The Mental Health group exists to raise awareness of mental health and reduce the stigma around being open and honest about mental health.

International Women's Day

We believe in the power of diversity and inclusivity, and want to inspire the next generation to explore the career opportunities within aviation. In celebration of International Women's Day 2023, we organised a special event at our Manchester Airport Aerozone education centre, where a group of 30 pupils from three local schools had the opportunity to learn about various aviation roles from women in the industry.

The event featured a line-up of inspiring speakers, including Amy, a TUI Airways pilot, who has been flying commercially for eight years. She shared her passion for aviation and her journey to becoming a pilot.

During the event, our Manchester Airport
Community Engagement Manager, and our
London Stansted Airport Planning & Insights
Director (who also leads our Women's Network),
engaged with the pupils and provided valuable
insights into their roles at MAG. The pupils had
the opportunity to explore topics such as gender
stereotypes in the workplace, equal opportunities
and the future of MAG and aviation as a whole.

To showcase the significant contributions made by our female colleagues in various roles, the pupils were shown a video highlighting their involvement in Manchester Airport's £1.3 billion Transformation Programme, which includes the delivery of the new Terminal Two. Witnessing first-hand the impact of women in such crucial projects can inspire young minds and challenge preconceived notions about career possibilities.

Using virtual reality to learn about microaggressions

Our Senior Leader ED&l Development session was another International Women's Day event. Using virtual reality to create an immersive experience for 30 minutes, our senior leaders were able to gain insights into the lived experience of a black woman exposed to microaggressions in a meeting. The exercise asked the senior leaders to identify the microaggressive behaviours before showing them various ways to subtly combat and support as an ally. The session has since been replicated for the People Leadership population, the Manchester Operations leadership population and the Group Development leadership team.



Education and employability

Each of our airports has a strategic relationship with a partner college that is responsible for devising and delivering free, tailored and fully accredited courses relevant to the aviation industry.

Manchester Airport and Trafford College



East Midlands Airport and Stephenson College



Stansted Airport and Harlow College

HARLOW COLLEGE

We have a long-term commitment to supporting employment and training in our local communities in order to promote the skills our business needs to continue to grow. Our MAG Connect Airport Academies provide a free hub for anyone – from entry-level to senior roles – to begin, progress or change their career within the aviation sector.

Our Academies offer a free service allowing job seekers from our communities to find out about current job opportunities at our airports. The Academies offer free tailored and fully accredited pre-employment programmes for job seekers and upskilling training programmes for existing employees.

All three academies work in close partnership with local colleges ensuring that job seekers are given high-level, professional advice and accredited training throughout their time with us. The teams have been actively supporting MAG's and on-site partners' post-Covid recovery recruitment plans.

The teams are in regular contact with on-site employers and facilitate employer advisory meetings to identify recruitment needs in order to create a programme of activities to address these needs.



"I start my 3 weeks training on Monday, a little bit nervous, but really excited to be doing something out of my comfort zone, going on the course was really helpful to me getting a job ,thanks to the both of you for the advice you gave me, trying to talk my daughter into enrolling on to your next course!"

Our Academies have grown from strength to strength. In 2022/23, the teams trained 642 people and organised and attended 345 employment events to support MAG and on-site employers with their vacancies. In total, the events were attended by 12,525 people.

Our Manchester Airport Academy supported the launch of the Department for Transport's new 'Generation Aviation' scheme, which was unveiled as part of the Government's commitment to develop skills in the aviation sector. The initiative was announced at an Airport Academy Open Day, with a variety of employers based on-site at Manchester Airport giving talks to jobseekers referred from Job Centre Plus, before conducting a Q&A session and a terminal tour.

Stansted Airport College celebrates with Student Awards ceremony

Stansted Airport College celebrated its fifth anniversary by hosting the annual Student Celebration Awards, to recognise the outstanding achievements of its trainees since opening its doors in September 2018.

The College is a partnership between London Stansted Airport and Harlow College – the first of its kind at any airport in the country, offering courses in Aviation, Cabin Crew, Events Management, Engineering and Aircraft Maintenance. The Student Celebration Awards recognise the outstanding achievement made by students this year.

The college provides an opportunity for around 500 young people each year to immerse themselves in learning and equip themselves with exactly the skills that employers across the airport need.

"I just want to let you know how much opportunity there is before you as you prepare to graduate and take your next steps. When I was about the same age as you I did an apprenticeship, studying engineering, and today I'm standing here as Secretary of State for Business and Trade, which just goes to show that whatever skills you learn and wherever it is you learn them you will not believe where they will take you."

Secretary of State for Business and Trade and MP for Saffron Walden, Kemi Badenoch addresses the students at the Student Awards ceremony.

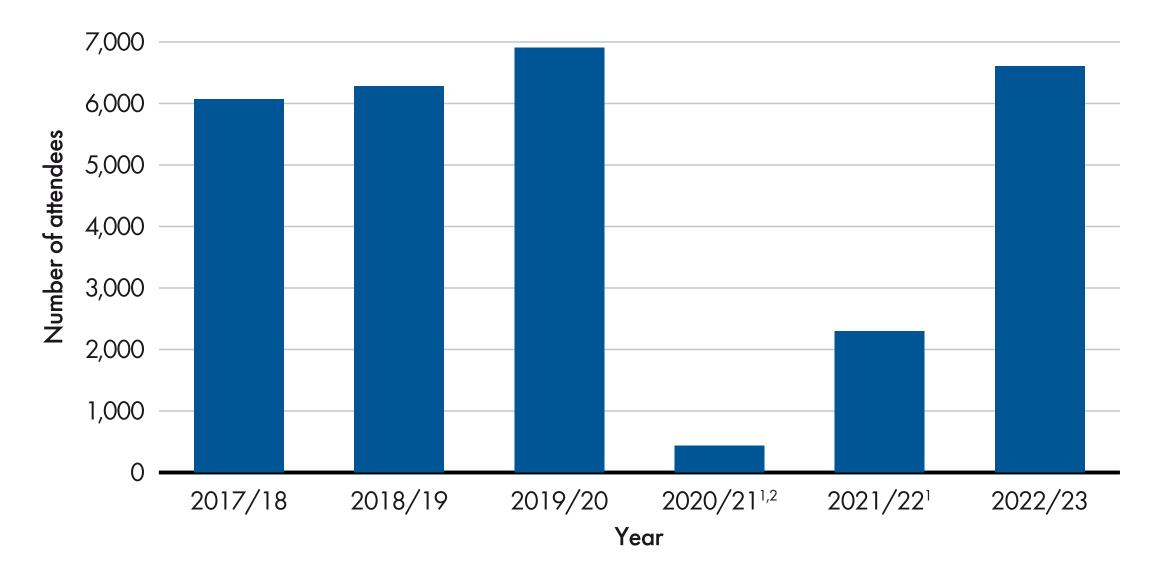




MAG Connect Aerozones: Inspiring the next generation

This year, more than 6,500 young people visited our MAG Connect Aerozones. The Aerozones offer high-quality, free and engaging learning experiences to young people; they are instrumental in inspiring the next generation of aviation professionals. Visiting students came from primary and secondary schools, sixth forms, colleges and non-mainstream education providers, such as special education needs and disability groups, home-educator groups and pupil referral units.

Figure 7: Number of Aerozone attendees



We celebrated several milestones, including the first anniversary of Manchester Airport Aerozone, which has welcomed more than 3,000 students since its launch. We also welcomed our 30,000th visitor to our East Midlands Airport Aerozone and the 20,000th visitor to our Stansted Airport Aerozone (opened in 2010 and 2015 respectively).

"A massive thank you for [allowing us to visit the Aerozone], our students absolutely loved the careers inspiration day and it was amazing to be able to see some of our students that have never been in an airport before, engaging and opening their eyes to different roles around the airport. The feedback when we got back was amazing...credit to you for organising it and inviting us in."

"[We just wanted] to say a Big THANK YOU! The careers day at Aerozone went brilliantly. All students and teachers enjoyed the event learned so much from you. It was very insightful and provided the right advice and experience that the students needed to hear."

Supported Internship programme

As part of our programme of skills and education work across the Group, six young people with special educational needs or disabilities celebrated graduating from Manchester Airport's Supported Internship programme. The programme, run by Pure Innovations in partnership with Manchester Airport and The Manchester College, runs for a year, during which interns are supported through three placements around the airport. It gives young people, who ordinarily might find it difficult to get employment, the opportunity to get on-the-job training in a supported environment. It also provides help during the placements and when applying for work at the end of it. Several of the graduates have secured jobs at the airport; others have taken jobs at external companies or are considering offers.



¹ AeroZones closed for on-site educational due to COVID-19 pandemic.

² MAN AeroZone opening.



London Stansted Airport Aerozone

Stansted Airport Aerozone celebrated its 20,000th visitor in December 2022. To mark the milestone, the airport organised an event for 30 children from Mountfitchet's Magna Carta Primary Academy. The event covered activities such as visits from the airport's Fire Service and an Essex Police Dog Unit. The Aerozone, established in 2015, focuses on developing STEM skills and encouraging children aged four to 18 to consider aviation careers. The Minister for Skills, Apprenticeships and Higher Education, Robert Halfon MP, praised the facility for its positive impact on young people and the partnership between industry and education. The celebration aligns with MAG's recently launched MAG Connect programme, which aims to educate and inspire individuals of all ages about aviation careers, and to bridge the skills gap in STEM subjects. The programme includes the airport's Employment Academy, Stansted Airport College, and graduate and apprenticeship initiatives.

As part of a project to expand the offering of our Stansted Airport Aerozone, Emirates, a leading global airline, has generously donated state-of-the-art aviation resources. The donation includes aircraft maintenance tools, aviation training materials and multimedia resources. The collaboration between Emirates and the Aerozone aims to inspire and empower future aviation enthusiasts and professionals, fostering a more immersive and enriching learning environment for all visitors. The introduction of advanced equipment will lift the Aerozone's capabilities and enhance its role in inspiring the workforce of the future.



"Aerozone Stansted is a unique educational facility which continues to have a positive impact on young people, supporting them to develop STEM skills and inspiring them with different career options across the aviation industry. It is great to see the Stansted Aerozone reach this milestone of 20,000 young people passing through its doors. I am delighted to see a partnership between industry and education to create a fantastic practical educational experience for children and young people from across Essex. Education centres like Stansted Aerozone are a critical rung on the ladder of opportunity, offering children and young people vital exposure to future careers from an early age and helping them to develop the skills they will need in the future."

Minister for Skills, Apprenticeships and Higher Education, Robert Halfon MP.

Little Book of Travel Tales

We launched the Little Book of Travel Tales to celebrate World Book Day 2023. The book features stories written by children who have travelled through our airports. More than 15,000 copies were distributed to children travelling over Easter and to pupils visiting our Aerozones. The book includes tales of encounters with pandas, family reunions, and magic dolls. The project inspired hundreds of submissions and the selected stories include a panda-obsessed girl travelling to China and a mischievous doll in Dolly's Adventures. For young travellers, the book offers puzzles, word searches and poems about airport jobs and spotting planes in the night sky.



Health, safety and wellbeing

Creating a safe environment for every passenger, colleague and onsite partner remains a top priority. Our commitment to acting with honesty, responsibility and accountability is demonstrated by our core business value of being a pair of 'safe hands'. A strong foundation of health, safety and resilience is fundamental to our strategic planning, leadership and partnerships.

We are committed to international health and safety standards and are proud to share that, this year, we have retained our certification to ISO 45001 Health & Safety Management, and won the British Safety Council Merit award. These achievements are demonstrable examples of our ongoing commitment to health and safety.

In 2022/23, we recorded 7 RIDDOR reportable incidents. These incidents are mainly attributable to the gradual recovery of airport operations. Responding proactively to the challenges our recovery presented, we initiated an organisational restructure to consolidate and enhance our governance of health and safety across our business. Effective collaboration – and the sharing of best practices among Group and airport health-and-safety teams – paved the way for the launch in April 2022 of our new three-year, Group-wide health, safety, and operational resilience strategy, Vision Zero 2: The Next Chapter.

Vision Zero 2 is a transformational programme that builds upon the strength of our preceding Vision Zero health-and-safety approach. The programme unifies efforts across all our airports. Our revised strategy will establish clear goals over the next three years to significantly reduce reportable injuries across MAG.

We remain committed to regular colleague engagement, ensuring that our people are well-equipped with the skills to identify and manage health-and-safety risks.

We are also working to support the mental health of our colleagues. For example, we have a partnership with Ripple, a mental wellbeing tool. MAG is the first group of airports in the UK to launch the Ripple Plugin, redirecting harmful searches on MAG devices & anyone using MAG WiFi to messages of support and mental health resources.

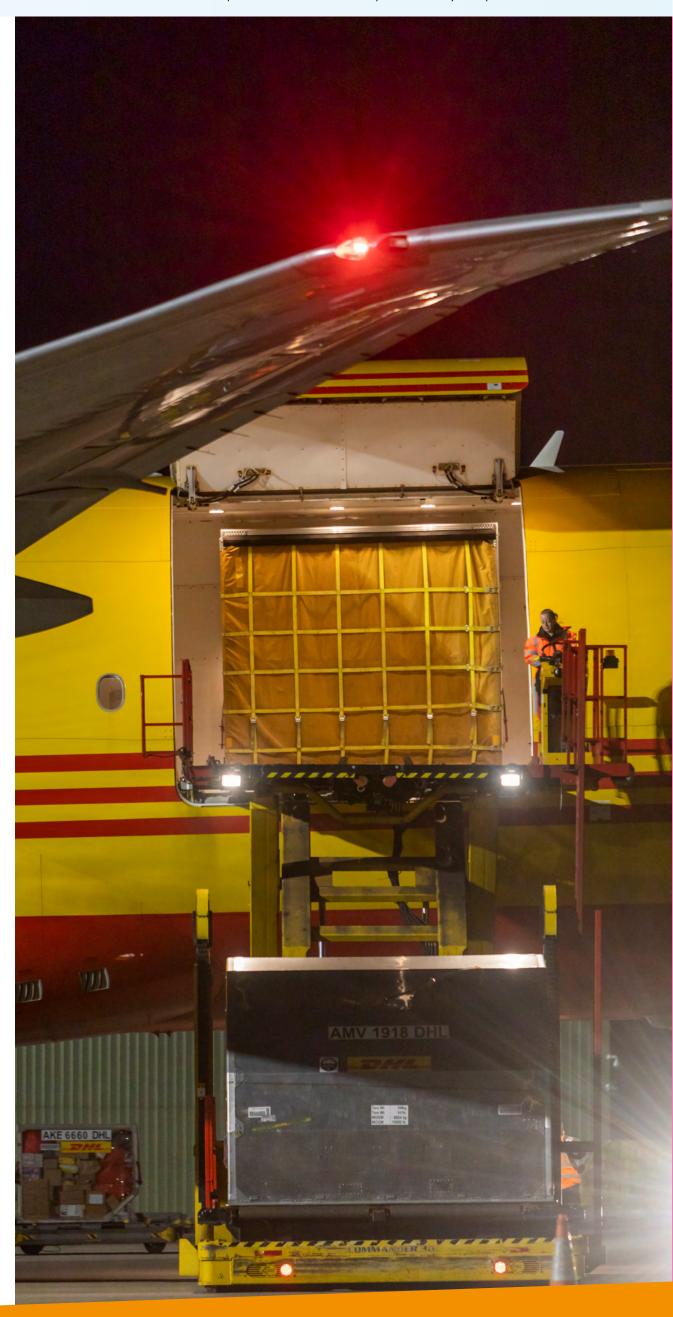
To mark Mental Health Week 2022, our Mental Health CRG hosted an event titled 'Let's Talk About Mental Health'. The event featured a panel discussion with contributions from MAG and Andy's Man Club, a network supporting men's mental health. For example, we have a partnership with Ripple, a mental wellbeing tool. MAG is the first group of airports in the UK to launch the Ripple Plugin, redirecting harmful searches on MAG devices & anyone using MAG WiFi to messages of support and mental health resources.

Sustainable procurement

Building strong bonds with our supply-chain partners is key to fulfilling our sustainability commitments and creating Opportunity for All. Our suppliers – whether small, medium, or large – play a significant role in our local and regional economies.

Last year, 24% of our suppliers, representing 22.5% of our supply-chain spending, were located within 25 miles of our airports. These partnerships allow us to make our supply chain stronger and more flexible. Working together, we're making a positive impact on our communities and looking forward to a brighter future for everyone.

It is important to note that MAG cannot by law stipulate criteria for suppliers based on size or locality. The Utilities Contracts Regulations 2016 require fair and open competition for all contracts advertised over published thresholds for goods, works and services. We do, however, encourage local and SME engagement for smaller contracts and, via tiering, with our main appointed contractors.



Eliminating modern slavery

As part of MAG's objective to do all we can to eliminate modern slavery in our business and supplychain communities, we have updated our Modern Slavery Transparency Statement. The update was approved by the CSR Committee in September 2022. The latest Statement can be found here.

We have also launched a new Modern Slavery Champions Network, the first session of which took place in January 2023. We expanded our Modern Slavery Working Group, which now includes members from our procurement, capital delivery and operations teams, and from the UK Border Force and local police forces. This collaborative effort ensures that we proactively address all associated risks and mitigation measures to eradicate modern slavery in all its forms.

We continue our partnership with the Slave Free Alliance, which has previously delivered training sessions to Executive Committee members and senior leadership on the identification and mitigation of modern-slavery risks. We continually audit our supply-chain partners, and have found no instances of modern slavery.

Beyond our own operations and supply chain, we recognise the risks associated with human trafficking due to our operations as an airport. We have shown our support to the United Nations Blue Heart Campaign.

The Blue Heart Campaign

The safety and wellbeing of everyone travelling through our airports are of the utmost importance, and we firmly believe that every colleague plays a vital role in ensuring this. In line with our commitment to combating human trafficking and its devastating effects on individuals and communities, we support the United Nations Blue Heart Campaign. This global initiative raises awareness about human trafficking and its impact on people and society. The Blue Heart has become an internationally recognised symbol against modern slavery, signifying our active participation in the fight against this crime. Passengers will see the Blue Heart displayed in various prominent areas across our airports, where it stands as a visible reminder to customers and colleagues that we are here to offer assistance and contribute to a safer and more secure environment for everyone.





Looking forward

We continue to work towards meeting the commitments that we made in our CSR Strategy, which is now entering its fourth year. We are supporting our local communities through the MAG Connect Airport Academies and Aerozones. Our Good Work Charter is due for publication this year and will cement our commitment to being a good employer for all our colleagues.

MAG is committed to attracting the next generation of aviation professionals, and we are looking forward to reporting on the success of our graduate and apprenticeship schemes over the coming year.

In addition, we will:

 Continue our Meet the Buyer Events at Manchester and Stansted Airports and look to host our inaugural event at East Midlands Airport.

- Launch our Disability Colleague Resource Group, which will provide support to colleagues with disabilities or those caring for someone with a disability. The forum aims to educate employees to show that disabilities come in many different forms, both visible and invisible.
- Continue our work to eliminate modern slavery in all forms by working with our suppliers, Government and external organisations.
- Work to further enhance the free training services offered by our MAG Connect Airport Academies, providing a pipeline of talent into our airports.
- Enhance our facilities to improve accessibility for passengers travelling through our airports, for example, through the Manchester Airport Transformation Programme.

Local Voices



Introduction

At MAG, we hold a deep connection with the local communities surrounding our airports, and we firmly believe in sharing the success and prosperity of our business with the regions we serve. We understand the importance of listening to the voices in our local communities and addressing their unique priorities through our CSR Strategy and engagement.

We know that living near airports brings employment and other benefits but can also present challenges, and we want to be recognised as good neighbours by the communities and businesses local to each of our airports. The best way to do this is by building strong and trusting relationships with them over time.

To achieve this, we look for opportunities to work with our neighbours and new ways to deepen our engagement with local stakeholders.

Engaging with our local communities

With the lifting of COVID-19 restrictions, we were physically able to return to the communities around us and re-establish our outreach programmes. Having seen benefits from our digital engagement efforts, we continue to blend our outreach efforts with online channels, creating a powerful hybrid engagement model that ensures improved accessibility and expands our reach for collaboration with valued stakeholders.

In 2022/23, our Airport Consultative Committee meetings have served as a key forum for listening to Local Voices and supporting the management of our Community Funds. Throughout the year, we held 37 meetings with more than 320 attendees.

Youth Forums

We are committed to empowering the voices of young people and recognising the perspective they can bring to inform our CSR programme. That is why we have set up Youth Forums at each of our airports, providing a platform for people aged 16 to 25 to share their thoughts and ideas on topics relating to our airports and CSR Strategy.

We understand that, to create airports that truly cater to the needs and aspirations of all, we must actively seek input from a diverse range of stakeholders. By engaging young people from various backgrounds and communities, we ensure a well-rounded and more balanced representation of viewpoints that can shape the future of our airports.

The Youth Forums act as a space where ideas are exchanged, innovative projects such as MAN-TP, our £1.3bn investment in state-of-the-art facilities at Manchester, are explored, and meaningful conversations take place. They allow us to tap into the creativity, passion and fresh perspectives of young minds, empowering them to influence our decisions and contribute to the ongoing development of our airports.



Here are some example topics that have been discussed in Youth Forum sessions in 22/23:

- How to further improve our engagement with local communities, stakeholders and customers.
- MAG's Jet Zero Pledges and the decarbonisation of our airports.
- Managing the impact that our operations have on the local environment.

- Redesigning our airspace.
- How we can support young people with entering employment, and attract people from diverse backgrounds.

Together, we are building airports that not only cater to the present needs of our communities but also understand and work towards what future generations will want from our business.

Minimising noiserelated impacts on our local communities

We understand that aircraft noise is a significant concern for our local residents, especially during night-time hours. As responsible members of the community, we strive for our airports to be good neighbours, and place great importance on working hand in hand with local communities to minimise noise and other environmental impacts.

We received similar levels of noise complaints against the previous year (3% lower), recording a total of over 15,400 complaints. The number of noise complaints recorded this year is largely consistent with the number of pre-pandemic noise complaints. As mentioned in last year's report, we recognise that local communities have adjusted to new ways of working which will have impacted their perception of noise-levels - such as increased levels of people working from home.

Our dedicated Flight Evaluation Unit investigates and responds to enquiries received from residents and works closely with our air traffic control and airline partners to ensure aircraft operations are sensitive to the local environment. In 2022/23, we saw a significant increase in aircraft movements as passenger numbers steadily returned to pre-pandemic levels compared to the previous two years. We recorded an increase in the area of our airports' noise footprint by 51% for the daytime 57dB LAeq noise contour.

We will continue to work with our airline partners to minimise the use of noisier aircraft types, particularly at night.

We also provide support through sound insulation grants to communities most affected by airport operations. This initiative aims to mitigate the impact of noise and enhance the quality of life for those living in proximity to our airports.

To ensure a concerted effort, each of our airports has made a long-term commitment through Noise Action Plans (NAPs). These plans were developed in close consultation with local stakeholders and have been officially adopted by the Government in accordance with the Environmental Noise Regulations. By adhering to these plans, we proactively address the issue of aircraft noise and its impact on our communities.

We work closely with our airlines and air traffic control partners on the implementation of our NAPs. A key outcome of this approach includes improving the adoption of noise-efficient 'continuous climb' operations and 'continuous descent' approaches. Last year, over 95% of aircraft departing East Midlands Airport and Manchester Airport were able to achieve a 'continuous climb' departure, and 84% at London Stansted Airport. For aircraft arriving at our airports, 92% adopted a continuous descent approach at East Midlands Airport, 89% at Manchester Airport, and 96% at Stansted Airport; these are all an increase from the previous year.

We are currently finalising our Noise Action Plans covering the 2024-2028 period for each of our airports. The main aim of these plans is to minimise the impact of noise on our local communities. Our NAPs which were developed in partnership with local communities, provide a tailored framework and actions designed to minimise disturbance at each of our airports. The plans set out a list of ambitious targets and controls on aircraft noise, such as restrictions of the noisiest aircraft at night and the provision of grants to affected residents.



CASE STUDY: Ryanair Boeing 737-8200 (MAX) at Stansted Airport

"New Ryanair noise-reducing aircraft praised"

Ryanair's new Boeing 737-8200 (MAX) aircraft is setting new standards for noise reduction and environmental performance at Stansted Airport. After the aircraft had been in service for a year, our Flight Evaluation Unit calculated that it is more than 40% quieter than other aircraft types operated by Ryanair. During take-off, the new 737-8200 aircraft registered an average noise level of 70 decibels – three decibels quieter than the current 737-800. The aircraft also used 16% less fuel, reducing passenger CO₂ levels as well as being more than 93% quieter per seat than the 737-200 that the airline used in the 1990s.

MAG is delighted that Ryanair now operates its new 737-8200 aircraft at all of our airports.

Supporting local community initiatives

Supporting communities through volunteering is a key aspect of our CSR Strategy, we recognise the substantial social value that volunteering in our local communities or the communities in which our colleagues live can provide. We encourage colleagues to use up to two days a year of paid volunteering time, and actively encourage them to use it. Given the challenges of last summer, we're pleased to report a 4% increase in the number of people taking part in volunteering programmes. As a business, we are focused on increasing participation in volunteering over the course of the next year and look forward to sharing the results of this in our next CSR Report.

Our Community Funds remain a core aspect of our work, and we take immense pride in having contributed over £985,000 throughout the year to support local charitable organizations and community groups. Among these contributions, £400,000 was donated through our schools' Eco-Garden competitions, which encouraged nearby schools to create green spaces, improving biodiversity and enhancing mental well-being. Additionally, we allocated a further £164,000 to projects that promote sustainability via the East Midlands Airport Low Carbon Energy Grant.

During the financial year, we relaunched the London Stansted Airport Community Fund and celebrated the 25th anniversary of the Manchester Airport Community Trust Fund. We expect this year to pass the major milestone of £4 million total donations having been made through the Manchester Airport Community Trust Fund since it was first established.

We also celebrated the 20th anniversary of Business Working with Wythenshawe (BW3). BW3 has been a driving force behind delivering innovative programs, activities, and events to improve the economic and social wellbeing of Wythenshawe.

Through strong collaboration with local businesses, education providers, and the community, BW3 continues to thrive. By leveraging the area's strengths, BW3 harnesses volunteer efforts, financial resources, and support to inspire and facilitate positive change within the community.

BW3 chair Adam Jupp (Communications Director) said: "Over the last 20 years, so many people have worked hard and given up their time to support BW3's activities and get us to where we are today.





"I would like to say a huge thank you to all of them and hope that they serve as an inspiration to others to get involved and change the lives of young people for the better.

"I look forward to kicking off the new year with a focus on how we can make BW3's work even bigger and better than it already is."

MAG's Eco-Garden competition

We are proud of the success of our MAG-wide Eco-Garden competitions, which were launched at East Midlands Airport last year before being rolled out to Manchester and Stansted Airports. Local schools had the opportunity to apply for individual grants to build a long-term green space in their grounds that substantially boosts biodiversity and leads to improved wellbeing.

At East Midlands Airport, around £300,000 was awarded from the East Midlands Airport Community Fund to help 26 local schools turn their garden designs into reality. At Manchester Airport, 22 schools applied. These were whittled down to six finalists, who were invited to pitch their proposals at a grand final held beneath the iconic Concorde at Manchester Airport's Runway Visitor Park. Cheadle Catholic Infant & Junior School took first position and was awarded £25,000, with Newall Green Primary School and Brooklands Primary School receiving £10,000 and £5,000 respectively. The remaining three schools received a bundle of gardening equipment from our event partner, GARDENA. At Stansted Airport, seven green-thinking local schools won a share of £60,000 to turn their designs into reality.

Through collaboration and ongoing support, we are actively striving to find effective solutions that benefit our operations and the wellbeing of our local communities.



Manchester Airport Community Trust Fund and Happy Somedays

Manchester Airport made a donation of £3,000 through the Airport's Community Trust Fund to Happy Somedays. Happy Somedays is an inclusive sports, fitness, and social group located in Wythenshawe, Manchester. In just two years, the group has experienced remarkable growth, from six participants to a weekly attendance of 100 people.

Initially focused on football sessions, Happy Somedays provides a welcoming space for people who feel excluded from other groups. The demand for their activities persisted during the lockdown, leading to a gradual increase in participation. As a result, they now facilitate four weekly football sessions for men and an additional session for women.

In line with its commitment to inclusivity and encouragement, Happy Somedays expanded their offerings by introducing fitness classes. They currently host four adult fitness sessions per week and a fortnightly family fit session, promoting physical wellbeing among participants of all ages.

Happy Somedays also recognises the financial constraints some people face, which can hinder their participation. To address this, they established the "Take Part On Us" initiative, allowing those experiencing financial difficulties to join activities without payment. This initiative has already been used an incredible 200 times, and the group is making more free slots available.

Happy Somedays is run by a small committee of volunteers. Their commitment to inclusivity is evident as they welcome participants from the LGBTQ+ community, people with disabilities or on the autism spectrum, and those with visual impairments. The organisation is deeply rooted in the Wythenshawe community, using local facilities and supporting initiatives like the Wythenshawe Waste Warriors and a local food bank.

Thanks to the generous donation from Manchester Airport, Happy Somedays can address the need for new equipment. With their current equipment reaching the three-year mark, they aim to revitalise their resources and provide top-of-the-range equipment for their fitness and football sessions.

"We were really grateful to have been awarded £3,000 from the Manchester Airport Community fund, this enabled us to upgrade our fitness equipment and get new pieces to allow us to continue our community fitness sessions." – Happy Somedays.



East Midlands Airport Community Fund and Broxtowe Community Project

The East Midlands Community Fund has made a donation of £1,911 to the Broxtowe Community Project in their mission to help disadvantaged local adults and children living in poverty. One of the key initiatives of the Broxtowe Community Project is their food bank, which provides essential support to over 680 registered households. These households, including 1,148 adults, 941 children, 66 single-parent families, and 70 people aged 65+, receive food bags containing surplus in-date food that would otherwise go to waste.

Recognising the need for a more comprehensive community approach, the project expanded its activities in November 2022 to include the "Warm Bank and Community Shared Meals." This initiative invites people to gather at a local cafe during tea-time, offering the opportunity to enjoy shared meals cooked using donated food. Participants are encouraged to "pay what they feel" for their meals, fostering a sense of community and providing a space for open conversation, friendship-building, and the exchange of advice and support on personal matters.

The "Cookin' Project" is an exciting new endeavour born out of the success of the Warm Bank and Community Hot Meal initiative. Volunteers aim to empower people on a low budget by teaching them how to prepare and cook affordable, delicious, and nutritious meals for themselves and their families. Fun and interactive cookery workshops, led by volunteer cooks in local community centres across Broxtowe, will provide participants with cooking skills and the opportunity to share the meals they have prepared with their families.

To support the Cookin' Project, the East Midlands
Community Fund and Broxtowe Community Projects
provided a donation to acquire essential cooking
equipment. This includes a baked potato oven and a bainmarie to keep prepared food warm, as well as chopping
boards and various kitchen utensils. Weekly sessions are
planned for children, young people, adults, and pensioners,
aiming to foster a stronger sense of community, encourage
friendships, and provide local help and support.



The Broxtowe Community Project said: "The East Midlands Airport Community Fund grant has been instrumental in enabling us to do more to bring our communities together, we have been able to introduce and provide much-needed cooking skills classes to families on low incomes who need food bank support. Through introducing these services, our members have reported increased feelings of well-being and a sense of belonging -- we couldn't have done this without EMA's kindness and we are now expanding into other areas across Broxtowe after a successful pilot."

London Stansted Community Fund & the Grove Cottage Project

Bishops Stortford-based charity, Grove Cottage, is the recipient of the £50,000 flagship donation from the London Stansted Airport Community Fund. Grove Cottage, which helps people with learning disabilities of all ages, is rebuilding its ageing headquarters into a purposebuilt facility. The donation will be used to purchase and install solar panels to generate electricity and a heat pump to provide heating and hot water. This project will lower Grove Cottage's emissions while also helping to reduce energy costs.

Kevin Davis, Chair of Trustees at Grove Cottage, said:

"We are embarking upon an ambitious plan to build a new bespoke centre here in London Road which will allow us to increase both the quantity and quality of provision hopefully for another 60 years.

"The sustainability of our services will be complimented by the unique and sustainable design of the new 'Grove Cottage'.

"We are enormously grateful to the Stansted Airport Community Fund for the grant of £50,000 which will help us to install solar panels and an air source heat pump in the new building."



Social Value and the Manchester Transformation Programme

Manchester Airport's Transformation Programme (MAN-TP) is a £1.3 billion investment scheme – the largest capital project in the airport's 85-year history.

This investment in the UK's global gateway in the North will provide an exceptional experience for passengers, partners and colleagues. It will enhance Manchester Airport's role as a world-class hub and a vital contributor to the region's economy.

MAN-TP, which began in 2017, has already doubled the size of Terminal Two via a new extension that opened to passengers in summer 2021. The extension has brought numerous benefits, including an enhanced passenger experience, a modern and spacious environment and improved technology.

Phase 2 of the scheme was announced in January 2023. It focuses on reconfiguring the original Terminal Two building to create an additional security hall and an extended departure lounge. When completed, Terminal Two will be the airport's main hub, offering state-of-the-art facilities for a seamless and enjoyable passenger experience. Terminal Two encourages northern brands to serve passengers through its food, drink and retail offerings.

The configuration of the airfield will also be altered to improve efficiency and flexibility, offering airlines a diverse and adaptable environment. The airfield changes will cater for the latest aircraft models, including the Airbus A380 which will be served at Pier 2. The overall programme is aimed at further developing the route network from Manchester Airport and solidifying its position as the UK's global gateway in the North.

Our Transformation Programme will create a lasting legacy that brings advantages to the region and its people. We are dedicated to building a sustainable future for all while ensuring that our operations have a positive impact on the environment and benefit our local communities.

During MAN-TP Phase One, we achieved significant milestones and added value to our local communities. Out of the project spend, 83% (£450 million) was directed towards local suppliers, demonstrating our commitment to supporting regional businesses. We also raised £100,000 for local charities and 73% of the project's employees were from the local area. Moreover, we created 150 apprenticeships, providing valuable opportunities for young talent. In collaboration with our supplychain partners, we constructed the Aerozone. This onsite educational centre will inspire and educate over 5,000 young people annually, fostering the next generation of aviation professionals.

MAN-TP Phase Two will continue this positive legacy, generating substantial social and economic benefits for the surrounding community. Through our partnership with MACE and its supply-chain partners, we will create over 50 sustainable new jobs and engage with 1,500 young people across Greater Manchester. Our goal is to raise £70,000 for local charities and contribute 500 hours of colleague volunteering time. To support skill development throughout the project's duration, we are aiming for at least 5% of the workforce to be apprentices. In addition, our wider business operations, regional supply chains, and post-pandemic tourism recovery efforts will contribute over £75 million to the local area.

Hi, I'm Shelley, and I'm a Social Value Manager at MACE, working on the Manchester Airport Transformation Programme. My role is to manage the delivery of social value commitments made to Manchester Airport Group and provide support to embed social value commitments into project procurement of supply chain partners.

I've been collaborating with Manchester Airport Group to establish social value targets for MAN-TP and the team have signed a Social Value Pledge to confirm their commitment to supporting these through the implementation of the Social Value Action Plan. We've established a Social Value Handbook that outlines our collective approach to making a positive impact.

I lead on all community engagement and education activities for MANTP by working with key partners and stakeholders. Being a Social Value Manager is about blending strategic thinking with a genuine drive to make a meaningful difference. Our efforts extend beyond the construction site, leaving a lasting impression on the community and society as a whole.

We are committed to providing opportunities on MANTP for young people who are the key to creating a better future.

As part of the programme, we have been set ambitious targets that we plan to achieve around various social value themes. These include employment, education, volunteering and community investment. I'm pleased to share that as of March 2023, we have created over £12.5m Social Value and hit the following milestones:

36% local employment

334
volunteering hours provided

1,275 students engaged

28 MSMEs utilised

2 T-level students

Over £5k donated to local charities



Shelley Smith, Social Value Manager at MACE

Supporting the local economy: East Midlands Airport

East Midlands Airport serves as a global cargo hub and the UK's largest pure freight operation, providing businesses in the Midlands with a competitive advantage. According to recent research conducted by York Aviation, East Midlands Airport's direct global connectivity benefits the Midlands economy by supporting the supply chains of advanced manufacturers and the aerospace sector.

Freight companies based at the airport (including DHL, UPS, FedEx, Royal Mail, and Amazon) offer direct connectivity to major cities worldwide, enabling rapid and secure movement of high-value goods. The cargo operation at East Midlands Airport drives significant exports. The value of exported goods is twice that of imports, and the per tonne customs value of exports at East Midlands Airport is £335,000, well ahead of the UK airport average of £180,000 per tonne. The difference is a result of the airport's specialisation in handling high-value goods that require speed and security of delivery. The growth in cargo volumes at the airport reflects the international focus of the region and its growth in exports since 2017. East Midlands Airport is the UK's second-largest airport in terms of cargo volume, handling over 448,000 tonnes of goods a year.

The Covid-19 pandemic further boosted cargo volumes in response to a change in consumer habits and the need for vital personal protective equipment. Cargo volumes increased by 13% in 2020 compared to the previous year, raising the airport's share of the overall UK air-cargo market. The airport's critical role in supporting key sectors and facilitating international trade strengthens the East Midlands as a globally connected economy.

Manchester Airport: Dragons' Den

A group of pupils from Priestnall High School won Manchester Airport's 12th annual Dragons' Den competition for aspiring entrepreneurs. Their business venture involved creating a Christmas tree decoration in memory of HRH the late Queen Elizabeth II. Through sales, they raised an impressive £7,813, which was donated to the Royal Manchester Children's Hospital Charity. The competition, which involved teams from nine participating schools in Greater Manchester and Cheshire, allowed students to develop a business model and bid for a start-up loan of £200.

Priestnall High School's winning team received a VIP trip to see the Lion King at the Palace Theatre. Other prizes were awarded to Stretford Grammar School (Best Green Credentials) and to North Cestrian and Alderley Edge School for Girls (Best Presentation and Most Innovative Product, respectively). Manchester Airport's educational outreach programme aims to engage with students and provide them with valuable knowledge and skills for their future careers.



Looking forward

Over the coming year, we will continue to listen to our local communities and address the things that matter most. Our Airport Community Funds will continue their work to help local businesses and initiatives through grants and volunteering opportunities. In addition, we will continue to develop new ways to achieve the commitments set out in our CSR Strategy, including the commitment for 100% of our leadership team and 30% of all our colleagues to carry out volunteering, we will:

- Continue to engage with our newly formed Youth Forums, with a focus on Jet Zero initiatives.
- Make it easier for people to apply for grants from our mitigation and Community Trust Fund schemes – and speed up the approvals process – by moving the application process online.
- Revise our volunteering policy to encourage participation, and highlight support in the communities in which our colleagues live.
- Review the Manchester Airport Sound Insulation Grant scheme funding and specifications as part of the airport's Noise Action Plan.
- Undertake a materiality and communityimpact survey to ensure we are addressing the things that matter most.

Performance



Zero Carbon Airports

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
		Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure	Total energy use (kWh, 'SECR Scope')	181,314,564	182,337,077	194,775,860	1	6.8% ↓
		running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Energy from renewable sources (%, 'SECR Scope')	58.5%	59.4%	62.0%	1	4.4%
			Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	39,308	37,380	37,636	1	0.7% ←→
CHANGE (%)	All of MAG's airport operations will be net		Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	14,293	14,692	14,124	1	-3.9%
CHANGE (%)	zero carbon by no later than 2038.	Maintain carbon neutral operations whilst transitioning	Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	1.2	0.5	0.2	1, 2	-60% ↑
		to net zero carbon by no later than 2038.	Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	14,293	14,692	14,124	1, 3	-3.9%
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0.0	0.0	0.0%	1, 3	
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.0	0.0	0.0%	1, 2, 3	
			Major operational sites with environmental management systems certified to ISO 14001 (%)	100%	100%	100%	-	0.0% ←→
		Environmental management at each of our airports	Major operational sites with energy management systems certified to ISO 50001 (%)	0.0%	33.0%	33.0%	4	0.0% ←→
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy	Samples within surface water discharge consent limits (%)	90.7%	92.6%	95.9%	5	3.6%
	,	management will be certified to ISO 50001 by 2022.	Samples within trade effluent discharge consent limits (%)	88.0%	85.6%	95.6%	5	11.7%
			Total breaches of air quality limits (number)	1	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. Our energy and emission performance have been restated for previous years to make use of the most recent and complete dataset. Our dedicated Greenhouse Gas Emissions Report can be found here.

We measure emissions 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.

Our airport operations are carbon neutral and hold Airport Carbon Accreditation at Level 3+ (Neutrality). As we work towards our net zero carbon goal, each year we continue to offset residual emissions. Full details of our carbon offsets are included in our MAG Greenhouse Gas Report 2022/23.

⁴ Our energy management system at London Stansted Airport is certified to ISO 50001, we plan to achieve certification for Manchester and East Midlands Airports by December 2023.

⁵ In 2022/23, we recorded an environmental permit compliance rate of 96.7% with our surface water discharge consents and 86.7% with our trade effluent consents across the Group. To meet our target to achieve full environmental permit compliance, we are closely working with regulators and have implemented a number of mitigation and control measures across our airports. Please see the Waste and Water section of our CSR Report for more details about these initiatives.

Zero Carbon Airports

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	E	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEA
				Total waste (tonnes)	3 <i>,7</i> 08	5,770	12,180	1	111.1% 🗸
ELIMI	INATING	We are committed to reducing waste,	By 2021, we will send no waste to landfill.	Waste intensity (tonnes waste per traffic unit)	0.3	0.2	0.2	2	0.0% ←→
WAS1	TE	promoting recycling and eliminating landfill.	by 2021, we will send no waste to landilli.	Waste segregated for recycling on-site (%)	25.6%	29.3%	38.3%	-	30.7%
				Waste diverted from landfill (%)	92.6%	86.0%	82.9%	3	-3.6% ↓
SURFA	ACE 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 (%)	33.4%	31.4%	29.3%	4	-2.1% ↓

With increased passenger numbers after the lifting of Government Covid-19 restrictions, this year waste volumes increased. Please see the Waste and Water section of our CSR Report for more information on how we are diverting waste from landfill.

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. Waste intensity has improved over time owing to a lower increase in waste generation when compared to a greater increase in traffic units, which are defined by the International Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight.

³ Over the last year, the amount of waste diverted from landfill decreased by 3.7%, this is primarily due to changes to regulations which apply to Category 1 International Cabin Waste. This year waste volumes increased which mean that waste originating from Europe has been reclassified, reducing our ability to recycle it. MAG is working closely with regulators to identify how we can address this challenge.

⁴ Over the last calendar year, the proportion of passengers using sustainable transport to access the airport fell. This reduction is partly due to industrial action over the last year and the result of timetable changes including to the Stansted Express , which now operates two trains per hour rather than four pre-pandemic. As of August 2023, four trains per hour have been reinstated in the peak morning and evening times. We actively promote sustainable transport options to our passengers and we have been actively calling for the Department for Transport to reinstate four trains per hour. As of August 2023, four trains per hour have been reinstated in the peak morning and evening times. Our sustainable surface access data has been restated for this year and our previous reporting period to reflect an updated methodology based on best-practice guidance including the GRESB and Sustainable Aviation (2022) definitions of "sustainable travel". Data collection methods remain the same enabling use of most recent and complete datasets across our business.

Opportunity For All

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDI	CATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	I-YEAR
	Safety is our overarching	Through 'Vision Zero', our approach to	Repo	rtable safety incidents (number of RIDDOR incidents)	2	7	8	-	14.3%	4
SAFETY	priority; we will set out our Safety Plan and regularly	safety, we target zero harm.	Lost ti	ime injury accidents (number)	4	25	19	-	-24.0%	↑
	track and report progress.	We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Lead	ership roles filled through internal promotion (%)	23.3%	46.4%	27.7%	-	-40.3%	•
				Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%, target = 100)	97.1%	100%	99.7 %	1	-0.3%	←→
			vided	Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%, target = 100)	97.8%	100%	97.5%	1	-2.5%	•
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.	ance pro	Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks'(%, target = 100)	98.9%	97.6%	95.7%	1	-2.0%	•
	10 cosioniei necas.		Assist	Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%, target = 100)	99.4%	99.4%	99.3%	1	-0.1%	←→
				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	N/A	2	N/A	-

We remain committed to providing exceptional service to passengers with reduced mobility, especially during the challenging period of rapid passenger recovery. We are proud to note that our efforts have been acknowledged and validated by the Civil Aviation Authority (CAA), which has rated our airports as 'Very Good'.

Due to the Covid-19 recovery period, we do not have a complete set of guest satisfaction data to be able to report out a yearly figure. We aim to continue reporting out this figure in the next CSR report.

Opportunity For All Continued

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	YEAR
	We will ensure that all local people feel able	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	435	9,632	18,662	1	93.8%	↑
	to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	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 (%)	66.2%	76.0%	62.6%	2	-17.6%	4
EDUCATION, SKILLS AND EMPLOYMENT		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)	1,055	10,757	12,525	2	16.4%	↑
SUPPORT	We will create quality opportunities for work and break down barriers for	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' (%)	17.6%	17.2%	28.9%	3	68.0%	↑
	everyone in our community.	By 2025, 80% of people completing a MAG Connect	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	_	4.0%	28.9%	-	622.5%	^
		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)	-	97	245	-	152.6%	↑
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	25.1%	26.0%	24.0%	4	-7.7%	•

¹ 'Priority schools and priority areas' are those within a 15-mile radius of our airports (those most impacted by our operations).

² '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.

³ 'Disadvantage Groups' include: 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 have not worked for a long period of time (over one year); parents returning to work; and young people who have been in care.

Local Voices

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	-YEAR
		All of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	7.9%	20.7%	25.0%	1	20.8%	↑
	We will ensure that the	Our long-term ambition is that 30% of colleagues	All colleague volunteering participation (%, including leaders)	3.8%	4.2%	8.0%	1	90.5	↑
INVESTING IN THE COMMUNITY	communities around our airports share the benefits	participate in volunteering programmes.	Time given to volunteering activities (hours, all colleagues)	23,674	5,495	4,414	1	-19.7%	•
	from living near an airport.	We will maintain our community funds, ensuring they	Community fund grants awarded (£)	£253,760	£245,828	£985,272	2	300.8%	↑
		provide effective investment in local communities.	Groups/initiatives receiving community fund grants (number)	151	149	242	-	62.4%	↑
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)	36	148	272	3	83.8%	↑

We encourage colleagues to use up to two days a year of paid volunteering time, and actively encourage them to use it. Given the challenges of last summer, we're pleased to report a 6% increase in the number of people taking part in volunteering programmes. However, we reported a decrease of 19.7% towards time given for volunteering opportunities. As a business, we are focused on increasing participation and time spent volunteering over the course of the next year and look forward to sharing the results of this in our next CSR Report.

² The number of community fund grants awarded increased by 300.8% compared to 2021/22. This was due to our Eco-Garden competition which awarded selected local schools with grants to build and improve green spaces that boost biodiversity and improves wellbeing. More information can be found in the Local Voices section of this report.

³ With the lifting of COVID-19 restrictions, we were physically able to return to the communities around us and re-establish our outreach programmes which led to an 83.8% increase in engagement opportunities throughout the year.

Local Voices Continued

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
			Departing flights within preferred noise routes (%)	93.8%	94.4%	94.9%	-	0.5% ←→
			Departing flights performing continuous climb departure (%)	87.7%	90.5%	92.1%	-	1.8%
			Arriving flights performing continuous descent approach (%)	89.0%	90.5%	92.3%	-	2.0%
			Area of daytime noise footprint (57 dB LAeq 16hr, km²)	24.9	35.3	53.4	1	51.3% ↓
NOISE	We will minimise the impact	We will deliver our Noise Action Plans	Population within daytime noise footprint (57 dB LAeq 16hr, number)	4,600	10,900	28,100	1	157.8% •
MANAGEMENT	of noise on local people.	and report progress publicly.	Area of night-time noise footprint (57 dB LAeq 8hr, km²)	16.5	22.7	31.0	1	36.6% ↓
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	1,350	4,200	11,000	1	161.9% ↓
			Complaints received (number)	6,842	15,878	15,438	2, 3	-2.8% ↑
			People submitting complaints (number)	789	1,427	1,372	3	-3.9%
			Aircraft movements per complaint (number)	49.1	60.4	27.0	2, 3	-55.3% ↓

This year the number of flights from our airports significantly increased compared to 2021/22. As such, the size of our noise contours and the number of people within them also increased compared to last year. We continue to deliver our Noise Action Plans with the aim of minimising noise from aircraft operating at our airports.

We continue to deliver on our Noise Action Plans and work collaboratively with airlines, air traffic controllers and our consultative committee to keep the environmental impacts of activity at our airports to a minimum.

This year,65% (9,958) of all complaints were submitted by five individuals,

ZERO

Zero Carbon Airports

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	-YEAR
		Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure	Total energy use (kWh, 'SECR Scope')	15,622,933	15,081,858	16,945,875	1	12.4%	4
		running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Energy from renewable sources (%, 'SECR Scope')	60.7%	50.6%	60.0%	1	18.6%	↑
			Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	3,378	3,057	3,211	1	5.0%	Ψ
CHANCE (9/)	All of MAG's airport operations will be net		Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	1,580	1,368	1,165	1	-9.7%	↑
CHANGE (%)	zero carbon by no later than 2038.	Maintain carbon neutral operations whilst transitioning	Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.33	0.24	0.16	1	-33.3%	↑
		to net zero carbon by no later than 2038.	Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	1,580	1,368	1,165	1, 2, 3	-14.8%	•
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1, 2, 3	0.0%	_
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	1, 2, 3	0.0%	-
			Major operational sites with environmental management systems certified to ISO 14001 (%)	100%	100%	100%	-	0.0%	←→
		Environmental management at each of our airports	Major operational sites with energy management systems certified to ISO 50001 (%)	0	0	0	4	0.0%	-
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy	Samples within surface water discharge consent limits (%)	83.3%	83.1%	98.1 %	5	18.1%	↑
	·	management will be certified to ISO 50001 by 2022.	Samples within trade effluent discharge consent limits (%)	88.4%	81.5%	96.3%	-	18.2%	↑
			Total breaches of air quality limits (number)	0	0	0	-	0.0%	< >

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. Our energy and emission performance have been restated for previous years to make use of the most recent and complete dataset. Our dedicated MAG Greenhouse Gas Emissions Report can be found here.

² 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.

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 2021/22.

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 2023, in line with the commitment made in our CSR Strategy.

⁵ East Midlands Airport is currently assisting the Environment Agency in relation to alleged surface water permit breaches and has an asset maintenance plan in place with the aim of identifying and implementing potential improvements that can be made to the surface water system. While we continue to make good progress with our programme of water management improvements, we have received notification from the Environment Agency that, regarding historical failures to meet the requirements of our environmental permit at East Midlands Airport, they will proceed with legal enforcement action.

Zero Carbon Airports

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
			Total waste (tonnes)	149	244	520	1	113.1% ↓
ELIMINATING	We are committed to reducing waste,	By 2021, we will send no waste to landfill.	Waste intensity (tonnes waste per traffic unit)	0.03	0.04	0.07	2	<i>7</i> 5.0% ↑
WASTE	promoting recycling and eliminating landfill.	by 2021, we will selle no wasie to landini.	Waste segregated for recycling on-site (%)	28.5%	31.7%	13.3%	-	-58.0% ↓
			Waste diverted from landfill (%)	96.3%	63.0%	66.4%	3	5.4% ↑
SURFACE ACCESS	We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports.	which will reduce the impacts of passenger	Passengers using sustainable travel to access our airports (%)	9.1%	7.5%	8.7%	4	16.0%

With increased passenger numbers after the lifting of Government Covid-19 restrictions, this year waste volumes increased. Please see the Waste and Water section of our CSR Report for more information on how we are diverting waste from landfill.

² We measure waste intensity against traffic units. Traffic units are defined by the International Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight.

Over the last year, the amount of waste diverted from landfill was 66.4% this is primarily due to changes to regulations on cabin waste which mean waste originating from Europe has been reclassified, reducing our ability to recycle it. We are working closely with regulators to identify how we can address this problem.

⁴ Data for passengers using sustainable travel to access our airports is for calendar year 2022.

Opportunity For All

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDI	CATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON	1-YEAR
	Safety is our overarching	Through 'Vision Zero', our approach to	Repo	rtable safety incidents (number of RIDDOR incidents)	0	2	2	-	0.0%	←→
SAFETY	priority; we will set out our Safety Plan and regularly	safety, we target zero harm.	Lost ti	ime injury accidents (number)	4	4	1	-	-75.0%	^
	track and report progress.	We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Lead	ership roles filled through internal promotion (%)	5.6%	1.4%	27.3%	-	1850.0%	↑
				Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%, target = 100)	100%	100%	100%	1	0.0%	←→
			vided	Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%, target = 100)	100%	100%	100%	1	0.0%	←→
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.	ance pro	Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks'(%, target = 100)	100%	99.6%	99.8%	1	0.2%	←→
	lo cosioniei necas.		Assist	Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%, target = 100)	100%	100%	100%	1	0.0%	←→
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	2.4	3.0	3.8	2	26.7%	↑

We remain committed to providing exceptional service to passengers with reduced mobility, especially during the challenging period of rapid passenger recovery. We are proud to note that our efforts have been acknowledged and validated by the Civil Aviation Authority (CAA), which has rated our airports as 'Very Good'.

Due to the Covid-19 recovery period, we do not have a complete set of guest satisfaction data to be able to report out a yearly figure. We aim to continue reporting out this figure in the next CSR report.

Opportunity For All Continued

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	-YEAR
	We will ensure that all local people feel able	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	46	2,679	3,750	-	40.0%	↑
	to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	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 (%)	78.3%	91.2%	59.0%	1	-35.3%	1
EDUCATION, SKILLS AND EMPLOYMENT		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)	193	1,077	2,261	2	109 .9%	↑
SUPPORT	We will create quality opportunities for work and break down barriers for	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' (%)	6.3%	58.8%	20.8%	2, 3	-64.6%	Ψ
	everyone in our community.	By 2025, 80% of people completing a MAG Connect	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	10.8%	44.1%	20.8%	2	-52.8%	•
		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)	9	30	31	2	3.3%	↑
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	18%	17%	15%	4	-11.8%	4

¹ Priority schools and priority areas are those within a 20-mile radius of East Midlands Airport (those most impacted by our operations).

² 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.

³ 'Disadvantage Groups' include: 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 have been in care.

⁴ MAG cannot by law stipulate criteria for suppliers based on size or locality due to required compliance with the Utilities Contracts advertised over published thresholds for goods, works and services. We do however, encourage local and SME engagement for smaller contracts, or via "tiering" into our main appointed contractors. A"Meet the Buyer" events is planned for FY24 where local SME's can make appointments to discuss business opportunities with our Tier 1 contractors, to encourage regional proximity for subcontracted work.

Local Voices

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	-YEAR
		All of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	21.3%	34.4%	90.0%	-	161.6%	↑
	We will ensure that the	Our long-term ambition is that 30% of colleagues	All colleague volunteering participation (%, including leaders)	6.6%	7.9%	24.8%	-	213.9%	↑
INVESTING IN THE COMMUNITY	communities around our airports share the benefits	participate in volunteering programmes.	Time given to volunteering activities (hours, all colleagues)	966	758	1,316	-	73.6%	↑
	from living near an airport.	We will maintain our community funds, ensuring they	Community fund grants awarded (£)	£93,366	£156,625	£621,489	-	296.8%	↑
		provide effective investment in local communities.	Groups/initiatives receiving community fund grants (number)	84	76	142	-	86.8%	↑
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)	18	68	130	1	91.2%	↑

With the lifting of COVID-19 restrictions, we were physically able to return to the communities around us and re-establish our outreach programmes which led to an 91.2% increase in engagement opportunities throughout the year.

Local Voices Continued

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
			Departing flights within preferred noise routes (%)	91.5%	90.9%	93.7%	-	3.1%
			Departing flights performing continuous climb departure (%)	96.4%	95.7%	96.7%	-	1.0%
			Arriving flights performing continuous descent approach (%)	87.1%	89.0%	92.0%	-	3.4%
			Area of daytime noise footprint (57 dB LAeq 16hr, km²)	4.1	5.1	6.8	1	33.3% ↓
NOISE	We will minimise the impact	We will deliver our Noise Action Plans	Population within daytime noise footprint (57 dB LAeq 16hr, number)	600	700	900	1	28.6%
MANAGEMENT	of noise on local people.	and report progress publicly.	Area of night-time noise footprint (57 dB LAeq 8hr, km²)	7.5	7.8	9.8	1	25.6%
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	1,000	1,000	1,700	1	7 0.0% ↓
			Complaints received (number)	1,703	5,510	5,166	2, 3	-6.2%
			People submitting complaints (number)	233	365	248	2, 3	-32.1%
			Aircraft movements per complaint (number)	26.6	10.7	12.0	2, 3	12.1%

This year, the number of flights from our airports significantly increased as we recovered through the global pandemic. As such, the size of our noise contours and the number of people within them also increased. We continue to deliver our Noise Action Plans (NAPs) with the aim of minimising the impact of noise. We will continue to work with our partner airlines to minimise the use of noisier aircraft types, particularly at night.

With Government travel restrictions easing and air traffic increasing, this year the number of noise complaints we received increased compared to 2021/22. This year our Flight Evaluation Unit have placed a particular emphasis on airline engagement, focusing on noise minimisation as the number of flights increases following the removal of travel restrictions. Over 75% of the total complaints received at East Midlands Airport came from two individuals.

We continue to deliver on our Noise Action Plans and work collaboratively with airlines, air traffic controllers and our consultative committee to keep the environmental impacts of activity at our airports to a minimum.

ZERO CARBON

Zero Carbon Airports

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON	√YEAR
		Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure	Total energy use (kWh, 'SECR Scope')	53,325,584	48,186,437	56,022,205	1	16.3%	•
		running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Energy from renewable sources (%, 'SECR Scope')	63.1%	68.6%	74.0%	1	7.9%	↑
			Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	11,645	9,956	10,870	1	9.2%	•
CHANCE (9/1	All of MAG's airport operations will be net		Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	3,775.3	2,850.7	2,766	1	-3.0%	↑
CHANGE (%)	zero carbon by no later than 2038.	an 2038. Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.	Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.63	0.22	0.10	1, 2	-54.5%	↑
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	3,775.3	2,850.7	2,765.0	1, 3	-3.0%	•
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1	0.0%	←→
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	-	0.0%	←→
			Major operational sites with environmental management systems certified to ISO 14001 (%)	100%	100%	100%	-	0.0%	←→
		Environmental management at each of our airports	Major operational sites with energy management systems certified to ISO 50001 (%)	100%	100%	100%	-	0.0%	←→
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy	Samples within surface water discharge consent limits (%)	95.2%	97.9%	96.6%	3	-1.3%	•
		management will be certified to ISO 50001 by 2022.	Samples within trade effluent discharge consent limits (%)	87.0%	84.1%	96.6%	3	14.9%	↑
			Total breaches of air quality limits (number)	0	0	0	-	0.0%	←→

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. Our energy and emission performance have been restated for previous years to make use of the most recent and complete dataset. Our dedicated MAG Greenhouse Gas Emissions Report can be found here

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 2022/23.

In 2022/23, we recorded an environmental permit compliance rate of 96.6% with our surface water discharge consents and 96.6% with our trade effluent consents across the Group.. To meet our target to achieve full environmental permit compliance, we are

closely working with regulators and have implemented a number of mitigation and control measures across our airports. Please see the Waste and Water section of our CSR Report for more details about these initiatives.

Zero Carbon Airports

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE		STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
				Total waste (tonnes)	1,630	2,070	4,112	1	98.6% ↓
ELIMIN	NATING	We are committed to reducing waste,	By 2021, we will send no waste to landfill.	Waste intensity (tonnes waste per traffic unit)	0.3	0.15	0.15	2	0.0% ←→
WASTI	WASTE	promoting recycling and eliminating landfill.	by 2021, we will send no wasie to landilli.	Waste segregated for recycling on-site (%)	11.2%	33.0%	79.0%	-	139.4%
				Waste diverted from landfill (%)	100%	100%	100%	-	0.0% ←→
SURFA	ACE 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 (%)	51.8%	47.0 %	45.3%	3	-3.6% ←→

With increased passenger numbers after the lifting of Government Covid-19 restrictions, this year waste volumes increased. Please see the Waste and Water section of our CSR Report for more information on how we are diverting waste from landfill.

² 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.

³ Data for passengers using sustainable travel to access our airports is for calendar year 2022.

Opportunity For All

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDI	ICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON	1-YEAR							
	Safety is our overarching	Through 'Vision Zero', our approach to	Repo	ortable safety incidents (number of RIDDOR incidents)	0	4	0	-	-100.0%	↑							
SAFETY	priority; we will set out our Safety Plan and regularly	safety, we target zero harm.	Lost t	ime injury accidents (number)	3	12	1	-	-91.7%	↑							
	track and report progress.	We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Lead	ership roles filled through internal promotion (%)	5.6%	1.4%	45.5%	-	3150.0%	↑							
				Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%, target = 100)	92.2%	99.9%	99.4%	1	-0.5%	←→							
			vided	Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%, target = 100)	94.1%	99.8%	92.5%	1	-7.3%	•							
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.	 fance pro	tance pro	tance pro	tance pro	tance pro		tance provic	tance provi	Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks'(%, target = 100)	97.6%	97.0%	94.7%	1	-2.4%	•
	10 cosioniei needs.	to customer needs.	Assist	Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%, target = 100)	98.2%	99.7%	99.7%	1	0.0%	←→							
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	-	-	N/A	2	-	-							

We remain committed to providing exceptional service to passengers with reduced mobility, especially during the challenging period of rapid passenger recovery. We are proud to note that our efforts have been acknowledged and validated by the Civil Aviation Authority (CAA), which has rated our airports as 'Very Good'.

² Due to the Covid-19 recovery period, we do not have a complete set of guest satisfaction data to be able to report out a yearly figure. We aim to continue reporting out this figure in the next CSR report.

Opportunity For All Continued

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	YEAR
	We will ensure that all local people feel able	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	85	2,648	7,684	-	190.2%	↑
	to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	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 (%)	77.3%	57.5%	47.0%	1	-18.3%	•
EDUCATION, SKILLS AND EMPLOYMENT		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)	500	5,534	8,679	2	56.8%	↑
SUPPORT	We will create quality opportunities for work and break down barriers for 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' (%)	27.1%	98.4%	45.2%	3, 4	-54.1%	•		
	everyone in our community.	By 2025, 80% of people completing a MAG Connect	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	2.3%	14.1%	45.2%	-	220.6%	↑
		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)	81	9	94	-	944.4%	↑
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	18.0%	20.0%	20.0%	5	0.0%	+ >

¹ Priority schools and priority areas are those within a 15-mile radius of London Stansted Airport (those most impacted by our operations).

² '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.

³ 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 have not worked for a long period of time (over 1 year), parents returning to work and young people who have been in care.

⁴ 'Disadvantage Groups' include: 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 have not worked for a long period of time (over one year); parents returning to work; and young people who have been in care.

⁵ MAG cannot by law stipulate criteria for suppliers based on size or locality due to required compliance with the Utilities Contracts advertised over published thresholds for goods, works and services. We do however, encourage local and SME engagement for smaller contracts, or via "tiering" into our main appointed contractors. We held a "Meet the Buyer" events in FY23, where local SME's can make appointments to discuss business opportunities with our Tier 1 contractors, to encourage regional proximity for subcontracted work.

Local Voices

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEA
		All of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	13.1%	14.7%	41.0%	1	178.9% 🛧
	We will ensure that the	Our long-term ambition is that 30% of colleagues	All colleague volunteering participation (%, including leaders)	5.1%	3.9%	5.3%	1	35.9%
INVESTING IN THE COMMUNITY	communities around our airports share the benefits	nd our participate in volunteering programmes. benefits	Time given to volunteering activities (hours, all colleagues)	9,994	2,072	1,211	1	-41.6% ↓
	from living near an airport.	We will maintain our community funds, ensuring they provide effective investment in local communities. Commun Groups/	Community fund grants awarded (£)	£50,000	£6,000	£193,094	-	3118.2%
			Groups/initiatives receiving community fund grants (number)	4	27	28	-	3.7%
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)	36	27	82	2	203.7%

We encourage colleagues to use up to two days a year of paid volunteering time, and actively encourage them to use it. Given the challenges of last summer, we're pleased to report an increase in the number of people taking part in volunteering programmes. However, we reported a decrease in time given for volunteering opportunities. As a business, we are focused on increasing participation and time spent volunteering over the course of the next year and look forward to sharing the results of this in our next CSR Report.

² With the lifting of COVID-19 restrictions, we were physically able to return to the communities around us and re-establish our outreach programmes which led to a 203.7% increase in engagement opportunities throughout the year.

Local Voices Continued

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
			Departing flights within preferred noise routes (%)	99.6%	99.8%	99.8%	-	0.0% ←→
			Departing flights performing continuous climb departure (%)	86.5%	84.6%	83.7%	1	-1.1% \
			Arriving flights performing continuous descent approach (%)	92.3%	94.2%	96.0%	-	1.9%
			Area of daytime noise footprint (57 dB LAeq 16hr, km²)	11.8	15.7	21.4	2,3	36.3% ↓
NOISE	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans	Population within daytime noise footprint will deliver our Noise Action Plans 500 1,100	1,800	2,3	63.6% \		
MANAGEMENT		and report progress publicly.	Area of night-time noise footprint (57 dB LAeq 8hr, km²)	4.9	8.2	9.3	2,3	13.4%
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	50	200	400	2,3	100.0% ↓
			Complaints received (number)	4,926	9,050	8,845	4	-2.3% ↑
			People submitting complaints (number)	428	376	502	4	33.5% ↓
			Aircraft movements per complaint (number)	12	13	21	-	61.5%

¹ Continuous climb performance increased during the Covid-19 pandemic when there was less congestion in airspace near to the airport. As air traffic in the London Terminal Manoeuvring Area has increased we have seen a reduction in continuous climb performance. We expect airspace modernisation to improve performance.

² This year the number of flights from our airports significantly increased compared to 2021/22. As such, the size of our noise contours and the number of people within them also increased compared to last year. We continue to deliver our Noise Action Plans with the aim of minimising noise from aircraft operating at our airports.

³ We continue to deliver on our Noise Action Plans and work collaboratively with airlines, air traffic controllers and our consultative committee to keep the environmental impacts of activity at our airports to a minimum.

⁴ This year, 69% (6,088) of all complaints were submitted by three individuals, with the remaining 31% (2,757) submitted by 499 individuals.

Zero Carbon Airports

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
		Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure	Total energy use (kWh, 'SECR Scope')	103 <i>,7</i> 44,861	119,047,411	121,791,858	1	2.3% ↓
		running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Energy from renewable sources (%, 'SECR Scope')	56.2%	56.6%	56.0%	1	-1.1% ←→
			Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	22,241	24,305	23,424	1	-3.6%
CHANCE (9/1	All of MAG's airport operations will be net		Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	8,564	10,415	10,065	1	-3.4%
CHANGE (%)	zero carbon by no later than 2038.	by no 38. Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.	Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	2.64	1.07	0.39	1	-63.6%
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	8,564	10,415	10,065	1, 2	-3.4% ↑
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1, 2	0.0% ←→
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	1, 2,	0.0% ←→
			Major operational sites with environmental management systems certified to ISO 14001 (%)	100%	100%	100%	-	0.0% ←→
		Environmental management at each of our airports	Major operational sites with energy management systems certified to ISO 50001 (%)	0	0	0	3	0.0% ←→
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy	Samples within surface water discharge consent limits (%)	88.8%	95.1%	95.3%	-	0.2% ←→
	nian wa mara	management will be certified to ISO 50001 by 2022.	Samples within trade effluent discharge consent limits (%)	100%	100%	100%	-	0.0% ←→
			Total breaches of air quality limits (number)	1	0	0	-	100.0% ←→

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. Our energy and emission performance have been restated for previous years to make use of the most recent and complete dataset. Our dedicated MAG Greenhouse Gas Emissions Report can be found here.

With increased activity, this year we recorded an increase in emissions. Our airport operations are carbon neutral and hold Airport Carbon Accreditation at Level 3+ (Neutrality). We are committed to achieving our goal of net zero

carbon by 2038 and, we continue to offset residual emissions. Full details of our carbon offsets are included in our MAG Greenhouse Gas Emission Report 2022/23.

³ 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 2023, in line with the commitment made in our CSR Strategy.

Zero Carbon Airports

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
			Total waste (tonnes)	1,929	3,456	7,549	1	118.4% ↓
ELIMINATING	We are committed to reducing waste,	By 2021, we will send no waste to landfill.	Waste intensity (tonnes waste per traffic unit)	0.6	0.35	0.29	1	- 1 <i>7</i> .1% ↑
WASTE	promoting recycling and eliminating landfill.	by 2021, we will send no wasie to landilli.	Waste segregated for recycling on-site (%)	26.9%	27.2%	22.7%	1	-16.5% \
			Waste diverted from landfill (%)	86.0%	79.0%	74.8%	2,3	-5.3% ↓
SURFACE ACC	We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports.	which will reduce the impacts of passenger	Passengers using sustainable travel to access our airports (%)	18.9%	15.7%	15.4%	4	-1.9% •

With increased passenger numbers after the lifting of Government Covid - 19 restrictions, this year waste volumes increased. Please see the Waste and Water section of our CSR Report for more information on how we are diverting waste from landfill.

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.

³ Over the last year, the amount of waste diverted from landfill decreased by 3.7%, this is primarily due to changes to regulations which apply to Category 1 International Cabin Waste. This year waste volumes increased to regulations on cabin waste which mean that waste originating from Europe has been reclassified, reducing our ability to recycle it. MAG is working closely with regulators to identify how we can address this problem.

⁴ Data for passengers using sustainable travel to access our airports is for calendar year 2022.

Opportunity For All

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDI	CATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	-YEAR	
	Safety is our overarching	Through 'Vision Zero', our approach to	Repo	rtable safety incidents (number of RIDDOR incidents)	0	1	6	-	500.0%	Ψ	
SAFETY	priority; we will set out our Safety Plan and regularly	safety, we target zero harm.	Lost ti	ime injury accidents (number)	0	9	15	-	66.7%	•	
	track and report progress.	We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Lead	ership roles filled through internal promotion (%)	25.0%	5.8%	46.2%	-	696.6%	↑	
				Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%, target = 100)	99.7%	100%	99.8%	1	-0.2%	←→	
		· · · · · · · · · · · · · · · · · · ·	Assistance provided	Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%, target = 100)	100%	100%	99.9%	1	-0.1%	←→	
INCLUSIVE CUSTOMER SERVICE	service for passengers with reduced mobility responds				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks'(%, target = 100)	99.5%	97.6%	92.7%	1	-5.0%	Ψ
	10 cosioniei necas.			Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%, target = 100)	99.9%	99.2%	98.3%	1	-0.9%	< >	
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	4.3	4	N/A	2	N/A	-	

We remain committed to providing exceptional service to passengers with reduced mobility, especially during the challenging period of rapid passenger recovery. We are proud to note that our efforts have been acknowledged and validated by the Civil Aviation Authority (CAA), which has rated our airport as 'Very Good'.

Due to the Covid-19 recovery period, we do not have a complete set of guest satisfaction data to be able to report out a yearly figure. We aim to continue reporting out this figure in the next CSR report.

Opportunity For All Continued

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	YEAR
	We will ensure that all local people feel able	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	304	4,305	7,228	-	67.9%	↑
	to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	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 (%)	40.0%	86.3%	81.0%	1, 2	-6.1%	•
EDUCATION, SKILLS AND EMPLOYMENT		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)	362	4,146	1,585	2	-61.8%	4
SUPPORT	We will create quality opportunities for work and break down barriers for		16.1%	13.7%	24.8%	2, 3	81.0%	↑	
	everyone in our community.	By 2025, 80% of people completing a MAG Connect	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	41	58	122	2, 4	110.3%	↑
		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)	3.0%	2.5%	24.8%	-	892.0%	↑
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	35.0%	37.0%	33.0%	5	-10.8%	Ψ

¹ Priority schools and priority areas are those within a 20-mile radius of Manchester Airport (those most impacted by our operations).

² '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.

³ 'Disadvantage Groups' include: 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 have not worked for a long period of time (over one year); parents returning to work; and young people who have been in care.

⁴ This measure does not include the important support our Airport Academies have provided over the last year to those in the aviation industry.

⁵ MAG cannot by law stipulate criteria for suppliers based on size or locality due to required compliance with the Utilities Contracts advertised over published thresholds for goods, works and services. We do however, encourage local and SME engagement for smaller contracts, or via "tiering" into our main appointed contractors. We held two "Meet the Buyer" events in FY23, where local SME's can make appointments to discuss business opportunities with our Tier 1 contractors, to encourage regional proximity for subcontracted work.

Local Voices

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-	YEAR
		All of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	7.9%	11.0%	28.6%	1	160.0%	↑
	We will ensure that the	Our long-term ambition is that 30% of colleagues	All colleague volunteering participation (%, including leaders)	2.6%	3.8%	9.6%	1	152.6%	↑
INVESTING IN THE COMMUNITY	communities around our airports share the benefits from living near an airport.	participate in volunteering programmes.	Time given to volunteering activities (hours, all colleagues)	12,714	2,665	1,887	1	-29.2%	•
		We will maintain our community funds, ensuring they	Community fund grants awarded (£)	£110,935	£89,203	£170,689	2	91.3%	↑
		provide effective investment in local communities.	Groups/initiatives receiving community fund grants (number)	63	46	72	-	56.5%	↑
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)	36	53	60	3	13.2%	↑

We encourage colleagues to use up to two days a year of paid volunteering time, and actively encourage them to use it. Given the challenges of last summer, we're pleased to report a 6% increase in the number of people taking part in volunteering programmes. However, we reported a decrease towards time given for volunteering opportunities. As a business, we are focused on increasing participation and time spent volunteering over the course of the next year and look forward to sharing the results of this in our next CSR Report.

² The reported figure includes contributions from MAG and funds raised by MAG through noise penalties; it does not include funds raised in other ways.

³ With the lifting of COVID-19 restrictions, we were physically able to return to the communities around us and re-establish our outreach programmes which led to an increase in engagement opportunities throughout the year.

Local Voices Continued

Key

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
			Departing flights within preferred noise routes (%)	86.0%	89.0%	91.2%	-	2.5%
			Departing flights performing continuous climb departure (%)	95.1%	95.3%	95.9%	-	0.6%
			Arriving flights performing continuous descent approach (%)	87.5%	90.5%	88.8%	1	-1.9% ↓
			Area of daytime noise footprint (57 dB LAeq 16hr, km²)	9.0	14.5	25.2	2	73.8% ↓
NOISE	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans	Population within daytime noise footprint (57 dB LAeq 16hr, number)	3,500 9,100	25,400	2	179.1% ↓	
MANAGEMENT		and report progress publicly.	Area of night-time noise footprint (57 dB LAeq 8hr, km²)	4.1	6.7	11.9	2	<i>77</i> .6% ↓
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	300	3,000	8,900	2	196.7% ↓
			Complaints received (number)	213	1,318	1,427	3, 4	8.3%
			People submitting complaints (number)	128	696	622	3, 4	-10.6% ↑
			Aircraft movements per complaint (number)	175	67	117	3, 4	<i>7</i> 4.6% ↑

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.

² This year the number of flights from our airports significantly increased compared to 2021/22. As such, the size of our noise contours and the number of people within them also increased compared to last year. We continue to deliver our Noise Action Plans with the aim of minimising noise from aircraft operating at our airports.

³ This year, 22% (22) of all complaints were submitted by seven individuals, with the remaining 78% (1,110) submitted by 639 individuals.

⁴ We continue to deliver on our Noise Action Plans and work collaboratively with airlines, air traffic controllers and our consultative committee to keep the environmental impacts of activity at our airports to a minimum.

Assurance Statement





Independent Assurance Statement to the Directors and Management of Manchester Airports Group

Objective of the Engagement

Manchester Airports Group plc (MAG) has engaged TÜV NORD to provide independent assurance over MAG's Corporate Responsibility Report 2022/23 (herein referred to as "the report"). The assurance engagement has been performed using a moderate level of assurance according to Assurance Standard AA1000AS v3. The aim of the engagement is to provide assurance regarding the report's adherence to the chosen reporting guideline, AccountAbility Principles as well as reliability and objectivity of the reported information. The report has been declared to comply with the Global Reporting Initiative's Standards (GRI Standards) and covers all of MAG's business activities and locations.

Scope of work

Independent assurance within the reporting period comprised of

- Reliability of reported information
- Adherence to GRI 1 Requirements and principles for using the GRI Standards
- Adherence to GRI 2 Disclosures about the reporting organization
- Adherence to GRI 3 Disclosures and guidance about the organization's material topics
- Adherence to requirements of the Topic Standards deemed relevant per MAG's materiality analysis
- Adherence to the AccountAbility Principles

The engagement has been performed using a Type-2 Engagement with a moderate level of assurance according to Assurance Standard AA1000AS v3 and covered the following chapters of the report:

- Our CSR Strategy
- Knowing what's important
- Governance

- Looking back at our
- Zero Carbon Airports
- Opportunity for all

achievements Local voices

- 2022/23 Performance

Within the assurance scope various reported GRI Indicators have been verified. These included the GRI Universal Standard Disclosures, Specific Disclosures and GRI G4 Sector Disclosures for airport operators, determined by MAG's materiality analysis as described in "Knowing what's important":

•	2-7	•	2-21	•	202-1	•	204-1		
•	303-3	•	303-4	•	305-1	•	305-2	•	305-3
•	305-4	•	306-1	•	306-4		306-5		
•	403-9	•	405-1	•	405-2	•	416-1	•	416-2
•	AO1	•	AO2	•	AO3	•	AO4	•	AO5
•	A06	•	A07	•	AO9	•	LA11		

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Limitations and exclusions

Excluded from the scope of work are the following:

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

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

Responsibilities

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

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

- Assurance of the report content using a Type-2 Engagement with a moderate level of assurance according to Assurance Standard AA1000AS v3
- Forming of an independent assurance opinion
- Reporting the conclusions and recommendations to management

Methodology and summary of work performed

The assurance engagement included, but was not limited to:

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

Conclusion

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

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

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Recommendations

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

Statement of Independence, Impartiality and Competence

TÜV NORD is an independent assurance provider, whose employees have extensive experience in the assessment and assurance of sustainability information and associated processes and systems for data collection.

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

London, 04.10.2023

Dr. Tahsin Choudhury

(Senior Auditor)

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