

Working together for a brighter future

Our 2022/2023 Corporate Social Responsibility Progress Update

Welcome from the Managing Director at London Stansted Airport

I'm proud to share the progress we have made towards our Corporate Social Responsibility (CSR) objectives at London Stansted Airport over the past year. We welcomed the lifting of COVID-19 travel restrictions and have enjoyed a strong recovery, as the first major airport to exceed its pre-pandemic passenger volumes in July and August this year. Alongside a strong recovery, our commitment to delivering a sustainable future remains unwavering.

I am pleased to share with you the important work we have undertaken over the last 12 months to support our CSR strategy: 'Working together for a brighter future'.

The urgent need to address climate change and decarbonise aviation has never been clearer. We are committed to addressing this challenge. I was pleased to see 184 countries, including the UK, agree to reach net zero aviation emissions by 2050 at the 41st General Assembly of the United Nations' International Civil Aviation Organisation.

We are fully committed to reducing our reliance on fossil fuels and accelerating London Stansted's decarbonisation journey. Recently, we received planning permission to construct a 14.3-megawatt solar farm immediately to the east of airport. This development is designed to meet the airport's current and increasing electricity demands, including from the growing use of electric vehicles. Generating our own renewable energy on-site testifies to our commitment to decarbonise and we remain on track to become net zero carbon in our own operations at London Stansted by 2038.

We also remain heavily invested in providing the local community with a good source of employment and career prospects. This year, we placed significant emphasis on recruitment, showcasing the dynamic and promising jobs available within the aviation industry and across the airport campus. The Stansted Airport Academy is committed to offering educational and professional growth opportunities for airport staff, job seekers and members of the local community.

Over the past 12 months, the Academy made over 8,670 job referrals, helping local people find employment and ensuring we remain well placed to support the growth in passenger volumes following the pandemic.

I recognise the influence London Stansted has on the regional economy, and I was proud to witness the relaunch of our Meet the Buyers event in November 2022. The event, attended by over 170 businesses, generated over £1.4 million in sales for SMEs in the local area and is an important reminder of our role as a motor of the local economy. Since 2011, our Meet the Buyers events have generated over £28.1 million in sales for local SMEs and we've engaged with over 900 suppliers.

Over the course of the last year, our onsite educational facility, the 'Aerozone', welcomed over 2,600 young people with over 47% of those attending from local schools. I was proud to see the launch of the Stansted Airport Youth Forum, which provides a platform for young people to share their thoughts and ideas on topics relating to the airport and our CSR Strategy. By listening to the voices of young people, we are ensuring that we capture a diverse range of thought that will guide the development of our CSR programmes.

Last year, we relaunched the London Stansted Airport Community Fund, committing to donate £1.5 million to local charities and community organisations over the next 10 years. This includes projects that support community life, leisure activities, the environment and conservation, offering grants of up to £5,000 and an annual flagship award worth £50,000.

As we move into the fourth year of our CSR strategy, I am proud of the progress we have made in decarbonising our operation and making a positive contribution to the local community. I am personally committed to ensuring these endeavours remain at the heart of the airport's future plans, and I look forward to building on the successes demonstrated in this report.



Gareth Powell
Managing Director at
London Stansted Airport

Understanding what matters most

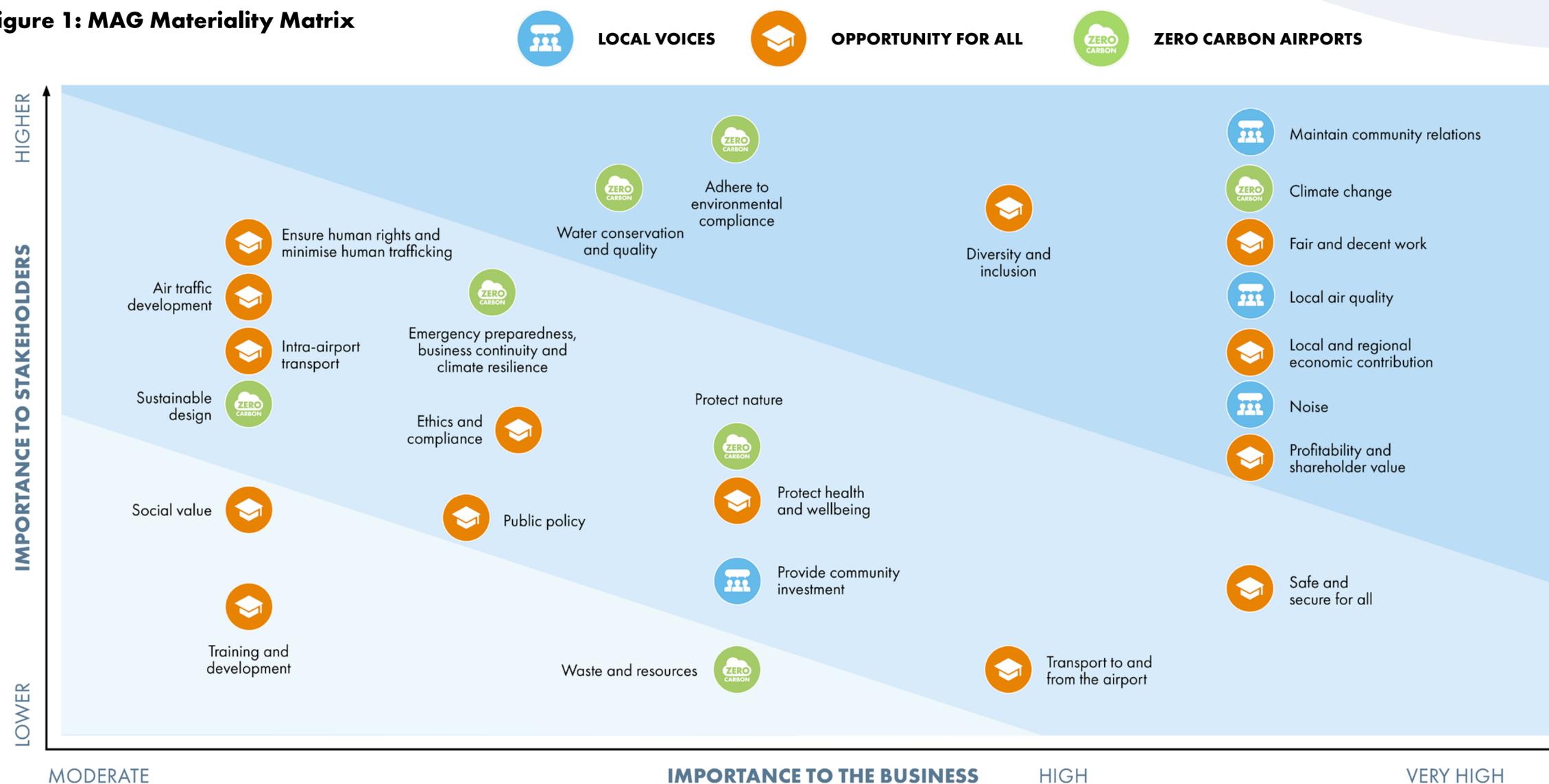
At London Stansted Airport, we recognise that the success of our business, and the benefits it provides, relies on our understanding of the issues that matter most to our stakeholders. Our approach is guided by our Group Corporate Social Responsibility (CSR) Strategy, 'Working Together for a Brighter Future', which was developed by embracing the diversity of thought of our stakeholders and listening to local communities to identify the issues that matter most to them. We understand that our stakeholders' priorities can evolve over time, particularly in response to the impacts of the Covid-19 pandemic. In 2022, we engaged with more than 600 stakeholders, listening to local voices to ensure our CSR Strategy continues to address the most important issues to them, and to understand their trust in our ability to deliver on London Stansted's CSR commitments.

The results of our stakeholder engagement (summarised in our 2022 Materiality Matrix presented as Figure 1) confirmed that our CSR Strategy remains relevant and addresses the issues that matter most to our local communities. The top six CSR topics identified by stakeholders were: maintaining community relations, climate change, fair and decent work, local air quality, local and regional economic contribution, and noise. While these were the highest priority issues across the Group, we recognise that priorities differ at each airport. To ensure we take account of issues specific to the communities closest to our airports, we undertook surveys at each of our airports to capture the views of our local stakeholders.

At London Stansted, in addition to the topics identified across the Group, priority sustainability topics include protecting nature and adhering to environmental compliance. The insights we gathered by listening to our stakeholders will support the prioritisation of relevant CSR topics, as we deliver our Strategy and develop the next iteration of London Stansted's Sustainable Development Plan.



Figure 1: MAG Materiality Matrix



Sharing the benefits of our airports with our local communities

At London Stansted Airport, our commitment to being a responsible neighbour, combined with the initiatives laid out in our CSR Strategy, forms the foundation to fully capitalise on aviation's recovery from the Covid-19 pandemic and associated travel restrictions. Our approach revolves around maximising the benefits while ensuring a sustainable recovery.

We believe in providing Opportunities for All, acknowledging the importance of Local Voices, and advancing towards the goal of operating as a Zero Carbon Airport. Through this vision, we strive for a robust recovery that prioritises sustainability. As thought leaders, we embrace innovation and collaborate with the broader aviation industry and the UK Government, aiming to fulfil our vital role in shaping a more sustainable future for international connectivity.

Confident in our efforts, London Stansted is poised to make a meaningful contribution to achieving our long-term aspiration of fostering a greener and more sustainable world for global connectivity.



Our CSR achievements

In 2020, we proudly unveiled our Group CSR Strategy for 2020-2025, titled '[Working Together for a Brighter Future](#)'. Today, we present a concise report highlighting our progress in implementing this strategy at London Stansted Airport, showcasing our achievements and challenges over the past year.

For more comprehensive details about our Strategy and the progress we've made in its execution, we invite you to explore our [website](#), where you'll find more information such as our dedicated emissions report.



Zero Carbon Airports



Zero Carbon Airports

We understand the urgency needed to tackle climate change and the immediate action required to protect our planet. We've already taken great strides to reduce our emissions, prepare for the impact of a changing climate and other environmental challenges.

London Stansted Airport has a long-standing commitment to tackling climate change, and in 2016 achieved Level 3+ (Neutrality) of the Airport Carbon Neutral Accreditation (ACA) programme. While we're proud to have maintained carbon neutral operations, we're determined to reduce our remaining use of fossil fuels, reduce waste, and optimise the use of resources to protect the natural environment.

In 2022/23 at London Stansted, we were pleased to maintain independent certification to the International Environmental Management Standard ISO 14001 and Energy Management Standard ISO50001.

As we continue to accelerate London Stansted's journey to net zero carbon and move away from using fossil fuels as a source of energy, we're pleased that 100% of the electricity we used in 2022/23 was procured from renewable sources. As expected, our energy consumption increased by 20% to 41,907,335 kWh in 2022/23 compared to the previous year.

To further accelerate our journey, London Stansted Airport received planning permission for the onsite development of a large solar farm, powering the airport with renewable energy and allowing us to release the existing renewable energy we currently purchase back into the grid for use by other households and businesses. The 14.3 megawatt solar farm, to be built on land already 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 operating aircraft.

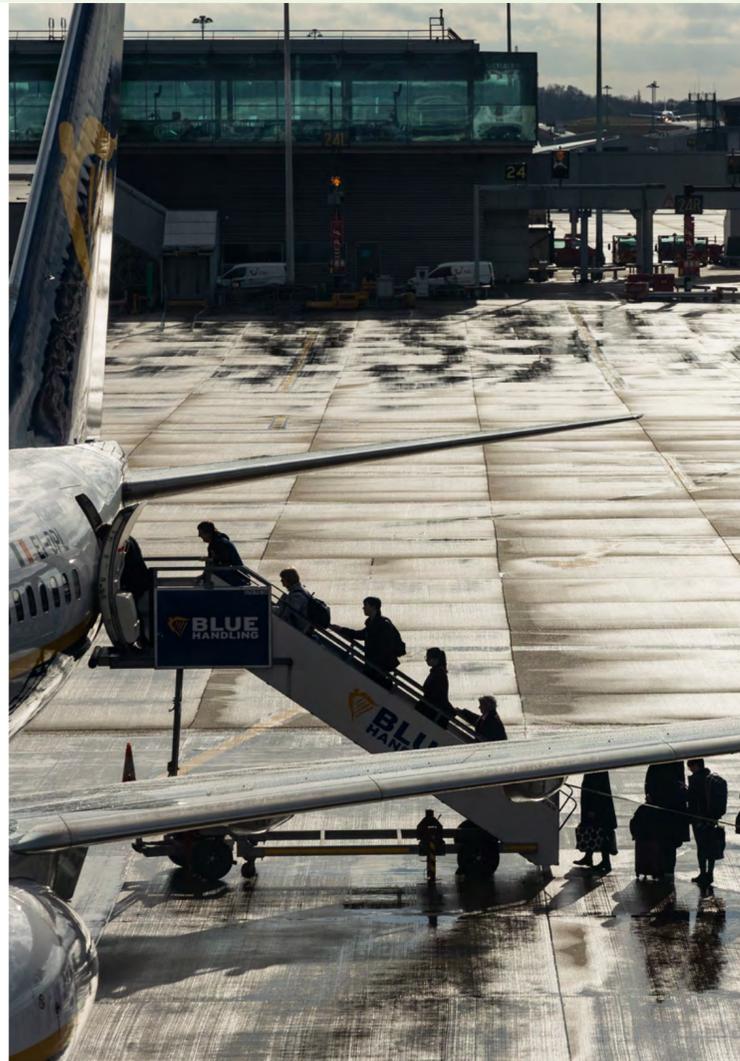
This development, which aligns with our broader CSR goals, demonstrates our dedication to decarbonisation and transitioning to cleaner energy sources. The solar farm will contribute to our sustainability efforts while creating opportunities for local employment and supporting the regional economy. We're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

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 deliver 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've 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 2 of the five-stage process – CAP1616). This made London Stansted the first major airport to pass the Stage 2 gateway of CAP1616.



In addition to reducing emissions from our own operations, we're working to support the reduction of emissions across the UK aviation industry. As a founding member of the UK Government's Jet Zero Council, MAG welcomed the launch of the Jet Zero Strategy in July 2022, and simultaneously announced five new commitments to deliver aviation decarbonisation through education programmes, commercial partnerships and investment in Jet Zero research.



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.

Our approach to environmental management demonstrates our commitment to minimising our environmental impact. As a result of the return of commercial activity following the pandemic, the total volume of waste generated at our airport increased by 53% compared with 2021/22 when there was less activity. All of our waste at London Stansted is diverted from landfill.

We know that noise impacts and air quality are important issues for our local stakeholders. We continuously monitor and report air quality on our website, identifying opportunities to reduce our impact over time. In 2022/23, we recorded zero breaches against the Government's air quality limits. Many of our decarbonisation initiatives help to reduce emissions that adversely impact air quality. An example of this is our commitment to transition to a fleet of ultra-low emission vehicles (ULEVs) by 2030.



Our Sustainable Transport Fund (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're committed to fostering a greener and more environmentally responsible approach to transportation.

We've also continued to fund the Airport Commuter Centre at London Stansted and the Travelcard scheme which promotes colleague discounts on travel services. At London Stansted, a dedicated bus network fund 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. As our partnerships with operators continue to grow, we expect to see a pipeline of additional projects emerge as part of the STF.

Opportunity For All



Opportunity For All

At London Stansted Airport, we understand that the prosperity of both our colleagues and the local communities they belong to is intertwined with the success of our airport. We're committed to providing quality, sustainable and engaging employment for current and future colleagues. With this commitment, we aim to increase the pipeline of diverse talent into our airport and to inspire the next generation into the aviation industry.

In 2022/23 the MAG Connect Stansted Airport Academy, our flagship career and education development offering, continued its work to provide education and professional development opportunities to airport colleagues, jobseekers and members of the local community. The Academy offers an extensive array of training programmes specifically designed for people aspiring to join or further develop their careers in the aviation industry. These courses are not only designed to attract individuals interested in a career in aviation but also to facilitate the advancement or transition of roles for our current colleagues. Supporting employment in the regions our airport serves, the Stansted Airport Academy made over 8,670 job referrals in 2022/23, helping local people find work and securing the workforce required to support our airport's increase in passenger numbers following the lifting of Covid-19 restrictions.

The Airport Academy arranged and attended 61 employment events in the local area over the last year, allowing people to find out more about the career opportunities available at our airport.

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.



Our state-of-the-art interactive education facility, the MAG Connect Aerozone, provides great education and skills support to young people from the local community aged 4-18 years. The Aerozone features an interactive Science, Technology, Engineering and Maths (STEM) zone, historical artefacts of the airport's World War II history, uniform role play and an exclusive viewing platform, offering panoramic views of the airfield. Over the last year, we've welcomed over 2,680 young people to the Aerozone with over 47% from local 'priority areas and schools', referring to those located within a 15-mile radius of our airport and most affected by our operations.

In December 2023, we celebrated the 20,000th student to visit the Aerozone since it opened in 2015. To mark the occasion, 30 primary pupils were invited to visit the Aerozone for a special celebration event. The children were treated to goody bags and enjoyed activities including a visit from the Airport Fire and Rescue Service, Airfield Operations, and an Essex Police dog handler.

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 in November 2022. The event, attended by over 170 businesses, generated over £1.4 million in sales for SMEs in the local area.

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 (Launched in July 2023):

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 colleagues 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 colleagues to discuss ED&I topics and celebrates diversity across MAG, recognising how this enriches the culture and colleague 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.

Local Voices



Local Voices

We're committed to listening to local voices, to understand and address the issues that matter most to the people living near our airport. We continue to maintain a strong relationship with our local communities and understand the importance of listening to the voices in our local communities and addressing their unique priorities through our CSR Strategy and engagement.

With the lifting of Covid-19 restrictions, we were physically able to return to the communities around us and re-establish our outreach programme. Having seen benefits from our digital engagement efforts, we continue to blend our outreach efforts with the use of online channels, creating a powerful hybrid engagement model that not only ensures improved accessibility but also expands our reach in collaborating with our valued stakeholders.

In 2022/23, we held a total of 82 community engagement events, attended by more than 1,500 people. This meant our stakeholders remained well informed as we progressed through the commitments of our CSR Strategy. Additionally, across the year we hosted a total of 17 committee meetings, attended by 110 people.

We're also proud to have officially launched our London Stansted Airport Youth Forum which provides a platform for individuals aged 16-25 to share their thoughts and ideas on topics relating to the airport 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 and explored, and where meaningful conversations take place. Through these forums we aim 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:

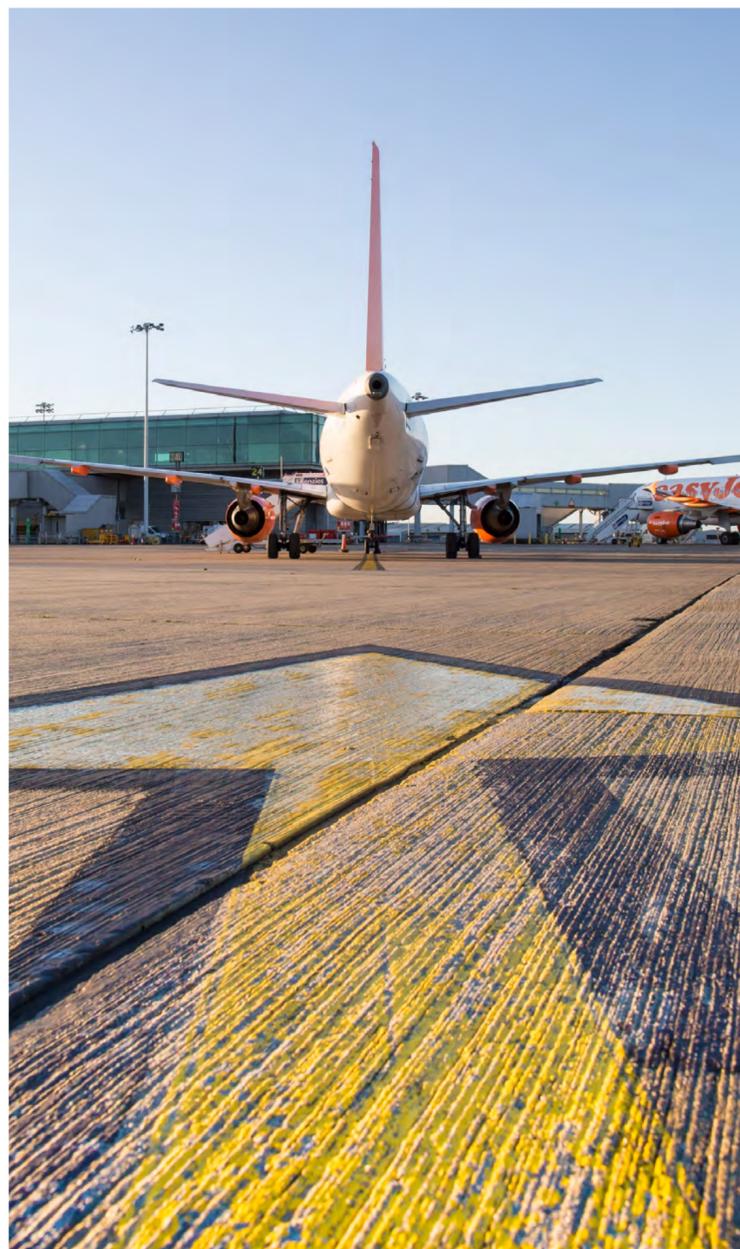
- How to further improve our engagement with local communities, stakeholders and customer
- MAG's Jet Zero Pledges and the decarbonisation of our airports
- Managing the impact our operations have on the local environment
- Redesigning our airspace
- How we can support young people with entering employment and attract people from diverse backgrounds

We recognise that aircraft noise is one of the most important issues for local people, particularly at night. Our Flight Evaluation Unit (FEU) investigates and responds to enquiries from local communities. This year, our FEU continued to place a particular emphasis on airline engagement, focusing on noise minimisation as airline travel recovered following the removal of travel restrictions. London Stansted is committed to managing noise for the benefit of local communities, as detailed in its [Noise Action Plan](#) (NAP). We saw a 2% decrease (8,845 complaints in total) in noise complaints compared to the previous year. The NAP actions for noise reduction include working with airline partners to improve performance with noise abatement procedures such as flying continuous descent approaches and noise preferential departure routes.

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 64% and 26% increase in the number of leaders and colleagues taking part in volunteering programmes respectively. As a business, we're 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.



Last year, we relaunched the London Stansted Airport Community Fund and committed £1.5 million to it over the next 10 years. Projects that support community life, leisure activities, the environment and conservation can apply for grants of up to £5,000, with a flagship award of £50,000 also being presented each year.



Robert Pattison, Head of Community Engagement

"London Stansted is an integral part of the community, and we take seriously our responsibility to be a good neighbour, provide education and employment opportunities and drive forward our sustainability agenda. The Community Fund will allow our new committee to work together with local people in distributing the £150,000 annual donation from the airport to community causes. As we look to the future, our hope is the Community Fund will bring the community together and help make a positive difference for local people. This is one of a series of commitments we are making with the publication of our CSR Report, and we look forward to working with local people and organisations to deliver them in the months and years ahead."

We're proud of the success of our London Stansted Eco-Garden competition. 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 London Stansted, seven green-thinking local schools won a share of £60,000 to turn their designs into reality.

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 purpose-built 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."

London Stansted Airport overview

Zero Carbon Airports

Key

↑ Improved year-on-year performance

↔ No significant year-on-year change

↓ Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
CHANGE (%)	All of MAG's airport operations will be net zero carbon by no later than 2038.	Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Total energy use (kWh, 'SECR Scope')	53,325,584	48,186,437	56,022,205	1	16.3% ↓
			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% ↓
		Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.	Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	3,775.3	2,850.7	2,766	1	-3.0% ↑
			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% ↔
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	Environmental management at each of our airports will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy management will be certified to ISO 50001 by 2022.	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% ↔
			Major operational sites with energy management systems certified to ISO 50001 (%)	100%	100%	100%	-	0.0% ↔
			Samples within surface water discharge consent limits (%)	95.2%	97.9%	96.6%	3	-1.3% ↓
			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% ↔

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 MAG Greenhouse Gas Emissions Report can be found [here](#)
² 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.
³ 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.

London Stansted Airport overview

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ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
ELIMINATING WASTE	We are committed to reducing waste, promoting recycling and eliminating landfill.	By 2021, we will send no waste to landfill.	Total waste (tonnes)	1,630	2,070	4,112	1	98.6% ↓
			Waste intensity (tonnes waste per traffic unit)	0.3	0.15	0.15	2	0.0% ↔
			Waste segregated for recycling on-site (%)	11.2%	33.0%	79.0%	-	139.4% ↑
			Waste diverted from landfill (%)	100%	100%	100%	-	0.0% ↔
SURFACE ACCESS	We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports.	We will publish new sustainable transport targets which will reduce the impacts of passenger and staff journeys to our airports.	Passengers using sustainable travel to access our airports (%)	51.8%	47.0 %	45.3%	3	-3.6% ↔

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.

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.

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Opportunity For All

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ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR	
SAFETY	Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress.	Through 'Vision Zero', our approach to safety, we target zero harm. We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Reportable safety incidents (number of RIDDOR incidents)	0	4	0	-	-100.0% ↑	
			Lost time injury accidents (number)	3	12	1	-	-91.7% ↑	
			Leadership roles filled through internal promotion (%)	5.6%	1.4%	45.5%	-	3150.0% ↑	
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.	Assistance provided	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% ↔
				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% ↓
				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (% , target = 100)	97.6%	97.0%	94.7%	1	-2.4% ↓
				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	-

¹ 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.

London Stansted Airport overview

Opportunity For All continued

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ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
EDUCATION, SKILLS AND EMPLOYMENT SUPPORT	We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	We will support at least 60,000 young people between 2020 and 2025.	Young people’s education directly supported (number)	85	2,648	7,684	-	190.2% ↑
		By 2025, we will ensure that at least 40% of those attending MAG Connect Aerozones are from priority areas and priority schools.	Education support provided to young people from identified priority areas and priority schools (%)	77.3%	57.5%	47.0%	1	-18.3% ↓
	We will create quality opportunities for work and break down barriers for everyone in our community.	Our MAG Connect Airport Academies will support everybody who approaches us, assisting a minimum of 7,500 people between 2020 and 2025.	People supported by MAG Connect Airport Academy (number)	500	5,534	8,679	2	56.8% ↑
		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% ↓
		By 2025, 80% of people completing a MAG Connect Airport Academy programme will be successful in gaining employment with MAG or an on-site partner.	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	2.3%	14.1%	45.2%	-	220.6% ↑
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)	18.0%	20.0%	20.0%	5	0.0% ↔
			People placed into employment by MAG Connect Airport Academies (number)	81	9	94	-	944.4% ↑

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 only recently secured housing, people 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 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.

⁵ MAG cannot by law stipulate criteria for suppliers based on size or locality due to required compliance with the Utilities Contracts Regulations 2016 which requires fair and open competition with all 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.

London Stansted Airport overview

Local Voices

Key

↑ Improved year-on-year performance

↔ No significant year-on-year change

↓ Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
INVESTING IN THE COMMUNITY	We will ensure that the communities around our airports share the benefits from living near an airport.	All of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	13.1%	14.7%	41.0%	1	178.9% ↑
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% including leaders)	5.1%	3.9%	5.3%	1	35.9% ↑
			Time given to volunteering activities (hours, all colleagues)	9,994	2,072	1,211	1	-41.6% ↓
		We will maintain our community funds, ensuring they provide effective investment in local communities.	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% ↑

¹ 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.

London Stansted Airport overview

Local Voices Continued

Key

↑ Improved year-on-year performance

↔ No significant year-on-year change

↓ Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2020/21	2021/22	2022/23	NOTE	YEAR-ON-YEAR
NOISE MANAGEMENT	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans and report progress publicly.	Departing flights within preferred noise routes (%)	99.6%	99.8%	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, km ²)	11.8	15.7	21.4	2,3	36.3% ↓
			Population within daytime noise footprint (57 dB LAeq 16hr, number)	500	1,100	1,800	2,3	63.6% ↓
			Area of night-time noise footprint (57 dB LAeq 8hr, km ²)	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.