

# Working together for a **brighter future**

MAG Sustainability Report **2025**



# Working together for a **brighter future**

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CEO introduction – Ken O’Toole

# Reflecting on our **success**



**As I reflect on the past five years, I do so with immense pride in what MAG has accomplished through our CSR Strategy: Working Together for a Brighter Future.**

**MAG plays a unique role in UK society. As the country’s largest group of airports, one in five air passengers fly through a MAG airport every year. We are engines of growth in regions spanning the UK, supporting the employment of tens of thousands of people and investing hundreds of millions of pounds in our infrastructure each year. As a business of that scale and significance, sustainability is always front of mind. Delivering growth sustainably is a responsibility we take seriously. That is what drove us throughout the period covered by our CSR Strategy, during which we achieved some great things despite the unprecedented challenges posed by the Covid-19 pandemic. Those achievements were seen across all three priorities of our strategy: Zero Carbon Airports, Opportunity for All and Local Voices.**

They included supporting more than 53,000 people through our Airport Academies, collaborating with expert partners to support the future use of Sustainable Aviation Fuel (SAF) and hydrogen technology, and donating more than £2.8m to local communities through our Community Funds.

We continued our momentum in the final year of our Strategy. In just our last year, we rolled out more electric vehicles at our airports, made significant strides in the monitoring and reporting of supply chain sustainability risks, opened brand new Aerozone and Academy facilities at East Midlands Airport, and once again held an industry-leading Youth Summit to engage a new generation about aviation sustainability.

These gains have come alongside significant policy developments. In January, the UK Government’s SAF Mandate came into action, alongside a commitment to a Revenue Certainty Mechanism (RCM), both of which align with our vision of a more sustainable aviation sector which continues to have a licence to grow, and deliver wide ranging benefits to our local communities and the wider economy.

As the UK’s largest group of airports, with operations spanning the country and a growing global presence, we take our responsibility to create a sustainable future for our industry seriously. Looking forward, MAG’s growth story is set to continue. Through digital travel services business CAVU, we will continue to expand internationally. We will invest more than £2.5bn in our infrastructure over the next five years and connect people in all parts of the country to even more global destinations, enabling growth across the UK economy.

With this exciting period ahead of us, it is timely that we have launched our new, five-year Sustainability Strategy: Creating a Sustainable Future for All. This new Strategy builds on our more than two decades-long commitment to sustainability as our industry moves towards net zero targets. It reaffirms our commitment to providing opportunities for education and employment, as well as ensuring the voices of those who live closest to our airports are heard, understood and valued.

I would like to thank everyone across MAG for their hard work in making Working Together for a Brighter Future a success. Through our work, we stand in good stead to play a full roll in creating a Sustainable Future for All.

**Ken O’Toole**  
Chief Executive Officer

Chair of the CSR Committee introduction – Cath Schafer

# Proud of our **progress**

**The last five years represent a transformational chapter in MAG's history. Against a challenging backdrop, the Group was able to deliver tangible benefits across all aspects of its approach to sustainability.**

MAG has been at the forefront of the aviation industry's efforts to create a more sustainable future for more than two decades through its comprehensive and innovative approach. This reflects its role as the UK's largest airports group, with operations spanning the whole UK. As a group steeped in aviation history and with bold plans to invest in further growth, it is only right sustainability is at the forefront of our minds as we drive this agenda forward. I am proud to have overseen the Group's impressive achievements across the Strategy Working Together for a Brighter Future over the last 12 months.

There have been numerous developments over the past five years: from working to decarbonise our operations and the introduction of critical government policy to support the roll-out of Sustainable Aviation Fuel (SAF), to the launch of industry-leading education and skills programmes and the continued strengthening of relationships with communities.

Across this reporting year, I have been pleased to see MAG's passion and commitment to delivering initiatives under this Strategy, and that this continued to be independently recognised through a five-star GRESB Environmental Social Governance (ESG) rating for the fourth consecutive year, and a 'Gold Standard' award from EcoVadis. These accolades are a demonstration that MAG's sustainability initiatives are delivered authentically and robustly, meeting the highest standard of governance and compliance.

As MAG begins to deliver its new Sustainability Strategy: Creating a Sustainable Future for All – it does so as it takes critical steps towards targets of net zero carbon for MAG's own operations (Scope 1 and 2) by 2038 and the wider aviation sector moves towards net zero by 2050. This is my last year as Chair of the Corporate Social Responsibility Committee, so I would like to conclude by recording my pride for all that has been achieved over the last five years.

I look forward to seeing the ambitious programme encapsulated in the new Sustainability Strategy unfold, and I am confident that this will continue to support the success of MAG over the next five years.

**Cath Schafer**  
Chair of the CSR Committee



Looking back at our achievements

# The last **five** years

## ACHIEVEMENTS

### KEY

Zero Carbon Airports

Opportunity for All

Local Voices



**37%**

reduction in our Scope 1 and 2 operational emissions over the last five years



**14.3MW**

solar farm planning permission approved at London Stansted Airport



**21,500**

young people engaged through MAG's Aerozones



**52,500**

people supported by MAG's Airport Academies since 2020



**>£18m**

of business generated for local, small and medium sized businesses at MAG's Meet the Buyers events since 2020



**92%**

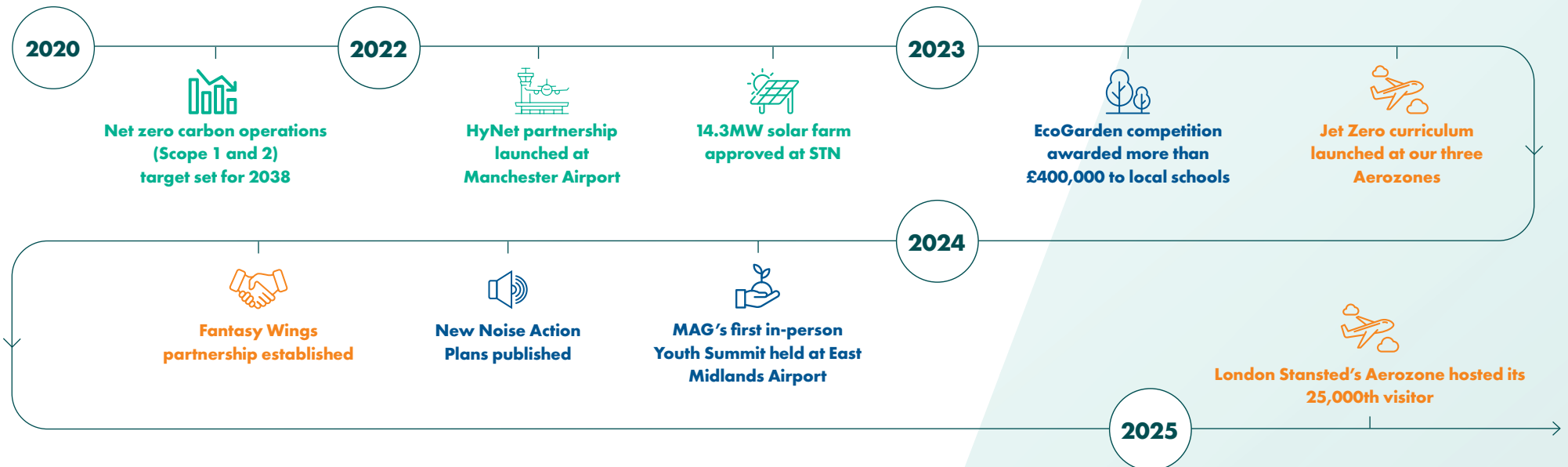
of MAG leaders supported communities through volunteering activity in 2024



**£2m**

donated to local community organisations through MAG's Community Funds since 2020

## TIMELINE OF KEY MILESTONES



## Governance and materiality

**Sustainability is embedded into our governance framework, ensuring that it informs decision-making at every level. Our approach to sustainability reporting is grounded in robust materiality assessments that have helped us focus on what matters most to our stakeholders.**

A comprehensive governance structure – led by our Board, the Executive Committee and the dedicated CSR Committee – has underpinned the delivery of our five-year strategy.

Our approach to sustainability continues to receive independent recognition for its rigour and impact. In particular, we were pleased to retain our five star GRESB ESG rating. MAG also achieved a 'Gold Standard' rating from EcoVadis on our first assessment, placing our organisation in the top 5% of more than 130,000 companies assessed globally against sustainability criteria.

### OUR GOVERNANCE STRUCTURE

#### The Board

The Board is responsible for providing effective direction and control to the Group's business, including setting the Group's purpose, strategy and values, and promoting its long-term sustainable success.



#### Board Committees

Board committees focus on specific areas of governance. Each committee operates under clear terms of reference and reports back to the Board which helps the Board to make informed decisions while maintaining accountability and efficiency.



##### Nomination Committee

The Nomination Committee plays an important role in ensuring the appropriate structure, size and composition of the Board whilst monitoring the balance of skills, knowledge, experience and diversity of the Board.



##### Remuneration Committee

The Remuneration Committee ensures that incentive structures drive performance, which will enhance the experience of our customers, shareholders and our colleagues.



##### Audit Committee

The Audit Committee is responsible for: oversight of the internal and external audit programmes; ensuring the integrity of MAG's financial statements; and oversight, monitoring and scrutiny of MAG's Risk Management Framework and internal control systems.



##### CSR Committee

The CSR Committee sets CSR strategy and targets, oversees annual programme of CSR activities; and ensures compliance with CSR policies. It also has an overview of significant and material environment and social risks.



#### Executive Committee

The Executive Committee is responsible for the day-to-day running of the Group's business and performance, the development and promotion of the Group's strategic aims, demonstrating MAG's values and cultures and ensuring long-term sustainability of the Group.

## Governance and materiality continued

### KNOWING WHAT'S IMPORTANT

To inform the development of our Working Together for a Brighter Future Strategy, we conducted a materiality assessment in 2018, engaging extensively with stakeholders to understand what matters most to them.

Since then, we have carried out periodic reviews of this assessment to ensure our approach to delivering the CSR Strategy continues to reflect the issues most important to our stakeholders. In 2020, and again in early 2022, we repeated the materiality assessment to gauge stakeholder views, as well as their awareness of and trust in our ability to deliver on our commitments.

To support the development of our new Strategy, we once again engaged with stakeholders to ensure our vision for the future of our airports aligns with what matters most to them. This latest assessment was conducted in line with best practice as set out in the European Union Corporate Sustainability Reporting Directive (EU CSRD) and the Global Reporting Initiative (GRI). More information can be found in our new strategy [here](#).

### OUR APPROACH TO SUSTAINABILITY REPORTING

As part of our commitment to reporting transparently on our sustainability performance, this report is aligned with the Global Reporting Initiative's (GRI) 2021 Universal Standards, through which we disclose relevant and reliable information across a range of economic, environmental and social impacts. More detailed GRI data is available in our dedicated report [here](#).

In addition to the GRI Universal Standards, we also align with the GRI's Airport Operator Standard, going beyond general reporting requirements to focus on issues specific to our industry, including noise management, air quality and bird and animal strikes.

In this reporting year we have further enhanced reporting against financial impacts in relation to risk. We have strengthened our Climate-related Financial Disclosures (CFD) by developing our approach to assessing climate-related opportunities, and the financial benefits they could bring to the business. Read more on page 42 of our [Annual Report](#).

We also voluntarily report to GRESB, a global ESG benchmark, and have maintained our five-star rating. This helps us monitor, assess, benchmark and improve our ESG performance. This year, MAG gained a 'Gold Standard' EcoVadis rating, achieving the second highest possible rating, and placing the Group in the top 5% of more than 130,000 companies assessed globally against its sustainability criteria.

As sustainability standards and disclosures evolve, we continue to evaluate the value of introducing further benchmarking to our Strategy.



## Our values

At MAG, our values guide everything we do. They reflect our commitment to delivering excellence: for passengers, colleagues and communities, all while driving sustainable growth and innovation.



### SAFE HANDS

The safety and security of our 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 creating a safe space for people to do their best work.



### SUSTAINABLE FUTURE FOR ALL

Sustainability is integral to MAG's vision. We are determined to lead the aviation industry toward a net zero future, with ambitious goals to reduce emissions and create a positive impact on the environment. Through collaboration with communities and partners, we invest in initiatives that benefit people and the planet, ensuring that our growth supports long-term progress.



### PEOPLE AT OUR CORE

We are all united by a shared purpose to connect people with the world, and 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 performance-focused, with a commitment to excellence in the delivery of real, tangible 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.



### THE POWER OF TEAMWORK

We believe that 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.

Rising to the challenge

# Navigating **the pandemic**

**The Covid-19 pandemic had an unprecedented impact on MAG and the entire global aviation industry. With passenger numbers reduced to 1% of usual volumes, operations all but ceased, and MAG faced significant operational and financial challenges.**

This disruption extended beyond our business itself, deeply affecting the local communities that depend on our airports for employment, economic activity and essential services.

Acknowledging the scale of these impacts, we remained committed to delivering our CSR Strategy: Working Together for a Brighter Future. We rapidly adapted our approach to focus on the most pressing needs by reimagining our initiatives across our strategic priorities.

This included taking our education, skills and employment resources online to support jobs seekers and young people's development. We rallied around our communities, supporting local food banks and community organisations, and repurposing airport resources to aid healthcare and emergency response efforts. All these efforts were only possible with a team of dedicated colleague volunteers.

In this time, we not only upheld MAG's commitment to CSR, but also reinforced our role as a trusted community partner during one of the most challenging periods in our history.

## CASE STUDY

### Airline meals



**In June 2020, during the height of the pandemic, global air travel had come to an abrupt standstill.**

With thousands of flights grounded, airlines were facing a surplus of unused in-flight meals. Rather than letting this food go to waste, Manchester Airport saw an opportunity to help those in need during a time of uncertainty.

Partnering with Alpha LSG, a leading provider of airline catering services, airport colleagues volunteered to redistribute around 3,000 frozen aircraft meals to people in need in local communities.

By leveraging existing resources and strong local partnerships, the airport not only prevented food waste but also made a tangible impact in supporting local people during an unprecedented time.

## CASE STUDY

### Employment support



**From December 2020 we mobilised MAG's Airport Academies to support colleagues that has been impacted by redundancy programmes brought on as a result of the pandemic.**

Adapting our approach to provide virtual support, we facilitated eight employment outreach events for affected colleagues across the Group where we provided advice and support on CV writing. Local employers also attended the events to promote live vacancies, with more than 1,000 roles available. Attending the events also gave attendees access to the Rapid Response Service unemployment scheme provided by the Department for Work and Pensions.

As a result of our approach, more than 430 people benefited and went on to find new sources of employment.

Our programme of work

# Zero Carbon Airports

## Decarbonisation sits as one of our business' strategic priorities.

In the final year of this CSR Strategy, our approach to decarbonisation continued to be robust, as we delivered initiatives to achieve our flagship target of transitioning to net zero carbon operations (Scope 1 and 2) by no later than 2038. We continued to address priority issues such as energy use, embodied carbon, waste, water, nature, air quality and pollution prevention. MAG supports the objectives of the Paris Climate Agreement and understands the role the aviation industry must play in achieving them. We are dedicated to supporting the Agreement's goal of limiting global temperature rise to well below 2 degrees Celsius above pre-industrial level and pursuing efforts to limit temperature increase to 1.5 degrees Celsius. Our energy and carbon disclosures are aligned with the requirements set out in the UK's Streamlined Energy and Carbon Reporting guidance.

We recognise that climate change is a significant challenge for our business and stakeholders, and we take our responsibility to reduce our Greenhouse Gas Emissions (GHG) seriously.

MAG currently sits as the Chair of Sustainable Aviation (SA), the UK aviation industry's coalition on sustainability, and we continue to work closely with industry partners and with Government to ensure that our sector is best placed to make its transition to net zero, while generating economic prosperity and thousands of new green jobs through domestic Sustainable Aviation Fuel (SAF) production.

In May 2024, SA published its One Year On: [Progress Report](#), following on from the publication of its [Decarbonisation Road Map](#) in 2023. The report noted significant milestones across UK aviation, including the world's first transatlantic commercial flight using 100% SAF, and flight testing of hydrogen powered aircraft in the UK.

As a member of the Government's Jet Zero Taskforce, we collaborate with industry partners and Government towards a shared goal of net zero UK aviation by 2050.

In this reporting period, we welcomed the introduction of the Government's SAF Mandate and its commitment to a Revenue Certainty Mechanism (RCM). Together, these policies will increase the usage of SAF for flights departing from UK airports and support the development of a thriving domestic SAF industry, which will keep the cost of SAF and air fares competitive and support the creation of thousands of new green jobs.



## Zero Carbon Airports continued

# Decarbonising our airports

**We are working to reduce our own (Scope 1 and 2) emissions and achieve net zero carbon no later than 2038. Through our commitment to the Science Based Targets initiative (SBTi), we have set an additional target to reduce our own emissions by 48% between 2020 and 2031. Across MAG we have established a detailed programme of work to achieve this in a cost-effective manner, balancing renewable energy solutions with the renewal of older assets.**

Although the transition to net zero is complex, we recognise the need to cut our remaining reliance on fossil fuels. We continue to implement sustainability initiatives, monitor our emissions, and strive to make further progress in our journey towards net zero.

Support for our efforts to decarbonise our airports has been cemented through well-established governance across the Group. MAG's Decarbonisation Programme Board is supported by our Executive Committee, with airport-level Decarbonisation Project Boards chaired by our Decarbonisation and ESG Director.

With a strong decarbonisation programme and accompanying governance, we are confident that we will achieve our decarbonisation targets. You can find more information about our decarbonisation governance and climate-related financial disclosures in our [Annual Report](#).

## OUR CARBON FOOTPRINT

We monitor and report publicly on our GHG emissions, which we disclose annually. Our carbon footprint is calculated in accordance with 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.

To provide a transparent report, 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).

## SCOPE 1 AND 2

Our Scope 1 emissions are direct greenhouse gas emissions from sources we own and control while our Scope 2 emissions are indirect emissions from the generation of our purchased electricity.

Across this reporting period, MAG's Scope 1 and 2 operational 'market-based' emissions decreased by 4% year-on-year, primarily because we increased the proportion of biogas used for heating. During 2024/25, our market-based Scope 1 and 2 emissions were 11,164 tCO<sub>2</sub>e. The biogas we use is generated in the UK and backed by Renewable Gas Guarantees of Origin (RGGO), with details provided in our [emissions report](#).

The electricity we purchase continues to be backed by Renewable Electricity Guarantees of Origin (REGOs).

This decrease in market-based emissions occurred despite an overall increase in the amount of gas used (up 4%). This is attributed to factors including commissioning new gas boilers associated with our terminal developments and increased demand for heating due to the comparatively colder winter.

In line with our 2006 commitment to carbon neutrality, we have continued to compensate for our residual Scope 1 and 2 emissions by purchasing the equivalent quantity of a high-quality carbon offsets. As we move towards our 2038 net zero target, we plan to introduce new measures including transitioning to purchasing carbon removals to ensure we meet our net zero operations target.

## SCOPE 3

Indirect, Scope 3 emissions arise from our value chain. Whilst these emissions are not generated directly by our business, we know that MAG has an important role influencing and enabling our stakeholders' decarbonisation.

In March 2023, we introduced EcoVadis, a sustainability risk management solution which enables us to digitally monitor the sustainability performance of our supply chain. To date, we have obtained performance scorecards for suppliers accounting for around 80% of MAG preferred supplier spend (PSL) which accounted for over £360m of our PSL spend in 2024. Looking forward we will continue to engage with our suppliers to baseline and reduce our Scope 3 emissions to meet our wider sustainability commitments.

## CASE STUDY

### ELECTRIC VEHICLES



**The introduction of a growing fleet of electric vehicles (EVs) is an important part of our commitment to reaching net zero operations by 2038.**

This year, East Midlands Airport became the first in the UK to receive and use an electric ambulift to support passengers with reduced mobility travelling between the terminal building and aircraft.

Following the completion of the rapid charging forecourt for passengers and colleagues at London Stansted Airport in 2024, rapid airside charging points were installed for use by operational vehicles at East Midlands and Manchester airports. These new charging facilities ensure both airports can transition to a growing fleet of emission free operational vehicles.

Across the Group, we are developing an Electric Vehicle Charging Infrastructure (EVCI) strategy which will support the ongoing electrification of airport fleets by 2030.

## Zero Carbon Airports continued

### AVIATION EMISSIONS

Emissions from outbound flights across our airports during 2024/25 were 329,102 tCO<sub>2</sub>e. Aviation emissions within the landing and take-off cycle (which accounts for emissions from arriving and departing flights less than 3,000 feet above the airport) generated 481,614 tCO<sub>2</sub>e.

We are committed to working with the government and industry partners to achieve aviation's goal of net zero carbon by 2050. We continued to deliver airspace modernisation programmes and to develop partnerships to supply our airports with Sustainable Aviation Fuel (SAF). We also welcomed the introduction of the UK's SAF Mandate, introducing a 2% blend of SAF from 2024.

Across the reporting period, MAG's Scope 1 and 2 operational emissions decreased by

**5.7%**  
year-on-year.

### SUSTAINABLE SURFACE ACCESS

Emissions from the journeys staff and passengers make to and from our airports generated 568,048 tonnes CO<sub>2</sub>e.

Each of our airports offer a range of public transport options which we have continued to develop with local public transport providers. We encourage our colleagues to travel to work using more sustainable methods of transport through discount schemes on public transport. In 2022, we expanded our successful Sustainable Transport Fund from London Stansted to all of our airports, funding improvements to public transport, cycling and walking options. Our Funds are supported through a levy on passenger car parking and drop-off charges.

### CONNECTING OUR SUPPLY CHAIN

In 2024, we held our first sustainable procurement event 'Accelerating Sustainable Procurement' with some of our key Tier One supply chain partners to share insights, challenges, and best practices in sustainable procurement, including carbon emissions. This year's event will take place in Autumn 2025, with a focus on our renewed Sustainability Strategy, addressing our collective sustainability challenges and continuing to strengthen our supply chain relationships.

### OTHER INDIRECT EMISSIONS

We acknowledge the significance of addressing waste related emissions, with waste-related emissions. In 2024/25, emissions from waste were 61 tCO<sub>2</sub>e. We have a commitment to send zero waste to landfill and will explore future opportunities to turn waste into SAF. Full details of our GHG emissions can be found in our published [emissions report](#).

### CASE STUDY

## Jet Zero Research: Supporting decarbonisation research



**In December 2024, MAG announced its first Jet Zero PhD in partnership with Manchester Metropolitan University, with a focus on the development of hydrogen fuel technology at airports.**

This delivered a pledge made in support of the Government's Jet Zero Strategy in 2022 to support the aviation industry's journey to net zero by 2050.

One of those pledges focused on Jet Zero Research, committing MAG to sponsor three PhDs focused on aviation decarbonisation.

The PhD will evaluate the role of hydrogen fuel at airports as part of their net-zero transition, using Manchester Airport as a case study. The research will also involve the collection of industry knowledge through interviews with key aviation stakeholders.



Nick Barrow, Jet Zero Research PhD Student

This research will provide a better understanding of the opportunities, barriers, and temporal requirements associated with facilitating various future hydrogen scenarios. By supporting this PhD, MAG aims to unlock knowledge in airports' facilitation of hydrogen-powered flight, contributing to the wider development of hydrogen airport systems that can be scaled across MAG's network and beyond.

## Zero Carbon Airports continued

### SUSTAINABLE AVIATION FUELS

In September, we welcomed the news that the Government had brought the UK's Sustainable Aviation Fuel (SAF) Mandate into law. From January 2025 it became a legal requirement for 2% of fuel used in the UK to be SAF, rising to 10% by 2030 and 22% by 2040, moving the industry closer to its target of net zero by 2050.

We were also pleased that the Government brought forward a Bill to introduce a Revenue Certainty Mechanism (RCM) for SAF and is consulting on the details of the policy. The creation of an RCM will assist the UK in realising the potential for a domestic SAF industry, which will ensure that the cost of flying remains accessible for passengers, while creating tens of thousands of green jobs in the UK.

Across this reporting period, MAG's airports continued to engage with regional stakeholders to encourage the increased use and local production of SAF.

In January, London Stansted Airport held a roundtable in partnership with Cambridge Cleantech, which brought together experts from aviation, energy and sustainability sectors to discuss how the East of England can play a role in the production of SAF.

We were also pleased that, from Summer 2024 – before the introduction of the Government's SAF Mandate – Jet2.com added a 1% SAF blend to some of its services from London Stansted, after purchasing approximately 650 tonnes of SAF from Shell Aviation.

Membership of the East Midlands Hydrogen Cluster and the North-West Hydrogen Alliance continue to prove successful, as we contribute to important work to explore the use of hydrogen as an alternative to jet fuel.

### AIRSPACE MODERNISATION

As part of efforts to decarbonise the aviation sector to net zero by 2050, MAG is playing its role in the delivery of the Government's Future Airspace Programme. Future Airspace Implementation (FASI) will deliver airspace infrastructure that will enable cleaner, quieter more efficient arrivals and departures for aircraft.

We have made significant progress in the delivery of our airspace modernisation programme. In early 2022 London Stansted was the first very large airport to pass through the 'Stage 2' gateway of the Airspace Change Process (CAP 1616). Manchester and East Midlands airports also received approval to progress to 'Stage 3' in 2023, where East Midlands' submission was recognised for its quality by the Civil Aviation Authority (CAA).

A further way in which the Group is preparing for airspace modernisation is by reducing its dependency on ground-based navigation aids. To do this, MAG has worked with regulators to redefine the way aircraft fly their existing departure routes to enable fuel savings while minimising disruption to local communities.

Across this reporting period, MAG continued to make progress on the Future Airspace Programme. In June 2024, a three-week simulation of a conceptual systemised network of options for the Manchester Terminal Manoeuvring Area (MTMA) was completed.

The project saw Manchester and East Midlands airports work together with NATS, Liverpool John Lennon Airport and Leeds Bradford Airport to test a single conceptual systemised network scenario. The simulations provided vital data to inform the ongoing development of the airports' airspace change proposal.

Manchester Airport also worked collaboratively with the Civil Aviation Authority (CAA) to permit aircraft to fly their usual departure routes regardless of the serviceability of ground based navigational aids, and is working to remove reliance on them entirely.

At East Midlands Airport, we were able to shorten the southbound departure routes to better match the climb profile of modern aircraft types. Working with NATS EnRoute, we were able to facilitate efficiencies in aircraft routing, above 7,000 feet above mean sea-level, which allows quicker, less congested and more fuel-efficient flying. In April 2025 East Midlands became the first MAG Airport to remove reliance on ground-based navigational aids that will be retired from service.

Through the strength of this collaborative approach, MAG has delivered a more resilient operation at its airports for the benefit of passengers and neighbouring communities.



## Zero Carbon Airports continued

### WASTE AND WATER

In addition to reducing emissions, our commitment to reducing our impact on the environment seeks to optimise water usage and waste management.

Waste volumes are closely correlated with passenger numbers, and as activity increased year-on-year in 2024/25 our waste volumes increased by 13% compared with 2023/24. Despite this increase, 99.8% of this waste from our airports was diverted away from landfill, up from 86% in the previous year.

Across 2024/25 MAG's total water consumption decreased from 1,368 megalitres to 1,326 megalitres. We recorded an environmental permit compliance rate of 99.1% for our surface water discharge consents and 92% for 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 100% compliance with surface water consents, and 94% for trade effluent consents with six identified minor breaches. At Manchester Airport, we recorded a compliance rate of 98% for surface water discharges, and 100% for trade effluent consents, and 99.1% and 92% respectively at East Midlands Airport.

East Midlands Airport continued to work in collaboration with the Environment Agency (EA) in relation to historic surface water permit breaches identified in 2023.

Following a legal process, in May 2024, the airport pleaded guilty to three charges brought by the EA of contravening the requirements of our environmental permit in 2022. In July the East Midlands Airport was given a fine of £892,500. As part of the sentencing, the airport outlined £11m of improvements it has undertaken to address issues that led to the breach. This includes introducing new water quality monitoring equipment, clearing and desilting all reservoirs and ponds and other initiatives to fully address the issues that led to the breach.

MAG takes its responsibility to protect the environment very seriously, ensuring that it mitigates the impact of airport operations on surrounding communities and natural landscapes. A major surface water improvement programme is being implemented across the airport that will renew existing infrastructure to manage the risk of pollution and ensure reliable performance of the surface water system, as well as improve the ability to assess water quality and to automate decision making processes.

The airport is continuing to work with the EA to implement improvements to its water management system and has invested significantly in its practices to address historic failures and improve environmental performance.

As a result, there have been no breaches for Biochemical Oxygen Demand (BOD), an indicator of organic pollution in the water, for the last two years at the four sites where the EA test.

To improve compliance at all of our airports, we will focus on increasing awareness of water discharges and our controls, as well as operational controls and compliance monitoring systems. One example of this work this year was our project to reline the western ponds surrounding the airport, which has improved the water draining practices.



# 99.8%

of waste diverted from  
landfill in 2024/25



## Zero Carbon Airports continued

### NATURE AND BIODIVERSITY

Protecting nature and promoting biodiversity is an important part of MAG's commitment to sustainability and we recognise the responsibility that comes with operating our airports – two of which are situated near protected habitats.

We strive to work collaboratively with our local communities on the preservation and restoration of nature at and surrounding our airports.

Across this reporting period, we marked a number of positive moments in our commitment to protecting nature.

In July, London Stansted Airport assisted the National Trust to save the extremely rare Oxlips from national extinction. The endangered plant was found to be growing in Priory Wood, which is a short distance from the airport's runway. The National Trust are now carefully harvesting Oxlip seeds from the woodland, growing them in a propagation facility before reintroducing them to Hatfield Forest, where they have been in decline in recent years.

In October, Manchester Airport announced its role in a translocation project at Cotterill Clough – a Site of Special Scientific Interest and an area of land which sits partly on the airport campus. The project works to encourage the growth of rare plants such as bluebells, wild garlic and wood anemones to improve the local ecosystem. In March 2025, it was announced that the project received a prestigious Green Apple Award, recognising the positive impact the scheme had.

Enhancing biodiversity across our airports is an important priority for MAG, and we benchmark our activities robustly across all three of our airports every five years, with more details to be reported in our next Sustainability Report.

We believe that by taking this approach, we can assess the biodiversity of our airports effectively and create plans to improve where necessary.

In this reporting period, we have enhanced our engagement with colleagues to improve their understanding of biodiversity and increase their involvement in our activities. Our engagement and collaboration extend to key MAG stakeholders including procurement colleagues who integrate environmental considerations into sourcing and supplier engagement, supporting our broader nature-related risk activities.

Across all three airports, we conducted biodiversity training for senior leaders, so that they could learn about how the issue of biodiversity affects our business and the responsibility the Group has to preserve and improve biodiversity around our airports.

MAG is planning to publish a Conservation Strategy which will set out how we intend to continue the management and responsible stewardship of our natural assets. The Conservation Strategy will outline our approach to emerging national policy to deliver biodiversity net gain.

### AIR QUALITY

In line with our commitment to maintaining air quality standards across our airports, we monitor and report on air quality on an ongoing basis, and work with our airlines and service partners to identify and implement opportunities to improve this. Examples include encouraging airlines to taxi at our airports with one or more of their engines shut down, and the use of fixed electrical ground power, rather than higher emission auxiliary power units, by parked aircraft.

During the year, we recorded zero breaches against the Government's air-quality limits. Further information is available in our air-quality reports, which are published online at: [Manchester Airport](#), [East Midlands Airport](#) and [London Stansted Airport](#).

We recognise the impact road traffic has on air quality surrounding our airports, and more widely across the UK. To mitigate this, we have implemented surface-access initiatives to reduce emissions and minimise the impact of airport-related emissions on local communities.

MAG operates a Sustainable Transport Fund (STF) at each of its airports, using a portion of car parking revenue to support improvements to public transport, cycling and walking, and to promote more sustainable commuting options for colleagues. At Manchester Airport, new starters receive four weeks of free public transport, and flexible travel is available via the Local Link service. London Stansted continues to fund its Airport Commuter Centre, offer discounted travel cards, and support the X10 bus route to Basildon. At East Midlands Airport, MAG subsidises the 'Airline 9' bus service to Burton.



Our programme of work

# Opportunity for All

**The aviation industry is a rich source of career opportunities, and we understand the role we can play, as a major employer in the regions where we operate, in ensuring that those opportunities are felt by everyone, at every stage of their lives.**

We believe that inspiring the next generation of aviation professionals is crucial not only to the future prosperity of our business, but also for the communities surrounding our airports. Our Opportunity for All programme offers employment and educational opportunities to our local communities that lead to fulfilling careers and inspire future generations of aviation professionals.

Our goal is ensuring that our airports are a great place to work, with a working environment that is safe, inclusive and reflects the diversity of our surrounding communities.

## EDUCATION AND EMPLOYMENT

MAG has industry-leading education and employment programmes in place across its airports, providing high-quality, engaging and rewarding interventions for people of all ages. We recognise the importance of engaging with our local communities as part of our proactive approach to talent acquisition.

We put a strong focus on inspiring people at the earliest opportunity. This approach works to provide a pipeline of talent to our industry while making a meaningful contribution to the communities we serve.

We offer a range of apprenticeship programmes and graduate roles to attract a diverse pool of applicants from our communities.

The core part of our grassroots engagement is through MAG's Aerozones. Aerozones are on-site education facilities at each airport, providing schools with free interactive experiences for young people from the ages of four to 18, inspiring them about the various careers on offer within the aviation sector.

This year, London Stansted Airport was proud to welcome its 25,000th Aerozone visitor, since the facility opened in 2015, demonstrating the long-lasting positive impact our facilities have on young people.

Our Airport Academies are specifically designed as free hubs for adults looking for employment – from entry level to senior roles – to begin, progress or change their career within the aviation sector. Airport Academy courses include free pre-employment and upskilling courses across aviation, including diversity and inclusion, customer services and mental wellbeing. Each of our airports has a strategic relationship with a partner college to devise and deliver free, tailored and fully accredited courses relevant to the aviation industry.

## OVER THE PAST YEAR, ACROSS OUR THREE AIRPORTS, MAG HAS:



Supported the education of more than 22,100 children and young people aged four to 18.



Welcomed more than 6,600 young people to our on-site Aerozones.



Supported 13,000 people through our Airport Academies.



Arranged and attended over 350 employment events.



## Opportunity for All continued

### FURTHER EDUCATION

A particular strength of MAG's education and skills programme is close partnerships with local schools, colleges and universities, which help us provide structured pathways for young people to pursue careers across a range of disciplines across the aviation sector.

Manchester Airport reached a significant milestone this year, as it marked more than £3m of investment in its apprenticeship programme since it began in 2017. In that period, more than 440 apprentices have joined the airport, with more than 100 currently working on site in a range of roles including engineering, aviation operations, fire fighting and data analytics.

Our apprenticeship offer at London Stansted Airport was also enhanced this year, as we announced a new partnership with The Duke of Edinburgh's Award (DofE) in February. This partnership will offer airport apprentices and young colleagues the opportunity to complete a Gold DofE Award through a tailored programme delivered in conjunction with the airport.

At East Midlands Airport, we supported 12 local young people in their aspirations to embark on a career in aviation. The students, who all attend Aviation Management and Travel & Tourism courses run by Loughborough, Derby and Nottingham Colleges, were selected as cadets during the summer holidays. The cadet roles provide them with training and invaluable experience with the opportunity to be offered a permanent role once completed.

Each of MAG's airports has a formal partnership with a local college, and across this reporting period more than 393 young people's education was supported through these arrangements.

### STANSTED AIRPORT COLLEGE

As part of an industry leading approach, in 2018 we launched Stansted Airport College, in partnership with Harlow College.

The College is the only aviation-dedicated further education facility on site at a UK airport, and sees 500 students a year receive training towards courses in subjects including aeronautical engineering, cabin crew, customer service and aviation operations.

### 10 YEARS OF STUDENT MENTORING SCHEME

In April, London Stansted celebrated 10 years of its successful mentoring programme, helping students prepare for life after school. The programme, in partnership with Forest Hall School in Stansted Mountfitchet, gives Year 11 students the confidence, skills and support they need to take their next steps. The scheme sees students meet with their mentors every two weeks, focusing on building important life and career skills. Since the scheme began, more than 100 students have been supported.



Having a mentor from the airport was amazing. I never thought about a career in aviation engineering before, but now I'm seriously thinking about it. The meetings helped me stay on track during exam time, and I've picked up skills I'll use long after school."

**Henry**  
Year 11 student

### CASE STUDY

## New Aerozone and Academy at East Midlands Airport



**In April 2024, East Midlands Airport officially launched its new Aerozone and Airport Academy, improving on facilities that were first introduced in 2010.**

Both facilities provide the local community with valued education and skills programmes and a comprehensive introduction to a career in aviation.

The new Aerozone will inspire the next generation of aviation professionals, providing an interactive learning environment for young people aged four to 18. The new Academy, now operating in partnership with Nottingham College, offers free adult skills training, including tailor-made pre-employment courses and upskilling that give attendees a direct route into a new career in aviation.

*"The Airport Academy has done an amazing job showing me how many different jobs there are in the East Midlands airport area and how easy it is to apply for them. I'd 100% recommend the academy to anyone struggling to find a job or looking to change their career path, they'll do an amazing job guiding you through all the different job in the aviation industry. I'm working now for G4S at the DHL centre at the East Midlands airport and really enjoy the flexibility of my work schedule and the constant support I receive from my colleagues."*

**Todd**  
Airport Academy student

### CASE STUDY

## Pilot Enrichment Programme at London Stansted Airport



**In September 2024, for the second year, London Stansted sponsored a Pilot Enrichment Programme, a first-of-a kind programme, delivered by Stansted Airport College.**

The aim of this programme is to address some of the financial barriers faced by a young person undertaking an expensive modular or integrated, self-funded pilot training programme, often out of reach for the majority. 15 students participated in the programme which included both theoretical and practical elements.

Two students progressed to professional pilot training, one joined the military, one began an aeronautical engineering apprenticeship, and one was selected for British Airways sponsored training while others continue with their studies.

## Opportunity for All continued

### CASE STUDY

#### International Women's Day



Across all three of our airports, International Women's Day is marked by various events with both our colleagues and local communities. At Manchester Airport, more than 20 students from two Wythenshawe secondary schools visited to learn about a range of careers available. The students were given a tour of Terminal 2 in addition to meeting female colleagues working across the business.

Abi Rickers, an Engineering Apprentice, talked the group through her role on the airfield, maintaining the lighting and safety systems that keep aircraft moving.

*"We were delighted to welcome pupils from Manchester Enterprise Academy and Dixons Brooklands Academy to Manchester Airport on International Women's Day, to learn more about the wide variety of careers available to them here. We are proud to serve our neighbouring communities – not just by helping people to reach the destinations they want to get to, but also by playing our role as a major employer and economic facilitator in the region. That means empowering young women to go after the exciting careers they want."*

**Abi Rickers**

Engineering Apprentice

### CASE STUDY

#### East Midlands Pier Artwork



After the new Aerozone premises at East Midlands Airport opened in April, the first school group to visit the premises was given a unique opportunity to mark the occasion.

Students from Booth Wood Primary School in Loughborough learned how the airport operates 24 hours a day. They were then tasked with creating artwork on individual tiles to showcase what they had discovered. In June, ten of these students had the opportunity to visit their own art exhibition, which is now proudly displayed on the Western Pier of the airport.

*"As part of a six-week art club, we were challenged to create 30 unique and creative tiles."*

*The children decided the theme and the style they would create on their school iPads. The children have thoroughly enjoyed the process, from visiting the airport in February to seeing them in place in the terminal in June."*

*The children were given the opportunity to showcase their fantastic artistic skills, and I am very proud of each and every child. We are excited for the members of the public to see them when they visit the airport!"*

**Caterina Harrison**

Booth Wood Teacher

### RECORD-BREAKING JOBS FAIRS

Jobs fairs across MAG are a central aspect of the Group's engagement with members of local communities who are looking for new career opportunities. The fairs also showcase jobs on offer with our business partners, ensuring that the entire airport eco-system continues to operate effectively by attracting a new pool of talented individuals. Across this reporting period, MAG's jobs fairs attracted record numbers of attendees.

In October 2024, more than 1,500 local people attended the London Stansted Airport jobs fair, which offered roles with more than 40 companies including MAG, Ryanair, Titan Airways and UK Border Force.

Later on in the period, East Midlands Airport hosted a record-breaking event in February, with more than 1,200 local job seekers attending its fair, showcasing opportunities on offer with businesses including Jet2.com, TUI and Swissport.

Manchester Airport also hosted a successful jobs fair in February with more than 1,200 roles available with 20 employers showcasing roles available across the airport site. Employers represented included Jet2.com, Boots, JD Sports, Dnata and Swissport. The Airport Academy, run in partnership with the airport and Trafford & Stockport College Group were also in attendance to promote its free pre-employment support programmes.

Our Airport Academies were in attendance at all events promoting our free pre-employment support programmes.

### MEET THE BUYERS EVENTS

We are committed to ensuring that the regions in which we operate can thrive, and our Meet the Buyers programmes for Small and Medium-sized Enterprises (SMEs) in our local catchment areas, support economic activity.

Across this reporting period, we held meet the buyers events at Manchester and London Stansted Airports, providing networking and business opportunities. In total, more than 70 buyers and 250 suppliers attended the events and gained access to our extensive supply chains. Collectively, our events generated an estimated £11.5m of new business across the North and South East.

### KIDS AT WORK DAY

At all three airports, MAG colleagues have the opportunity to bring their children and young relatives to work to experience what it's like to work at the airport and to see the employment opportunities available. Across April, colleagues' children were given the opportunity to discover what their MAG relatives do, whilst also offering MAG colleagues' children the opportunity to discover new areas of work they may not have experienced before.

At each airport, the day started in our Aerozone facilities before going into a terminal tour, air traffic control and fire station visits. During the tours, the children got to meet the children of colleagues from across the business, discovering the different careers on offer at the airport. At Manchester Airport 30 children attended, at London Stansted Airport 19 and East Midlands Airport 26 children.

## Opportunity for All continued

### COLLEAGUE DEVELOPMENT

During the year we also continued to invest in our colleagues, both to develop the skills we need within MAG and to position our organisation as an employer of choice.

We are committed to building a culture of continuous learning and professional development. By equipping our colleagues with the skills, knowledge and opportunities they need to grow, we strengthen both individual careers and the long-term success of our business.

Our Leadership Expectations guide our people leaders, ensuring they Create Clarity, Encourage Connection and Deliver Performance. These expectations set a clear standard for leadership across MAG, helping to foster a supportive, high-performing culture where colleagues can thrive.

We provide clear career pathways and targeted skills development, ensuring every colleague understands how they can progress within MAG.

Our apprenticeship and graduate programmes continue to bring in new talent, while leadership development, mentoring, coaching and specialised training empower colleagues at every stage of their careers.

Looking ahead, we will continue to actively assess the skills needed to drive MAG's future success, helping colleagues develop capabilities that align with both their ambitions and our strategic goals. By investing in our people, we create a stronger, more sustainable business – one where everyone has the opportunity to grow and succeed.

### COLLEAGUE RECOGNITION SCHEME

As part of MAG's 'We are the Journey Makers' programme, our colleague recognition scheme continued to recognise fantastic work from across the organisation, with a similar scheme in operation within CAVU, aligned to its values.

The scheme includes e-cards for peer-to-peer recognition and quarterly awards where colleagues can nominate peers for demonstrating MAG's core values.

During the year 11,527 e-cards were sent, and 1,555 award nominations were made across the Group. 145 nominations were made relating specifically to MAG's 'Sustainable Future for All' value.

### CASE STUDY

#### Best of the Best Award



#### Jackie Manetta was one of the winners of the 'best of the best' awards for the Sustainable Future for All value.

These nominations recognised colleagues' commitment to and delivery of work which supports the sustainable vision for the future of our business. To celebrate our colleagues, we hosted awards evenings at each airport which showcased all of the work being done across our business in line with our core values.

Jackie, who works in MAG's property team was nominated for her work in supporting the local community. During the Christmas period, as part of the Gift-mas campaign for the charity Childflight, which provides holidays for unwell children, Jackie wrapped more than 300 books in one day to ensure that all children on the flight received a wrapped present. Jackie was nominated by the community engagement team who recognised their dedication to the Sustainable Future for All value and the thoughtfulness of the colleague's actions.

### Colleague communities

Colleagues are encouraged to join one or more of our colleague communities, which play a key role in raising awareness of key issues and driving change within MAG.

The insightful and inspiring activities delivered by our six colleague communities throughout the year marked initiatives including Pride Month, International Women's Day, Black History Month and National Inclusion Week.



#### Fly with pride

The Fly with Pride Network provides a voice for MAG's LGBTQIA+ colleagues, ensuring that MAG plays an active part in the community and events in our local areas.



#### Women's Network

The Network seeks to drive positive change and provide a supportive and empowering forum, with work centred on understanding the needs of women at MAG, inspiring them to fulfil their potential and providing a safe environment for constructive suggestions.



#### Embrace (Race & Ethnicity)

The Embrace colleague community is dedicated to promoting and advancing the development and delivery of MAG's Race & Ethnicity agenda, providing a forum for colleagues to discuss related topics and celebrate diversity.



The forum aims to support colleagues with disabilities or those caring for someone with a disability, and educate colleagues that disabilities present in diverse forms, both visible and invisible.



#### Mind Matters

The focus of this colleague community is to raise awareness of mental ill health and reduce the stigma surrounding it.



#### Parent & Carers

Operating both online and in person, this colleague community offers support, signposting and advice to parents and carers.

## Opportunity for All continued

### EQUITY, DIVERSITY AND INCLUSION

An equitable, diverse and inclusive working environment is vital for talent attraction and retention, workforce engagement, and enhancing our business performance through a range of perspectives and experiences. We recognise that, when our workforce reflects the diversity of the communities served by our airports, we are better positioned to meet the needs of our passengers.

Striving for a representative workforce at all levels of our organisation is therefore a priority in our recruitment and career progression processes. Led by our CEO Ken O'Toole, MAG's Equity, Diversity & Inclusion (ED&I) Forum meetings are attended by our colleague community chairs and members of the Executive Committee. Over this reporting period, we held an ED&I Masterclass for MAG's Senior Leadership Team to focus on Inclusion & Equity: creating allyship, understanding microaggressions and inclusive behaviours.

We are currently running our Women in Leadership development programme, designed for women with high leadership potential, identified through our Executive Talent Review process. The programme includes webinars, peer-to-peer networking and executive coaching. To nurture an inclusive and welcoming culture, that encourages innovation to thrive, we seek to provide opportunities for colleagues throughout MAG to learn and develop in their careers, equipping them as our business evolves.

Our training includes mandatory ED&I modules, Line Manager Diversity training, Allyship training and First Line leader training. Other initiatives to attract and retain the best talent from all backgrounds include coaching and mentoring to inspire and enable under-represented groups within our workforce to achieve their potential.

We also hold unconscious-bias training for all hiring managers, alongside the use of diverse recruitment panels, monitoring the diversity of talent development plans, and nurturing a culture and working environment that promote the retention of diverse talent. CAVU has also worked to establish its own global ED&I Forum, made up of representatives from both the UK and the US, and will report on its progress in our next Report.

In line with UK Government regulations, we also report any difference in average and median pay between men and women, expressed as a percentage of the average male earnings. Our most recent Gender Pay Gap Report, for the period between April 2023 and April 2024, showed a median hourly pay gap of 0% and a mean hourly pay gap of 6%. Our full Gender Pay Gap Report can be found [here](#).

### ACROSS MAG THERE ARE SEVERAL TARGETS IN PLACE TO FULFIL OUR AMBITION OF BECOMING A MORE DIVERSE ORGANISATION. THESE INCLUDE:

- **14%** leadership representation of ethnic minority colleagues by 2026.
- **12%** leadership representation of colleagues under 25 by 2025.
- **50/50** gender parity in leadership recruitment by the end of FY25.

### MAG CURRENT ED&I REPRESENTATION

- **35.1%** female representation at leadership level compared to 31.8% in 2021.
- **16.4%** ethnic minority representation at leadership level, compared to 5% in 2021.



## Opportunity for All continued

### HEALTH, SAFETY AND WELLBEING

Maintaining a safe environment is MAG's top priority and at the core of our decision making. Our commitment to acting with honesty, responsibility and accountability is demonstrated by our core business value of being a pair of 'safe hands'. We adhere to international health and safety standards and hold ISO 45001 health & safety management certification.

We are now preparing an updated strategy which will build on the foundations we have previously built. This strategy will set out our approach for the coming years and introduce new initiatives to improve our safety culture, training and competence, and overall approach to managing health, safety and resilience.

In 2024/25, we recorded 24 RIDDOR reportable incidents for colleagues and passengers combined. We have performed root cause and trend analysis to target areas of improvement. This has led to several new measures being introduced, including a series of Group-wide standards that make our approach to compliance and resilience industry-leading.

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 continue to offer a free GP service for all MAG colleagues to facilitate access to healthcare. Our work to support the mental health of colleagues includes our partnership with mental wellbeing tool, Ripple. MAG is the first group of airports in the UK to launch the Ripple Plugin, redirecting harmful searches on MAG devices and anyone using MAG WiFi to messages of support and mental health resources. Our Mental Health colleague community hosted a 'Let's Talk About Mental Health' panel discussion to mark Mental Health Week 2024.

### MODERN SLAVERY

MAG strives to do what we can to eliminate modern slavery in our business and supply chain, and our most recent statement is available [here](#).

To complement our Modern Slavery Champions Network, our Modern Slavery Working Group includes members from MAG's procurement, capital delivery and operations teams, as well as the UK Border Force and local police forces. We recognise the importance of collaboration to ensure we proactively address risks and mitigations to eliminate modern slavery.

Our partnership with the Slave Free Alliance (SFA) is ongoing. In November 2024 we worked closely with the SFA to update our modern slavery strategy and action plans across our airports. One of the strategic priorities in our modern slavery strategy focuses on our third-party partners which governs our due diligence processes and actions related to the supply chain.

Outside of our direct operations and supply chain, we recognise the risks related to modern slavery through our airports and we support the United Nations Blue Heart Campaign.



## Our programme of work

# Local Voices

**At MAG, we have built our business on the strong foundation of decades of community engagement. We know that by listening to the perspectives of a range of local stakeholders, we can address the issues which matter most to them and share the results of our success with the regions we serve.**

We understand that living in close proximity to an airport can bring many benefits, but can also present challenges. Through our programme of community engagement, we aim to be good neighbours to the people and businesses surrounding our airports. Our teams nurture existing relationships and are always seeking new opportunities to enhance our engagement.

### COMMUNITY ENGAGEMENT

In order to maximise our accessibility and reach with local communities, we adopt a hybrid approach to community engagement. We combine the benefits of in-person events, with the flexibility of online initiatives which allow us to support a wider cross section of our communities.

This year we attended over 240 local events, allowing local people the chance to talk with us and engage. We also continued to support the development of our airport Youth Forums, which were a key target in our Strategy 'Working Together for a Brighter Future'.

### CASE STUDY

## MAG Youth Summit

Our airports' Youth Forums provide a platform for people aged 16 to 25 from various backgrounds, strengthening our engagement and ensuring we understand a larger number of perspectives to help shape the sustainable future of our airports.

Following the success of last year's inaugural event, in March East Midlands Airport once again hosted MAG's Youth Summit. The only event of its kind in the UK aviation sector, the Summit brought together members from all three of our airport Youth Forums, as part of a commitment to engage with a new generation about aviation sustainability, first adopted in 2022.

At the event, 90 young people engaged on MAG's new Sustainability Strategy – Creating a Sustainable Future for All.



Our students were provided with an excellent experience at the Youth Summit. It was a super end to the Youth Forum this year – our students were buzzing on the way home, and it was so good to see them have the chance to interact with students from other colleges and share their thoughts. I hope some concepts and ideas from our young aviation enthusiasts can be used in MAG's future plans."

**Ruth Gray**

Deputy Head of London Stansted Airport College



## Local Voices continued

### NOISE MINIMISATION

Although our airports offer a range of benefits to local people and businesses, we recognise that noise can impact those who live closest to our operations. As a responsible business, we recognise the importance of working with our neighbouring communities to minimise noise and other environmental impacts.

Our 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 operate with respect for the local environment.

Working in collaboration with our stakeholders, we are committed to minimising the impact of noise in the areas surrounding our airports. In the last reporting period, we were pleased to see our Noise Action Plans (NAPs) – which were developed through engagement with local communities – adopted by the Government.

Through our NAPs, this year we have introduced new policies and taken steps to further minimise our noise impacts.

In 2024 we published a new complaint handling policy, to improve our engagement with local residents. Across this reporting period, we recorded 15,309 complaints in relation to noise (down 15% compared to the previous year). We responded to 100% of complaints within the target period of eight days.

During this period, we also worked with air traffic control colleagues at NATS to minimise the impact of non-standard departures. By working together, air traffic control procedures for aircraft departing from Manchester Airport were revised to keep aircraft on their usual departure tracks where possible.

At East Midlands Airport we worked with airline partners to reduce the use of the noisiest aircraft at night and introduced new controls on the hours that training flights can take place during the day.

Our airports improved the adoption of noise-efficient 'continuous climb' and 'continuous descent' procedures. This year, 97% of aircraft departing East Midlands Airport, 94% at Manchester Airport and 86% at London Stansted Airport were able to achieve a 'continuous climb' departure. For aircraft arriving at our airports, 91% adopted a continuous descent approach at East Midlands Airport, 91% at Manchester Airport and 96% at Stansted Airport.

During 2024/25, we saw record passenger numbers for the Group. We recognise that noise from growing airports can be a concern for local communities.

However, long-term monitoring demonstrates that the area impacted by noise at Manchester and East Midlands airports has reduced compared with 2019 (when we last had comparable passenger numbers). Overall MAG's noise footprint has reduced by 17% for the daytime contour and 4% for the night time contours since 2019. Between 2023 and 2024 there was no change in the overall daytime contour and a 2% increase in the size of the night time contour.

The 57dB L<sub>Aeq</sub> noise contour areas for Manchester Airport show reductions of 22% during the day and 12% during the night time between 2019 and 2024. At East Midlands Airport a similar trend of noise reduction is seen of 24% during the day and 5% at night between 2019 and 2024. At Stansted Airport the daytime contour reduced by 9% between 2019 and 2024.

There was a 4% increase in the night time contour over the same period due to delays across Europe resulting in planned daytime operations moving into the night, and slower than anticipated delivery of next generation aircraft into our airlines' fleets.

Through wider use of modern, quieter aircraft, MAG's noise contours are expected to remain within our current limits at all our airports in the future.

At Manchester Airport, 32% of operating aircraft are already next generation aircraft (up from 9% in 2019) and at Stansted Airport this figure is 20% (up from 1% in 2019). These next generation aircraft, which include the Airbus neo and Boeing MAX models are up to 50% quieter than legacy specifications.

### SUSTAINABLE DEVELOPMENT PLANS

In December, London Stansted Airport published for consultation its proposed Sustainable Development Plan (SDP), setting out how the airport plans to grow sustainably over the next 20 years.

The SDP outlines the airport's intention to request permission to increase its approved passenger numbers from 43m to 51m passengers per year – to reflect the fact that its existing airlines are ordering new aircraft that are larger and will carry additional numbers of passengers.

This increase in passenger numbers will be achieved by making best use of London Stansted Airport's existing single runway and without the need for any increase in its already approved number of aircraft movements. Through this long-term growth plan, the airport will be able to maximise the benefits it delivers to local communities while also minimising the impact of its operations.

In June 2025, a planning application was submitted to Uttlesford District Council to increase London Stansted Airport's annual passenger limit to 51m over the next 20 years.

In March 2025, East Midlands Airport also consulted on its SDP, seeking views from its stakeholders and the wider public on its proposals. The airport's proposals outline how it plans to continue operating sustainably and minimise its environmental impact.

Further elements of the SDP relate to noise minimisation through the airport's Noise Action Plan, the continued creation of quality employment opportunities for local people, and supporting the economic development of the wider region through investment programmes at the airport.

Manchester Airport's updated SDP is currently being prepared, and will be published for consultation with local stakeholders in autumn 2025. An update will be provided in our next Report.



## Local Voices continued

### VOLUNTEERING

We recognise the significant social value that is generated by volunteering in our local communities.

We offer up to two days of paid time per year for colleagues to volunteer, which is good for their development, wellbeing and engagement. This year we were pleased to see our highest levels of participation among colleagues, with 22% volunteering against a target of 30%.

Our target is that all MAG leaders participate in volunteering activities. This year, we are pleased to report that – for the first time – 100% of our airport leadership teams took part in volunteering programmes. Across the Group, including corporate functions and airport teams, 92% of leaders took part in volunteering – an increase from 86% last year.



### CASE STUDY

#### Community Fund donations

For more than 20 years, our airport community funds have made donations to causes in their local catchment areas, seeking to engage and uplift our neighbours in need of support.

Our community funds have supported local organisations through grant funds which are enabled through a combination of contributions from MAG airports and aircraft noise penalties.

This year, our community funds contributed more than £600,000 to charities and community groups across the North West, East Midlands, London and East of England.

At London Stansted Airport, £195,000 from the Stansted Airport Community Fund was granted to local organisations across Essex and Hertfordshire. Successful grants across the year included Sawbridgeworth Cricket Club, Thaxted Festival Foundation and Accuro (Care Services) in Bishop Stortford.

Over the next decade London Stansted Airport has plans to contribute more than £1.5m to its Community Fund as part of its social value commitments linked to its £1.1bn transformation programme announced in 2024.

At Manchester Airport, support for our local communities also continued throughout the year, and in total we donated £135,000 to local causes through our Community Trust Fund. Among those benefiting, Nacro Outdoor Learning received £3,000 for solar panels for its educational centre in Wythenshawe.

At East Midlands Airport, more than £290,000 was donated to local causes across the reporting period, including to Swarkestone Sailing Club, which was given £2,000 to support its work with people with a range of disabilities.



We are delighted to be supported by the Manchester Airport Community Trust Fund with funding toward solar panels for our wonderful Nacro Nature Bus project. We will be converting an old yellow school bus into a classroom and quiet space for use by our young people and the wider community in Wythenshawe.”

**Beth Craigen**

Youth Worker with Nacro Outdoor Learning

CAVU

# Sustainability at CAVU

**Now established as a successful and innovative global travel services company, CAVU operates as one of MAG's divisional businesses, alongside its three airports. CAVU's mission is to be the number one airport product and services company in the world, with a vision to make airport travel seamless and enjoyable for passengers, and more profitable for the businesses that serve them.**

Operating under the same set of corporate priorities as MAG, CAVU is supporting the delivery of sustainability at MAG.

CAVU has been formally integrated into MAG's new Sustainability Strategy: Creating a Sustainable Future for All, published earlier this year. In the new Strategy, there are a number of targets related specifically to CAVU's global operations. These include:

- Eliminating all single-use plastics from front of house by 2027, replacing all items with reusable or sustainable alternatives across our global airport lounges.
- Introducing a CAVU Community Fund, supporting local charities at our office locations in the UK, US, the Netherlands and Australia.

- Measuring and reporting the proportion of our supply chain spend with local suppliers for our airport lounges. We will set a target for the proportion of airport lounge goods/services from local suppliers by 2027.

Throughout this reporting period, CAVU has delivered a range of community focused activities across its global network of operations. CAVU's teams are passionate about sustainability, with 100% of leaders taking part in volunteering initiatives, and CAVU teams recording more than 1,900 hours of volunteering activity.

*Have an  
escape to  
remember*



## CAVU continued

### EQUITY, DIVERSITY AND INCLUSION

This year CAVU has taken significant steps forward enhancing colleague inclusivity, launching our new Global Equity, Diversity and Inclusion (ED&I) Affinity Forum. The Forum is split into six sub-sectors – each of which are dedicated to advancing our approaches to ED&I across different areas of the business. This approach means that we can deliver targeted initiatives which reflect the unique needs of our people and the diverse communities we serve.

The introduction of our Global ED&I Affinity Forum has enhanced our ability to embed inclusion more deeply into our culture and operations, ensuring that CAVU continues to grow as a place where everyone feels welcome, supported and known.

### CASE STUDY

## Volunteering at CAVU



### CHICAGO FOOD DEPOSITORY

In May 2024, colleagues from CAVU's Chicago office spent the afternoon volunteering at the Chicago Food Depository – the city's only foodbank, serving more 800 local partners.

Taking on various roles, CAVU colleagues worked to repack more than 3,600kg of food or more than 7,000 meals in two hours.



### EAST MIDLANDS ESCAPE LOUNGE: WORKING IN THE COMMUNITY

As the East Midlands Escape Lounge was being refurbished in February, colleagues from the site used their time to give back to local communities. Volunteering at The Rainbow Hospice, CAVU teams worked to spruce up the hospice's garden ready for springtime, going on to spend time at the airport's aeropark helping prepare the outdoor space for summer visitors.



### THE DAVID LEWIS CENTRE

In the Spring, colleagues from CAVU's People and Legal teams spent the day at The David Lewis Centre in Alderley Edge. The centre provides educational, residential and medical services for adults and young people with complex needs and disabilities.

The teams worked outside in the farm area reconstructing fences, chopping up wood and pressure washing pathways.



### CONSERVATION WORK AT LOWER MOSS WOOD WILDLIFE HOSPITAL

In February, CAVU's Manchester-based colleagues spent the day supporting conservation work at Lower Moss Wood Wildlife Hospital in Knutsford. The Hospital helps more than 2,000 sick and injured animals each year. The team spent the day assisting with the maintenance of paths and walkways in the outdoor areas of the hospital.

Our new Strategy

# Creating a sustainable future for all

**MAG's new Sustainability Strategy, 'Creating a sustainable future for all' sets out an exciting journey ahead, and builds on the strong track record MAG has created over more than two decades – from reducing our environmental impact, to supporting education, skills development and the communities around our airports.**

Our new Strategy is shaped by robust stakeholder engagement and a focus on materiality, it reflects the priorities of our business, colleagues and communities. Our Strategy sets out detailed targets, to ensure we continue to deliver positive outcomes. The next five years will see us almost halve our operational emissions, enhance our understanding of nature and biodiversity, continue to increase the efficiency of our operations and ensure social and economic benefits are shared with our communities. By doing so, we will continue to rise to the challenges of a rapidly evolving world, while building from a position of strength.



## Our sustainability strategy

# A clear focus

**Ensuring our work delivers meaningful impact starts with a clear understanding of what matters most to our stakeholders and the environment.**

Our Strategy has been shaped by a robust, independent double materiality assessment. It defines the impacts of our operations on the environment and society, as well as how external factors influence our business. This assessment was conducted in line with best practice established through the European Union Corporate Sustainability Reporting Directive (EU CSRD) and the Global Reporting Initiative (GRI). It also explored how our actions can help support the United Nations Sustainable Development Goals (UN SDGs).

We have engaged with internal and external stakeholders, holding workshops, and have gathered input to ensure our Strategy is aligned with their needs and priorities.

The detailed insights gained from this process have enabled us to identify where our sustainability activities can have greatest impact. By addressing these priorities, we ensure our Strategy not only delivers local benefits but also supports the wider industry.

We are committed to engaging with our stakeholders as we implement this Strategy, ensuring ongoing dialogue and collaboration. At the same time, we will transparently report on our performance and progress, holding ourselves accountable as we work towards our sustainability targets.

### TO MAKE SURE OUR STRATEGY REFLECTS THE VIEWS OF OUR STAKEHOLDERS WE:



CONSIDERED THE VIEWS OF OVER 150 INTERNAL AND EXTERNAL STAKEHOLDERS



HOSTED FOUR IN-PERSON WORKSHOPS



RECEIVED MORE THAN 120 ONLINE SURVEY RESPONSES



HELD 22 IN-DEPTH INTERVIEWS



ALIGNED WITH THE EU CSRD AND GRI REPORTING STANDARDS



Our sustainability strategy continued

# Knowing what's important

To inform the development of our Strategy and sustainability reporting, we conducted a double materiality assessment, engaging extensively with stakeholders to understand what matters most to them.

## KEY

- Material topics
- Monitored topics



Our strategic sustainability framework

# Our sustainability vision

## OUR VISION

**Shaping the future of sustainable travel, minimising the impacts of our operations on the natural environment, and acting as a positive force in our communities.**

Our Sustainability Strategy framework has been designed to balance environmental action with social responsibility, creating a future where our business, people and nature can thrive.

OUR FRAMEWORK IS BUILT ON TWO STRATEGIC PILLARS:



### PROTECTING OUR ENVIRONMENT

MAG is committed to playing its part in making air travel sustainable, working towards national and international targets. We will safeguard the natural environment and promote resource efficiency.



### COMMUNITY AT OUR CORE

We believe that airports should be a force for good in the communities we serve, creating opportunities and meaningful connections.

WITH FIVE CLEAR STRATEGIC FOCUS AREAS:



#### DECARBONISING AVIATION



#### PROTECTING NATURE



#### RESPONSIBLE RESOURCES



#### OPPORTUNITY FOR ALL



#### LOCAL VOICES



OUR FOUNDATIONS:

#### A SAFE AND RESILIENT BUSINESS

MAG adheres to the highest safety standards. Operating our business safely is a top priority, ensuring our passengers, colleagues and onsite partners feel confident to travel with us.

#### OUR PEOPLE

Our company values drive us to bring out the best in our colleagues and enable them to be their authentic selves. Following our Equity, Diversity and Inclusivity (ED&I) targets, we continuously improve and celebrate our diverse workforce.

#### STRONG GOVERNANCE

MAG is committed to maintaining high standards of corporate governance, using the Wates Principle as a guide to best practice. Our sustainability agenda is overseen by our CSR Committee, which is a sub-committee of the Board. The CSR Committee is responsible for ensuring we meet our commitments effectively.

Our key targets

# Protecting our environment

## DECARBONISING AVIATION

### Key targets

#### NET ZERO

# 2038

transition from carbon neutral airport operations to net zero (Scope 1 and 2 market-based emissions) no later than 2038.

#### RENEWABLE ELECTRICITY

# 30%

of our electricity will be supplied from renewable sources directly connected to our airports by 2035.

#### CARBON REMOVALS

# 50%

we will purchase carbon removals so that, by 2030, they address 50% of our residual Scope 1 and 2 market-based emissions.

#### EMISSIONS

# 48%

reduction in MAG Scope 1 and 2 market-based emissions between 2019 and 2030.

#### AIRCRAFT EMISSIONS

# 27%

reduction in emission intensity per revenue tonne kilometre for aircraft departing MAG airports between 2019 and 2035.

## PROTECTING NATURE

### Key targets

#### ADOPTING THE

# TASKFORCE FOR NATURE-RELATED FINANCIAL DISCLOSURES

publishing the results in our 2027 Annual Report.

#### SUPPORT

# NATURE-BASED PROJECTS

through our portfolio of carbon offsets and removals.

#### ESTABLISH A

# NATURE FORUM

at each of our airports.

#### A QUANTIFIED TARGET FOR

# BIODIVERSITY NET GAIN

established at each of our airports by 2028.

#### SUPPORT

# VOLUNTEERING NATURE-BASED PROJECTS

through our portfolio of volunteering opportunities.

## RESPONSIBLE RESOURCES

### Key targets

#### IMPROVED ENERGY EFFICIENCY

# 15%

reduction in energy use per passenger by 2030 compared to a baseline of 2024.

#### REUSE OR RECYCLE WASTE

# 80%

of our airport waste by 2030.

#### INTRODUCE A PROGRAMME OF

# WATER CONSERVATION

establishing, by 2026, a quantified target to reduce potable water per passenger.

#### MEASURE AND REPORT THE

# ENERGY EFFICIENCY

of our lounge operations and establish asset standards.

#### ELIMINATE SINGLE-USE PLASTICS BY

# 2027

from front of house, replacing all items with reusable or sustainable alternatives across our global airport lounges.

More information is available in our full strategy, available on our [website](#).

Our key targets continued

# Community at our core

## OPPORTUNITY FOR ALL

### Key targets

BY 2030

# 3,500

job seekers supported by our Airport Academies.

ACHIEVE

# £20m

in sales through our Meet the Buyers programme by 2030.

SUPPORT

# 500

people over the next five years through virtual insights and work experience programmes.

BY 2030

# 70,000

young people supported by our education programmes, with at least 50% of those benefitting from priority schools and colleges.

EXPLORING OPTIONS FOR A

## SKILLS HUB AT MANCHESTER AIRPORT

with a target of developing a new facility within the next five years.

## LOCAL VOICES

### Key targets

INVEST A MINIMUM OF

# £1.5m

to support local communities by 2030.

WORKING TOWARDS

# 30%

of our colleagues participating in volunteering.

IMPLEMENT OUR

## AIRPORT NOISE ACTION PLANS

including a 'freeze' and then progressive reduction in the number of noisier aircraft operating at night.

THROUGH OUR

## FUTURE AIRSPACE PROGRAMME

implement new flight paths to minimise noise and emissions.

INTRODUCING A

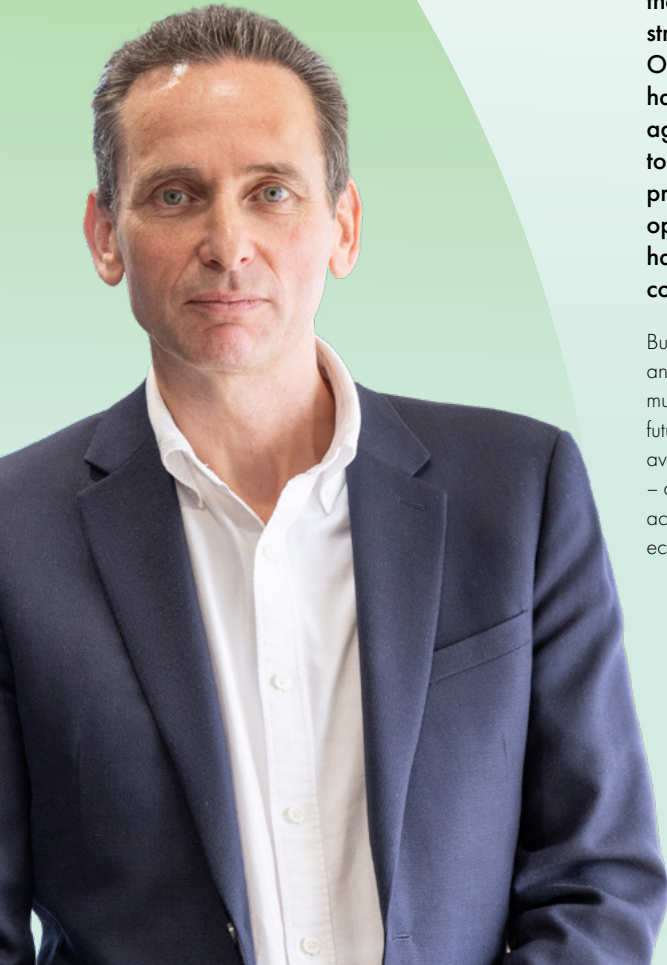
## CAVU COMMUNITY FUND

supporting local charities at our office locations in the UK, US, the Netherlands and Australia.

More information is available in our full strategy, available on our [website](#).



## Closing thought

Looking to the **year ahead**

**Over the last five years, our CSR Strategy: Working Together for a Brighter Future has guided our efforts in delivering on the issues that matter most to MAG, our people and our local communities. As a result of the initiatives delivered against our three strategic priorities: Zero Carbon Airports, Opportunity for All and Local Voices, we have made real and measurable progress against our targets. We have taken steps to minimise our environmental impact, provided education and employment opportunities for people of all ages, and have strengthened our long-standing community partnerships.**

But as the world around us continues to evolve at pace and MAG continues to grow, it is clear that we have much further to go in our efforts to create a sustainable future for the aviation sector. The challenges facing aviation – and the opportunities to do things differently – are more complex and pressing than ever. Climate action, social equity and the transition to a low-carbon economy are reshaping the world in which we operate.

At this pivotal moment for MAG, and the wider sector, I am proud to introduce our new Sustainability Strategy: Creating a Sustainable Future for All. This new Strategy sets out an ambitious programme of work, building on the progress we have made over more than two decades and ensuring we continue to concentrate our efforts where we can realise greatest benefit.

As a business that has airport operations spanning the country and a growing global presence, we understand the positive contribution that we can make by leading the sustainability agenda for our sector, and we are committed to doing so.

We believe that through effective cross-industry collaboration and a positive policy environment from Government, the aviation sector can thrive. The delivery of our Sustainability Strategy will allow for growth that will ensure that the wide range of economic and societal benefits our industry already delivers, will long continue.

I am confident and optimistic about the path ahead. Through the commitment and passion of colleagues across MAG, our industry partners and Government, we will take bigger and bolder steps towards creating a Sustainable Future for All.

**Neil Robinson**

Chief Sustainability Officer



# Manchester Airports Group

## 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                                                        | MAG TARGET                                                                                                                                                                                                            | INDICATOR                                                                                        | 2022/23     | 2023/24     | 2024/25            | NOTE          | YEAR-ON-YEAR CHANGE (%) |                                                                                       |
|----------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------------|-------------|--------------------|---------------|-------------------------|---------------------------------------------------------------------------------------|
| Climate Change             | All of MAG's airport operations will be net zero carbon by no later than 2038. | Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030. | Total energy use (kWh, 'SECR Scope')                                                             | 195,789,016 | 192,963,827 | <b>202,031,852</b> | 1, 2          | 6.2%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Energy from renewable sources (% 'SECR Scope')                                                   | 61.8%       | 70.3%       | <b>74.6%</b>       | 1, 2          | 6.1%                    |    |
|                            |                                                                                | Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.                                                                                                                     | Gross location-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                          | 38,122      | 39,051      | <b>41,310</b>      | 1, 2, 3       | 5.8%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Gross market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                            | 14,610      | 11,402      | <b>10,753</b>      | 1, 2, 3, 4    | -5.7%                   |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Gross market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope') | 0.24        | 0.17        | <b>0.15</b>        | 1, 2, 3, 5    | -11.8%                  |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Carbon offsets (tonnes CO <sub>2</sub> e, 'SECR Scope')                                          | 14,610      | 11,402      | <b>10,753</b>      | 1, 2, 6       | -5.7%                   |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Net market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                              | 0.0         | 0.0         | <b>0.0</b>         | 1, 2, 3, 6    | 0.0%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Net market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope')   | 0.0         | 0.0         | <b>0.0</b>         | 1, 2, 3, 5, 6 | 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.        | Major operational sites with environmental management systems certified to ISO 14001 (%)         | 100.0%      | 100.0%      | <b>100.0%</b>      |               | 0.0%                    |   |
|                            |                                                                                |                                                                                                                                                                                                                       | Major operational sites with energy management systems certified to ISO 50001 (%)                | 66.6%       | 100.0%      | <b>100.0%</b>      |               | 0.0%                    |  |
|                            |                                                                                |                                                                                                                                                                                                                       | Samples within surface water discharge consent limits (%)                                        | 96.7%       | 94.8%       | <b>99.1%</b>       | 7             | 4.5%                    |  |
|                            |                                                                                |                                                                                                                                                                                                                       | Samples within trade effluent discharge consent limits (%)                                       | 95.6%       | 92.7%       | <b>92.4%</b>       | 7             | -0.3%                   |  |
|                            |                                                                                |                                                                                                                                                                                                                       | Total breaches of air quality limits (number)                                                    | 0           | 0           | <b>0</b>           | 8             | 0%                      |  |

- Total energy consumption increased due to growth in activity at our airports, the commissioning of new gas boilers associated with our terminal developments at Manchester and increased demand for heating due to the comparatively colder winter in 2024/25.
- 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 2023/24 and 2024/25 to make use of the most recent and complete dataset. This approach follows best practice outlined in the World Resources Institute Greenhouse Gas Protocol and guidance issued by the UK Government. Our Greenhouse Gas Emissions Report can be found [here](#).
- Location-based emissions are based on the average emission intensity of UK energy networks. MAG proactively chooses to purchase renewable electricity and biomethane which are backed by Renewable Energy Guarantees of Origin and Renewable Gas Guarantees of Origin. To demonstrate the climate impact of our procurement decision we 'dual report' our location and market-based greenhouse gas emissions. This approach follows best practice outlined in the World Resources Institute Greenhouse Gas Protocol and guidance issued by the UK Government.
- Gross market-based emissions have reduced across the group. However, an increase in emissions was recorded at Stansted Airport. More information is provided in the data tables for Stansted Airport. We remain on track to meet our science based target.
- 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 certified carbon neutral and hold Airport Carbon Accreditation at Level 3+. 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 Greenhouse Gas Emissions Report, which can be found [here](#).
- To meet our target to achieve full environmental permit compliance, we have implemented several mitigation and control measures across our airports. Please see the Waste and Water section of our Sustainability Report for more details about these initiatives.
- Our air quality performance has been restated for 2023/24 to make use of the most recent and complete dataset and analysis, which shows that there were no breaches of air quality limits.

## Manchester Airports Group continued

### Zero Carbon Airports continued

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

| ISSUE                             | STRATEGIC CSR OBJECTIVE                                                                                          | MAG TARGET                                                                                                                       | INDICATOR                                                      | 2022/23 | 2023/24 | 2024/25       | NOTE | YEAR-ON-YEAR CHANGE (%) |                                                                                     |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|---------|---------|---------------|------|-------------------------|-------------------------------------------------------------------------------------|
| <b>Eliminating Waste</b>          | We are committed to reducing waste, promoting recycling and eliminating landfill.                                | By 2021, we will send no waste to landfill.                                                                                      | Total waste (tonnes)                                           | 12,217  | 13,429  | <b>15,111</b> | 1    | 12.5%                   |  |
|                                   |                                                                                                                  |                                                                                                                                  | Waste intensity (tonnes waste per traffic unit)                | 0.20    | 0.20    | <b>0.21</b>   | 1, 2 | 5.9%                    |  |
|                                   |                                                                                                                  |                                                                                                                                  | Waste segregated for recycling on-site (%)                     | 25.6%   | 26.6%   | <b>24.8%</b>  |      | -6.8%                   |  |
|                                   |                                                                                                                  |                                                                                                                                  | Waste diverted from landfill (%)                               | 83.9%   | 85.5%   | <b>99.8%</b>  | 3    | 16.7%                   |  |
| <b>Sustainable Surface Access</b> | 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 (%) | 30.0%   | 26.2%   | <b>26.0%</b>  | 4    | -0.8%                   |  |

1 Waste generated across our airports increased by 5.9% as passenger numbers continued to increase and become more reflective of pre-pandemic levels.

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 We have achieved zero waste to landfill at East Midlands and London Stansted Airport. Manchester Airport diverted 99.6% of waste from landfill this reporting year and we are working hard to achieve our target of sending zero waste to landfill.

4 We work with public transport providers to develop sustainable surface access options for our passengers, further details are available on our airport websites.

## Manchester Airports Group continued Opportunity for All

**KEY:** ↑ Improved year-on-year performance ↔ No significant year-on-year change ↓ Year-on-year performance has worsened

| ISSUE                             | STRATEGIC CSR OBJECTIVE                                                                                      | MAG TARGET                                                                                                                                                                | INDICATOR                                                                                                                                    | 2022/23 | 2023/24 | 2024/25 | NOTE | YEAR-ON-YEAR CHANGE (%) |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|---------|------|-------------------------|
| <b>Safety</b>                     | Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress. | Through 'Vision Zero', our approach to safety, we target zero harm.                                                                                                       | Reportable safety incidents (number of RIDDOR incidents)                                                                                     | 17      | 21      | 16      | 1    | -23.8% ↑                |
|                                   |                                                                                                              |                                                                                                                                                                           | Lost time injury accidents (number)                                                                                                          | 19      | 19      | 32      | 1    | 68.4% ↓                 |
| <b>Internal Promotions</b>        |                                                                                                              |                                                                                                                                                                           | Leadership roles filled through internal promotion (%)                                                                                       | 27.7%   | 32.4%   | 33.0%   | 2    | 1.9% ↑                  |
| <b>Inclusive Customer Service</b> | 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. | Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100)  | 99.7%   | 99.9%   | 99.9%   | 3    | 0.0% ↔                  |
|                                   |                                                                                                              |                                                                                                                                                                           | Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100)  | 97.5%   | 100.0%  | 100.0%  | 3    | 0.0% ↔                  |
|                                   |                                                                                                              |                                                                                                                                                                           | Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)                                     | 95.7%   | 99.6%   | 99.5%   | 3    | -0.1% ↔                 |
|                                   |                                                                                                              |                                                                                                                                                                           | Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)                                     | 99.3%   | 100.0%  | 99.9%   | 3    | -0.1% ↔                 |
|                                   |                                                                                                              |                                                                                                                                                                           | Guest satisfaction as defined by the Civil Aviation Authority in CAP 1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good) | n/a     | 4.2     | 4.2     | 3    | 0.0% ↔                  |

- 1 We recorded an increase in RIDDOR incidents and lost time injury accidents, this is due to increased passenger throughput and activity delivering capital investment projects. Initiatives are being implemented to improve injury rates and will be included in our forthcoming Health & Safety Strategy.
- 2 The figure reported above (33%) reflects colleagues promoted into Grade 4 and 5 leadership roles. In addition to this, just over 38% of Grade 6, 7 & 8 roles were filled by internal candidates. Due to current system constraints, we are unable to fully capture all internal promotions across the business. However, approximately 520 roles across the business (216 non-volume and 306 volume) were filled by internal candidates. Recent system improvements will enable more comprehensive and accurate reporting of all internal promotions going forward.
- 3 We remain committed to providing exceptional service to passengers with reduced mobility. We are proud to note that our efforts have been acknowledged and validated by the Civil Aviation Authority (CAA), which has rated East Midlands Airport as 'Very Good' and London Stansted and Manchester Airports as 'Good'.

## Manchester Airports Group continued

### Opportunity for All continued

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

| ISSUE                                    | STRATEGIC CSR OBJECTIVE                                                                                                                                              | MAG TARGET                                                                                                                                         | INDICATOR                                                                                          | 2022/23 | 2023/24 | 2024/25 | NOTE | YEAR-ON-YEAR CHANGE (%) |                                                                                     |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------|---------|---------|------|-------------------------|-------------------------------------------------------------------------------------|
| Education, Skills and Employment Support | We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives. | We will support at least 60,000 young people between 2020 and 2025.                                                                                | Young people's education directly supported (number)                                               | 18,662  | 17,799  | 22,173  |      | 24.6%                   |  |
|                                          |                                                                                                                                                                      | 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 (%) | 62.6%   | 59.0%   | 68.6%   | 1, 2 | 16.3%                   |  |
|                                          | 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)                                           | 12,525  | 14,977  | 13,392  | 2    | 10.6%                   |  |
|                                          |                                                                                                                                                                      | By 2025, at least 10% of the people supported by our MAG Connect Airport Academies will be from groups defined as 'disadvantaged'.                 | Support provided by MAG Connect Airport Academy to groups defined as 'disadvantaged' (%)           | 28.9%   | 52.4%   | 83.1%   | 3    | 58.6%                   |  |
|                                          |                                                                                                                                                                      | 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 (%)         | 28.9%   | 40.6%   | 37.8%   | 4    | -6.9%                   |  |
| Supporting Local Businesses              | We will create opportunities to improve local economic prosperity and infrastructure.                                                                                | Our Company's spend will benefit local businesses.                                                                                                 | People placed into employment by MAG Connect Airport Academies (number)                            | 247     | 272     | 393     |      | 44.0%                   |  |
|                                          |                                                                                                                                                                      |                                                                                                                                                    | Goods and services purchased from local suppliers (% of suppliers located within 25 miles)         | 24.0%   | 24.0%   | 21.7%   | 5    | -9.6%                   |  |

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.

3 'Disadvantaged Groups' include: those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment; 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 Limitations on the availability of data mean that it is only possible to report the percentage of people completing Airport Academy courses and finding employment. Data limitations mean that we are not able to report employment of people supported through other Airport Academy programmes including. Performance is therefore expected to be underreported.

5 MAG cannot by law stipulate criteria for suppliers based on size or locality due to required compliance with the Procurement Act 2023 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 two 'Meet the Buyer' events in 2024/25 more information can be found on page 18 of this report.

## Manchester Airports Group continued

### Local Voices

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

| ISSUE                             | STRATEGIC CSR OBJECTIVE                                                                                 | MAG TARGET                                                                                 | INDICATOR                                                                                   | 2022/23  | 2023/24  | 2024/25         | NOTE | YEAR-ON-YEAR CHANGE (%) |                                                                                       |
|-----------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------|----------|-----------------|------|-------------------------|---------------------------------------------------------------------------------------|
| <b>Investing in the Community</b> | 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 (%)                                                   | 25.0%    | 85.6%    | <b>92.2%</b>    | 1    | 7.7%                    |    |
|                                   |                                                                                                         | Our long-term ambition is that 30% of colleagues participate in volunteering programmes.   | All colleague volunteering participation (% including leaders)                              | 8.0%     | 18.5%    | <b>22.1%</b>    | 1    | 19.5%                   |    |
|                                   |                                                                                                         |                                                                                            | Time given to volunteering activities (hours, all colleagues)                               | 4,414    | 9,844    | <b>18,292</b>   | 1    | 85.8%                   |    |
|                                   | We will maintain our community funds, ensuring they provide effective investment in local communities.  |                                                                                            | Community fund grants awarded (£)                                                           | £985,272 | £793,766 | <b>£629,623</b> | 2    | -20.7%                  |    |
|                                   |                                                                                                         |                                                                                            | Groups/initiatives receiving community fund grants (number)                                 | 242      | 254      | <b>242</b>      | 2    | -4.7%                   |    |
| <b>Engaging Local Voices</b>      | 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)                                        | 272      | 284      | <b>249</b>      | 3    | -12.3%                  |    |
| <b>Noise Management</b>           | We will minimise the impact of noise on local people.                                                   | We will deliver our Noise Action Plans and report progress publicly.                       | Departing flights within preferred noise routes (%)                                         | 94.9%    | 93.7%    | <b>93.6%</b>    |      | -0.2%                   |    |
|                                   |                                                                                                         |                                                                                            | Departing flights performing continuous climb departure (%)                                 | 92.1%    | 92.1%    | <b>95.4%</b>    |      | 3.6%                    |    |
|                                   |                                                                                                         |                                                                                            | Arriving flights performing continuous descent approach (%)                                 | 92.3%    | 91.8%    | <b>94.8%</b>    |      | 3.3%                    |    |
|                                   |                                                                                                         |                                                                                            | Area of daytime noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 16hr, km <sup>2</sup> )   | 53.4     | 59.1     | <b>59.8</b>     |      | 1.2%                    |   |
|                                   |                                                                                                         |                                                                                            | Population within daytime noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 16hr, number)   | 28,100   | 28,900   | <b>31,800</b>   |      | 10.0%                   |  |
|                                   |                                                                                                         |                                                                                            | Area of night-time noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 8hr, km <sup>2</sup> ) | 31.0     | 30.4     | <b>31.3</b>     | 4    | 3.0%                    |  |
|                                   |                                                                                                         |                                                                                            | Population within night-time noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 8hr, number) | 11,000   | 12,100   | <b>12,300</b>   | 4    | 1.7%                    |  |
|                                   |                                                                                                         |                                                                                            | Complaints received (number)                                                                | 15,438   | 17,939   | <b>15,309</b>   | 6    | -14.7%                  |  |
|                                   |                                                                                                         |                                                                                            | People submitting complaints (number)                                                       | 1,372    | 1,209    | <b>948</b>      | 5    | -21.6%                  |  |
|                                   |                                                                                                         |                                                                                            | Aircraft movements per complaint (number)                                                   | 27.0     | 25.0     | <b>30.4</b>     | 6    | 21.6%                   |  |

1 We actively promote opportunities for our colleagues to volunteer. We offer colleagues up to two days a year of paid volunteering time and actively encourage them to use it.

2 This year the value of community fund grant awards reduced by 21%. This reduction follows action taken at East Midlands Airport to reduce the number of noisier aircraft operating at night. Operators of these aircraft previously contributed to the airport's community fund.

3 In 2024 our Community Engagement team focused on larger football events engaging with a total of 5,537 people.

4 Due to London airspace constraints, we measure continuous descent approaches on Runway 22 only at London Stansted Airport.

5 This year the total area of our noise contours increased due to growth at Manchester Airport and adverse weather and operational issues across Europe which increased the number of aircraft operating at night.

6 There has been a reduction in the number of people submitting complaints and the number of complaints received at East Midlands and Manchester airports. At Stansted Airport we recorded an increase in the number of people submitting complaints and the number of complaints received. We are committed to minimising the impact of noise from our airports in accordance with their Noise Action Plans.

\* Noise management performance here as a total across group airports. More information is provided in airport performance tables.

## East Midlands Airport

### 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                                                                           | MAG TARGET                                                                                                                                                                                                            | INDICATOR                                                                                        | 2022/23    | 2023/24    | 2024/25           | NOTE       | YEAR-ON-YEAR CHANGE (%) |                                                                                       |
|----------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------|------------|-------------------|------------|-------------------------|---------------------------------------------------------------------------------------|
| Climate Change             | All of MAG's airport operations will be net zero carbon by no later than 2038.                    | Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030. | Total energy use (kWh, 'SECR Scope')                                                             | 16,945,874 | 18,026,775 | <b>17,373,268</b> | 1          | -3.6%                   |    |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Energy from renewable sources (% 'SECR Scope')                                                   | 60.0%      | 55.7%      | <b>55.3%</b>      | 1          | -0.7%                   |    |
|                            | Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038. |                                                                                                                                                                                                                       | Gross location-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                          | 3,454      | 3,723      | <b>3,601</b>      | 1, 2       | -3.3%                   |    |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Gross market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                            | 1,408      | 1,672      | <b>1,596</b>      | 1, 2       | -4.6%                   |    |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Gross market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope') | 0.20       | 0.22       | <b>0.20</b>       | 1, 2, 3    | -9.1%                   |    |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Carbon offsets (tonnes CO <sub>2</sub> e, 'SECR Scope')                                          | 1,408      | 1,672      | <b>1,596</b>      | 1, 4       | -4.7%                   |    |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Net market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                              | 0.0        | 0.0        | <b>0.0</b>        | 1, 2, 4    | 0.0%                    |    |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Net market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope')   | 0.0        | 0.0        | <b>0.0</b>        | 1, 2, 3, 4 | 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.        | Major operational sites with environmental management systems certified to ISO 14001 (%)         | 100.0%     | 100.0%     | <b>100%</b>       |            | 0.0%                    |    |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Major operational sites with energy management systems certified to ISO 50001 (%)                | 100.0%     | 100.0%     | <b>100%</b>       |            | 0.0%                    |    |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Samples within surface water discharge consent limits (%)                                        | 98.1%      | 97.3%      | <b>99.0%</b>      | 5          | 1.7%                    |  |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Samples within trade effluent discharge consent limits (%)                                       | 96.3%      | 85.3%      | <b>92.0%</b>      | 5          | 7.9%                    |  |
|                            |                                                                                                   |                                                                                                                                                                                                                       | Total breaches of air quality limits (number)                                                    | 0          | 0          | <b>0</b>          |            | 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 2023/24 and 2024/25 to make use of the most recent and complete dataset. This approach follows best practice outlined in the World Resources Institute Greenhouse Gas Protocol and guidance issued by the UK Government. Our Greenhouse Gas Emissions Report can be found [here](#).
- Location-based emissions are based on the average emission intensity of UK energy networks. MAG proactively chooses to purchase renewable electricity and biomethane which are backed by Renewable Energy Guarantees of Origin and Renewable Gas Guarantees of Origin. To demonstrate the climate impact of our procurement decision we 'dual report' our location and market-based greenhouse gas emissions. This approach follows best practice outlined in the World Resources Institute Greenhouse Gas Protocol and guidance issued by the UK Government.
- 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+. 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 Emissions Report, which can be found [here](#).
- To meet our target to achieve full environmental permit compliance, we have implemented several mitigation and control measures at our airport. Please see the Waste and Water section of our Sustainability Report for more details about these initiatives.

## East Midlands Airport continued

### Zero Carbon Airports continued

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

| ISSUE                             | STRATEGIC CSR OBJECTIVE                                                                                          | MAG TARGET                                                                                                                       | INDICATOR                                                      | 2022/23 | 2023/24 | 2024/25       | NOTE | YEAR-ON-YEAR CHANGE (%) |                                                                                     |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|---------|---------|---------------|------|-------------------------|-------------------------------------------------------------------------------------|
| <b>Eliminating Waste</b>          | We are committed to reducing waste, promoting recycling and eliminating landfill.                                | By 2021, we will send no waste to landfill.                                                                                      | Total waste (tonnes)                                           | 520     | 548     | <b>560</b>    | 1    | 2.3%                    |  |
|                                   |                                                                                                                  |                                                                                                                                  | Waste intensity (tonnes waste per traffic unit)                | 0.07    | 0.07    | <b>0.07</b>   | 1, 2 | 0.0%                    |  |
|                                   |                                                                                                                  |                                                                                                                                  | Waste segregated for recycling on-site (%)                     | 17.5%   | 13.6%   | <b>14.5%</b>  | 1    | 6.6%                    |  |
|                                   |                                                                                                                  |                                                                                                                                  | Waste diverted from landfill (%)                               | 66.4%   | 100.0%  | <b>100.0%</b> | 1    | 0.0%                    |  |
| <b>Sustainable Surface Access</b> | We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports. | We will publish new sustainable transport targets which will reduce the impacts of passenger and staff journeys to our airports. | Passengers using sustainable travel to access our airports (%) | 9.5%    | 9.4%    | <b>9.3%</b>   | 3    | -1.1%                   |  |

1 The total waste generated at East Midlands Airport increased by 2.3% due to increased activity. Waste intensity remained consistent year-on-year, with an increase in on-site recycling performance and 100% landfill diversion.

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.

3 We work with public transport providers to develop sustainable surface access options for our passengers, further details are available on our airport website.

## East Midlands Airport continued Opportunity for All

**KEY:** ↑ Improved year-on-year performance ↔ No significant year-on-year change ↓ Year-on-year performance has worsened

| ISSUE                      | STRATEGIC CSR OBJECTIVE                                                                                      | MAG TARGET                                                                                                                                                                | INDICATOR                                                | 2022/23                                                                                                                                     | 2023/24 | 2024/25 | NOTE | YEAR-ON-YEAR CHANGE (%) |
|----------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|------|-------------------------|
| Safety                     | Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress. | Through 'Vision Zero', our approach to safety, we target zero harm.                                                                                                       | Reportable safety incidents (number of RIDDOR incidents) | 2                                                                                                                                           | 4       | 6       | 1    | 50.0% ↓                 |
|                            |                                                                                                              |                                                                                                                                                                           | Lost time injury accidents (number)                      | 1                                                                                                                                           | 2       | 4       | 1    | 100.0% ↓                |
| Internal Promotions        |                                                                                                              | We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.                                                              | Leadership roles filled through internal promotion (%)   | 27.3%                                                                                                                                       | 50.0%   | 40.0%   | 2    | -20.0% ↓                |
| 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. | Passengers requiring additional assistance               | Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100) | 100.0%  | 100.0%  | 3    | 0.0% ↔                  |
|                            |                                                                                                              |                                                                                                                                                                           |                                                          | Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100) | 100.0%  | 100.0%  | 3    | 0.0% ↔                  |
|                            |                                                                                                              |                                                                                                                                                                           |                                                          | Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)                                    | 99.8%   | 99.9%   | 3    | -0.2% ↔                 |
|                            |                                                                                                              |                                                                                                                                                                           |                                                          | Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)                                    | 100.0%  | 100.0%  | 3    | 0.0% ↔                  |
|                            |                                                                                                              |                                                                                                                                                                           |                                                          | Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good) | 3.9     | 4.5     | 3    | -5.6% ↓                 |
|                            |                                                                                                              |                                                                                                                                                                           |                                                          |                                                                                                                                             |         |         |      |                         |

- 1 We recorded an increase in RIDDOR reportable incidents and lost time injury accidents, this is due to increased passenger throughput and activity delivering capital investment projects. Initiatives are being implemented to improve injury rates and will be included in our forthcoming Health & Safety Strategy.
- 2 Due to current system constraints, we are unable to fully capture all internal promotions across the business. Recent system improvements will enable more comprehensive and accurate reporting of all internal promotions going forward.
- 3 We remain committed to providing exceptional service to passengers with reduced mobility. 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'.

## East Midlands Airport continued

### Opportunity for All continued

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

| ISSUE                                            | STRATEGIC CSR OBJECTIVE                                                                                                                                              | MAG TARGET                                                                                                                                         | INDICATOR                                                                                          | 2022/23 | 2023/24 | 2024/25      | NOTE | YEAR-ON-YEAR CHANGE (%)                                                                    |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------|---------|--------------|------|--------------------------------------------------------------------------------------------|
| <b>Education, Skills and Employment Support*</b> | We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives. | We will support at least 60,000 young people between 2020 and 2025.                                                                                | Young people's education directly supported (number)                                               | 3,750   | 2,184   | <b>3,046</b> |      | 39.5%   |
|                                                  |                                                                                                                                                                      | 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 (%) | 59.0%   | 87.0%   | <b>82.0%</b> | 1, 2 | -5.7%   |
|                                                  | 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)                                           | 2,261   | 6,207   | <b>3,831</b> | 2    | -38.3%  |
|                                                  |                                                                                                                                                                      | 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' (%)           | 20.8%   | 100.0%  | <b>93.6%</b> | 3    | -6.4%   |
|                                                  |                                                                                                                                                                      | 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 (%)         | 20.8%   | 25.5%   | <b>19.2%</b> | 4    | -24.7%  |
|                                                  |                                                                                                                                                                      |                                                                                                                                                    | People placed into employment by MAG Connect Airport Academies (number)                            | 31      | 27      | <b>45</b>    |      | 66.7%   |
| <b>Supporting Local Businesses</b>               | We will create opportunities to improve local economic prosperity and infrastructure.                                                                                | Our Company's spend will benefit local businesses.                                                                                                 | Goods and services purchased from local suppliers (% of suppliers located within 25 miles)         | 15.0%   | 16.0%   | <b>14.8%</b> | 5    | -7.5%   |

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 Limitations on the availability of data mean that it is only possible to report the percentage of people completing Airport Academy courses and finding employment. Data limitations mean that we are not able to report employment of people supported through other Airport Academy programmes including. Performance is therefore expected to be underreported.

4 'Disadvantaged Groups' include: those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment; 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 Procurement Act 2023 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 three 'Meet the Buyer' events in FY25 more information can be found on page 18 of this report.

\* This year we launched new Aerozone and Academy facilities. Although year on year performance reduced, we have met the targets set in our Strategy. There was an increase in the number of people placed into employment by our Airport Academy.

## East Midlands Airport continued

### Local Voices

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

| ISSUE                      | STRATEGIC CSR OBJECTIVE                                                                                 | MAG TARGET                                                                                             | INDICATOR                                                                                   | 2022/23  | 2023/24  | 2024/25  | NOTE | YEAR-ON-YEAR CHANGE (%) |                                                                                       |
|----------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------|----------|----------|------|-------------------------|---------------------------------------------------------------------------------------|
| Investing in the Community | We will ensure that the communities around our airports share the benefits from living near an airport. | All of our senior leadership team will support and participate in volunteering programmes.             | Leadership volunteering participation (%)                                                   | 90.0%    | 100.0%   | 100.0%   |      | 0.0%                    |    |
|                            |                                                                                                         | Our long-term ambition is that 30% of colleagues participate in volunteering programmes.               | All colleague volunteering participation (% including leaders)                              | 24.8%    | 32.4%    | 30.9%    | 1    | -4.6%                   |    |
|                            |                                                                                                         |                                                                                                        | Time given to volunteering activities (hours, all colleagues)                               | 1,316    | 3,427    | 3,798    |      | 10.8%                   |    |
|                            |                                                                                                         | We will maintain our community funds, ensuring they provide effective investment in local communities. | Community fund grants awarded (£)                                                           | £621,489 | £533,289 | £295,818 | 2    | -44.5%                  |    |
|                            |                                                                                                         |                                                                                                        | Groups/initiatives receiving community fund grants (number)                                 | 142      | 146      | 115      | 2    | -21.2%                  |    |
| 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)                                        | 130      | 107      | 140      |      | 30.8%                   |    |
| 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 (%)                                         | 93.7%    | 91.8%    | 91.1%    | 3    | -0.8%                   |    |
|                            |                                                                                                         |                                                                                                        | Departing flights performing continuous climb departure (%)                                 | 96.7%    | 96.9%    | 96.9%    |      | 0.0%                    |    |
|                            |                                                                                                         |                                                                                                        | Arriving flights performing continuous descent approach (%)                                 | 92.0%    | 91.2%    | 91.3%    |      | 0.1%                    |    |
|                            |                                                                                                         |                                                                                                        | Area of daytime noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 16hr, km <sup>2</sup> )   | 6.8      | 7.4      | 6.7      |      | -9.5%                   |    |
|                            |                                                                                                         |                                                                                                        | Population within daytime noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 16hr, number)   | 900      | 900      | 700      |      | -22.2%                  |  |
|                            |                                                                                                         |                                                                                                        | Area of night-time noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 8hr, km <sup>2</sup> ) | 9.8      | 9.4      | 8.1      |      | -13.8%                  |  |
|                            |                                                                                                         |                                                                                                        | Population within night-time noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 8hr, number) | 1,700    | 1,000    | 900      |      | -10.0%                  |  |
|                            |                                                                                                         |                                                                                                        | Complaints received (number)                                                                | 5,166    | 3,135    | 625      | 4    | -80.1%                  |  |
|                            |                                                                                                         |                                                                                                        | People submitting complaints (number)                                                       | 409      | 184      | 134      | 4    | -27.2%                  |  |
|                            |                                                                                                         |                                                                                                        | Aircraft movements per complaint (number)                                                   | 12.0     | 21.3     | 98.9     | 4    | 364.3%                  |  |

1 This year we recorded increased numbers of volunteers and volunteering hours. However, driven by increased employee numbers, we recorded a decrease in the percentage of colleagues volunteering.

2 This year the value of community fund grant awards reduced by 45%. This reduction follows action taken at through our [Noise Action Plan](#) to reduce the number of noisier aircraft operating at night. Operators of these aircraft previously contributed to the airport's community fund.

3 Due to magnetic variation, aircraft no longer follow the centre of the 'Trent' departure route from Runway 09. This issue has been discussed with stakeholders and will be addressed through our Future Airspace Programme. Our target is to achieve 98% departure track compliance for flights using other departure routes. In 2024/25, compliance on other routes was 96.7%.

4 This year fewer people submitted complaints than in previous years. The reduction in the number of complaints we received reflects changes to individual reporting patterns and a reduction in complaints from an individual who previously submitted a high volume of complaints.

## London Stansted Airport

### 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                                                        | MAG TARGET                                                                                                                                                                                                            | INDICATOR                                                                                        | 2022/23    | 2023/24    | 2024/25           | NOTE       | YEAR-ON-YEAR CHANGE (%) |                                                                                       |
|----------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------|------------|-------------------|------------|-------------------------|---------------------------------------------------------------------------------------|
| Climate Change             | All of MAG's airport operations will be net zero carbon by no later than 2038. | Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030. | Total energy use (kWh)                                                                           | 56,138,053 | 56,108,616 | <b>59,778,474</b> | 1, 2       | 6.5%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Energy from renewable sources (% 'SECR Scope')                                                   | 74.0%      | 79.7%      | <b>77.3%</b>      | 2          | -3.0%                   |    |
|                            |                                                                                | Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.                                                                                                                     | Gross location-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                          | 10,870     | 11,514     | <b>12,270</b>     | 2, 3       | 6.6%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Gross market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                            | 2,766      | 2,344      | <b>2,686</b>      | 1, 2, 3    | 14.6%                   |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Gross market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope') | 0.10       | 0.07       | <b>0.08</b>       | 1, 2, 3, 4 | 14.3%                   |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Carbon offsets (tonnes CO <sub>2</sub> e, 'SECR Scope')                                          | 2,766      | 2,344      | <b>2,686</b>      | 2, 5       | 14.6%                   |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Net market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                              | 0.0        | 0.0        | <b>0.0</b>        | 1, 2, 3    | 0.0%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Net market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope')   | 0.0        | 0.0        | <b>0.0</b>        | 1, 2, 3, 4 | 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.        | Major operational sites with environmental management systems certified to ISO 14001 (%)         | 100.0%     | 100.0%     | <b>100.0%</b>     |            | 0.0%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Major operational sites with energy management systems certified to ISO 50001 (%)                | 100.0%     | 100.0%     | <b>100.0%</b>     |            | 0.0%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Samples within surface water discharge consent limits (%)                                        | 96.6%      | 93.2%      | <b>100.0%</b>     | 6          | 7.3%                    |  |
|                            |                                                                                |                                                                                                                                                                                                                       | Samples within trade effluent discharge consent limits (%)                                       | 96.6%      | 92.7%      | <b>94.0%</b>      | 6          | 1.4%                    |  |
|                            |                                                                                |                                                                                                                                                                                                                       | Total breaches of air quality limits (number)                                                    | 0          | 0          | <b>0</b>          |            | 0.0%                    |  |

- Although market-based emissions increased this year, they remain below the trajectory of our science-based target to reduce emissions by 48% between 2019/20 and 2030/31. Our emissions between 2019/20 and the end of 2024/25 are also within the carbon budget established by our net zero trajectory. Emissions increased this year due to growth in vehicle fuel consumption and no use of renewable gas guarantees of origin (RGGOs), which had been used in 2024/25 to reduce emissions within our science based target.
- 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 2023/24 and 2024/25 to make use of the most recent and complete dataset. This approach follows best practice outlined in the World Resources Institute Greenhouse Gas Protocol and guidance issued by the UK Government. Our Greenhouse Gas Emissions Report can be found [here](#).
- Location-based emissions are based on the average emission intensity of UK energy networks. MAG proactively chooses to purchase renewable electricity and green gas which are backed by Renewable Energy Guarantees of Origin and Renewable Gas Guarantees of Origin. To demonstrate the carbon saving of our procurement decision we 'dual report' our location and market-based greenhouse gas emissions.
- 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 Emissions Report, which can be found [here](#).
- To meet our target to achieve full environmental permit compliance, we have implemented several mitigation and control measures at our airport. Please see the Waste and Water section of our Sustainability Report for more details about these initiatives.

## London Stansted Airport continued

### Zero Carbon Airports continued

**KEY:** ↑ Improved year-on-year performance ↔ No significant year-on-year change ↓ Year-on-year performance has worsened

| ISSUE                             | STRATEGIC CSR OBJECTIVE                                                                                          | MAG TARGET                                                                                                                       | INDICATOR                                                      | 2022/23 | 2023/24 | 2024/25       | NOTE | YEAR-ON-YEAR CHANGE (%) |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|---------|---------|---------------|------|-------------------------|
| <b>Eliminating Waste</b>          | We are committed to reducing waste, promoting recycling and eliminating landfill.                                | By 2021, we will send no waste to landfill.                                                                                      | Total waste (tonnes)                                           | 4,272   | 5,003   | <b>4,995</b>  |      | -0.2% ↔                 |
|                                   |                                                                                                                  |                                                                                                                                  | Waste intensity (tonnes waste per traffic unit)                | 0.15    | 0.16    | <b>0.15</b>   | 1    | -5.2% ↑                 |
|                                   |                                                                                                                  |                                                                                                                                  | Waste segregated for recycling on-site (%)                     | 31.8%   | 24.3%   | <b>24.2%</b>  |      | -0.4% ↔                 |
|                                   |                                                                                                                  |                                                                                                                                  | Waste diverted from landfill (%)                               | 100.0%  | 100.0%  | <b>100.0%</b> |      | 0.0% ↔                  |
| <b>Sustainable Surface Access</b> | 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 (%) | 46.3%   | 49.0%   | <b>48.4%</b>  | 2    | -1.2% ↓                 |

1 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.

2 We work with public transport providers to develop sustainable surface access options for our passengers, further details are available on our airport website.

## London Stansted Airport continued Opportunity for All

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

| ISSUE                      | STRATEGIC CSR OBJECTIVE                                                                                      | MAG TARGET                                                                                                                                                                | INDICATOR                                                | 2022/23                                                                                                                                     | 2023/24 | 2024/25 | NOTE   | YEAR-ON-YEAR CHANGE (%) |       |   |
|----------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|--------|-------------------------|-------|---|
| Safety                     | Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress. | Through 'Vision Zero', our approach to safety, we target zero harm.                                                                                                       | Reportable safety incidents (number of RIDDOR incidents) | 0                                                                                                                                           | 4       | 2       | 1      | -50.0%                  | ↑     |   |
|                            |                                                                                                              |                                                                                                                                                                           | Lost time injury accidents (number)                      | 1                                                                                                                                           | 7       | 11      | 1      | 57.1%                   | ↓     |   |
| Internal Promotions        |                                                                                                              | We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.                                                              | Leadership roles filled through internal promotion (%)   | 45.5%                                                                                                                                       | 53.3%   | 39.0%   | 2      | -26.8%                  | ↓     |   |
| Inclusive Customer Service | We will ensure that our service for passengers with reduced mobility responds to customer needs.             | Our service for passengers with reduced mobility will achieve a minimum Civil Aviation Authority rating of 'Good'. Performance targets are listed against each indicator. | Passengers requiring additional assistance               | Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100) | 100.0%  | 100.0%  | 100.0% | 3                       | 0.0%  | ↔ |
|                            |                                                                                                              |                                                                                                                                                                           |                                                          | Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100) | 92.5%   | 100.0%  | 100.0% | 3                       | 0.0%  | ↔ |
|                            |                                                                                                              |                                                                                                                                                                           |                                                          | Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)                                    | 94.7%   | 99.4%   | 99.0%  | 3                       | -0.4% | ↔ |
|                            |                                                                                                              |                                                                                                                                                                           |                                                          | Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)                                    | 99.7%   | 99.9%   | 99.8%  | 3                       | -0.1% | ↔ |
|                            |                                                                                                              |                                                                                                                                                                           |                                                          | Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good) | 4.2     | 4.1     | 4.1    | 3                       | 0.0%  | ↔ |

- 1 We recorded an increase in RIDDOR reportable incidents and lost time injury accidents, this is due to increased passenger throughput and activity delivering capital investment projects. Initiatives are being implemented to improve injury rates and will be included in our forthcoming Health & Safety Strategy.
- 2 Due to current system constraints, we are unable to fully capture all internal promotions across the business. Recent system improvements will enable more comprehensive and accurate reporting of all internal promotions going forward.
- 3 We remain committed to providing exceptional service to passengers with reduced mobility. We are proud to note that our efforts have been acknowledged and validated by the Civil Aviation Authority (CAA), which has rated Stansted as 'Good'.

## London Stansted Airport continued

### Opportunity for All continued

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

| ISSUE                                           | STRATEGIC CSR OBJECTIVE                                                                                                                                              | MAG TARGET                                                                                                                                         | INDICATOR                                                                                          | 2022/23 | 2023/24 | 2024/25       | NOTE | YEAR-ON-YEAR CHANGE (%) |                                                                                     |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------|---------|---------------|------|-------------------------|-------------------------------------------------------------------------------------|
| <b>Education, Skills and Employment Support</b> | 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)                                               | 7,684   | 6,884   | <b>10,127</b> |      | 47.1%                   |  |
|                                                 |                                                                                                                                                                      | By 2025, we will ensure that at least 40% of those attending MAG Connect Aerozones are from priority areas and priority schools.                   | Education support provided to young people from identified priority areas and priority schools (%) | 47.0%   | 35.7%   | <b>53.0%</b>  | 1, 2 | 48.5%                   |  |
|                                                 | We will create quality opportunities for work and break down barriers for everyone in our community.                                                                 | Our MAG Connect Airport Academies will support everybody who approaches us, assisting a minimum of 7,500 people between 2020 and 2025.             | People supported by MAG Connect Airport Academy (number)                                           | 8,679   | 7,788   | <b>5,470</b>  | 2, 4 | -29.8%                  |  |
|                                                 |                                                                                                                                                                      | 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' (%)           | 45.2%   | 35.8%   | <b>72.0%</b>  | 3    | 101.1%                  |  |
|                                                 |                                                                                                                                                                      | 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 (%)         | 45.2%   | 35.8%   | <b>24.7%</b>  | 4    | -31.0%                  |  |
| <b>Supporting Local Businesses</b>              | We will create opportunities to improve local economic prosperity and infrastructure.                                                                                | Our Company's spend will benefit local businesses.                                                                                                 | People placed into employment by MAG Connect Airport Academies (number)                            | 94      | 87      | <b>88</b>     |      | 1.1%                    |  |
|                                                 |                                                                                                                                                                      |                                                                                                                                                    | Goods and services purchased from local suppliers (% of suppliers located within 25 miles)         | 20.0%   | 170%    | <b>14.7%</b>  | 5    | -13.5%                  |  |

1 Priority schools and priority areas are those within a 15-mile radius of our 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 'Disadvantaged Groups' include: those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment; 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 Limitations on the availability of data mean that it is only possible to report the percentage of people completing Airport Academy courses and finding employment. Data limitations mean that we are not able to report employment of people supported through other Airport Academy programmes. Performance is therefore expected to be underreported.

5 MAG cannot by law stipulate criteria for suppliers based on size or locality due to required compliance with the Procurement Act 2023 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 two 'Meet the Buyer' events in 2024/25 more information can be found on page 18 of this report.

## London Stansted Airport continued

### Local Voices

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

| ISSUE                      | STRATEGIC CSR OBJECTIVE                                                                                 | MAG TARGET                                                                                             | INDICATOR                                                      | 2022/23  | 2023/24  | 2024/25  | NOTE | YEAR-ON-YEAR CHANGE (%)                                                                    |
|----------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|----------|----------|----------|------|--------------------------------------------------------------------------------------------|
| Investing in the Community | We will ensure that the communities around our airports share the benefits from living near an airport. | All our senior leadership team will support and participate in volunteering programmes.                | Leadership volunteering participation (%)                      | 41.0%    | 94.7%    | 100.0%   |      | 5.6%    |
|                            |                                                                                                         | Our long-term ambition is that 30% of colleagues participate in volunteering programmes.               | All colleague volunteering participation (% including leaders) | 5.3%     | 13.8%    | 10.1%    | 1    | -26.8%  |
|                            |                                                                                                         |                                                                                                        | Time given to volunteering activities (hours, all colleagues)  | 1,211    | 1,725    | 2,577    |      | 49.4%   |
|                            |                                                                                                         | We will maintain our community funds, ensuring they provide effective investment in local communities. | Community fund grants awarded (£)                              | £193,094 | £182,368 | £195,333 |      | 7.1%    |
|                            |                                                                                                         |                                                                                                        | Groups/initiatives receiving community fund grants (number)    | 28       | 38       | 65       |      | 71.1%   |
| 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)           | 82       | 114      | 62       | 2    | -45.6%  |

1 This year we recorded an increase in volunteering hours. However, driven by increased employee numbers, we recorded a decrease in the percentage of colleagues volunteering. We offer colleagues up to two days a year of paid volunteering time and actively encourage them to use it.

2 This year our Community Engagement team focused on attending larger in-person events.

## London Stansted Airport continued

### 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                               | MAG TARGET                                                           | INDICATOR                                                                                   | 2022/23 | 2023/24 | 2024/25       | NOTE | YEAR-ON-YEAR CHANGE (%) |                                                                                     |
|-------------------------|-------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------|---------|---------|---------------|------|-------------------------|-------------------------------------------------------------------------------------|
| <b>Noise Management</b> | 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 (%)                                         | 99.8%   | 99.8%   | <b>99.8%</b>  |      | 0.0%                    |  |
|                         |                                                       |                                                                      | Departing flights performing continuous climb departure (%)                                 | 83.7%   | 84.1%   | <b>85.9%</b>  |      | 2.1%                    |  |
|                         |                                                       |                                                                      | Arriving flights performing continuous descent approach (%)                                 | 96.0%   | 95.6%   | <b>96.0%</b>  | 1    | 0.4%                    |  |
|                         |                                                       |                                                                      | Area of daytime noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 16hr, km <sup>2</sup> )   | 21.4    | 25.8    | <b>26.1</b>   |      | 1.2%                    |  |
|                         |                                                       |                                                                      | Population within daytime noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 16hr, number)   | 1,800   | 2,000   | <b>2,000</b>  |      | 0.0%                    |  |
|                         |                                                       |                                                                      | Area of night-time noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 8hr, km <sup>2</sup> ) | 9.3     | 10.6    | <b>11.2</b>   | 2    | 5.7%                    |  |
|                         |                                                       |                                                                      | Population within night-time noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 8hr, number) | 400     | 500     | <b>500</b>    |      | 0.0%                    |  |
|                         |                                                       |                                                                      | Complaints received (number)                                                                | 8,845   | 13,328  | <b>13,821</b> | 3    | 3.7%                    |  |
|                         |                                                       |                                                                      | People submitting complaints (number)                                                       | 502     | 386     | <b>440</b>    | 3    | 14.0%                   |  |
|                         |                                                       |                                                                      | Aircraft movements per complaint (number)                                                   | 21.0    | 14.9    | <b>14.7</b>   | 3    | -1.3%                   |  |

1 Due to London airspace constraints, we measure continuous descent approaches on Runway 22 only at London Stansted Airport.

2 This year adverse weather and operational issues across Europe led to an increase in the number of aircraft operating at night.

3 This year we recorded an increase in the number of people submitting noise complaints and the number of complaints received. The majority of complaints are submitted by a small number of people. We are committed to minimising the impact of noise from the airport in accordance with our [Noise Action Plan](#).

## Manchester Airport

### 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                                                        | MAG TARGET                                                                                                                                                                                                            | INDICATOR                                                                                        | 2022/23     | 2023/24     | 2024/25            | NOTE    | YEAR-ON-YEAR CHANGE (%) |                                                                                       |
|----------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------------|-------------|--------------------|---------|-------------------------|---------------------------------------------------------------------------------------|
| Climate Change             | All of MAG's airport operations will be net zero carbon by no later than 2038. | Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030. | Total energy use (kWh, 'SECR Scope')                                                             | 121,791,858 | 118,193,426 | <b>124,250,007</b> | 1, 3    | 5.1%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Energy from renewable sources (% 'SECR Scope')                                                   | 56.0%       | 68.5%       | <b>76.0%</b>       | 1       | 10.9%                   |    |
|                            |                                                                                | Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.                                                                                                                     | Gross location-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                          | 23,424      | 24,001      | <b>25,289</b>      | 1, 2    | 5.4%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Gross market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                            | 10,065      | 7,575       | <b>6,324</b>       | 1, 2    | -16.5%                  |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Gross market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope') | 0.39        | 0.26        | <b>0.20</b>        | 1, 2, 4 | -23.1%                  |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Carbon offsets (tonnes CO <sub>2</sub> e, 'SECR Scope')                                          | 10,065      | 7,575       | <b>6,324</b>       | 1, 5    | -16.5%                  |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Net market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                              | 0.0         | 0.0         | <b>0.0</b>         | 1, 5    | 0.0%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Net market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope')   | 0.0         | 0.0         | <b>0.0</b>         | 1, 4, 5 | 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.        | Major operational sites with environmental management systems certified to ISO 14001 (%)         | 100.0%      | 100.0%      | <b>100.0%</b>      |         | 0.0%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Major operational sites with energy management systems certified to ISO 50001 (%)                | 0.0%        | 100.0%      | <b>100.0%</b>      |         | 0.0%                    |    |
|                            |                                                                                |                                                                                                                                                                                                                       | Samples within surface water discharge consent limits (%)                                        | 95.3%       | 94.0%       | <b>98.2%</b>       | 6       | 4.5%                    |  |
|                            |                                                                                |                                                                                                                                                                                                                       | Samples within trade effluent discharge consent limits (%)                                       | 100.0%      | 100.0%      | <b>100.0%</b>      | 6       | 0.0%                    |  |
|                            |                                                                                |                                                                                                                                                                                                                       | Total breaches of air quality limits (number)                                                    | 0           | 0           | <b>0</b>           | 7       | 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 2023/24 and 2024/25 to make use of the most recent and complete dataset. This approach follows best practice outlined in the World Resources Institute Greenhouse Gas Protocol and guidance issued by the UK Government. Our Greenhouse Gas Emissions Report can be found [here](#).
- Location-based emissions are based on the average emission intensity of UK energy networks. MAG proactively chooses to purchase renewable electricity and green gas which are backed by Renewable Energy Guarantees of Origin and Renewable Gas Guarantees of Origin. To demonstrate the carbon saving of our procurement decision we 'dual report' our location and market-based greenhouse gas emissions.
- Total energy consumption increased due to growth in activity at our airport, the commissioning of new gas boilers associated with our terminal developments at Manchester and increased demand for heating due to the comparatively colder winter in 2024/25.
- 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 Emissions Report, which can be found [here](#).
- To meet our target to achieve full environmental permit compliance, we have implemented several mitigation and control measures at our airport. Please see the Waste and Water section of our Sustainability Report for more details about these initiatives.
- Our air quality performance has been restated for 2023/24 to make use of the most recent and complete dataset and analysis, which shows that there were no breaches of air quality limits.

## Manchester Airport continued

### Zero Carbon Airports continued

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

| ISSUE                             | STRATEGIC CSR OBJECTIVE                                                                                          | MAG TARGET                                                                                                                       | INDICATOR                                                      | 2022/23 | 2023/24 | 2024/25      | NOTE | YEAR-ON-YEAR CHANGE (%) |   |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|---------|---------|--------------|------|-------------------------|---|
| <b>Eliminating Waste</b>          | We are committed to reducing waste, promoting recycling and eliminating landfill.                                | By 2021, we will send no waste to landfill.                                                                                      | Total waste (tonnes)                                           | 7,549   | 7,879   | <b>9,556</b> | 1    | 21.3%                   | ↓ |
|                                   |                                                                                                                  |                                                                                                                                  | Waste intensity (tonnes waste per traffic unit)                | 0.29    | 0.27    | <b>0.30</b>  | 1, 2 | 11.6%                   | ↓ |
|                                   |                                                                                                                  |                                                                                                                                  | Waste segregated for recycling on-site (%)                     | 22.7%   | 29.0%   | <b>25.8%</b> |      | -11.0%                  | ↓ |
|                                   |                                                                                                                  |                                                                                                                                  | Waste diverted from landfill (%)                               | 74.7%   | 75.3%   | <b>99.6%</b> |      | 32.3%                   | ↑ |
| <b>Sustainable Surface Access</b> | 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 (%) | 15.7%   | 17.2%   | <b>18.0%</b> | 3    | 4.7%                    | ↑ |

1 The total waste generated across our airport increased by 21.3 % as passenger numbers continued to increase and become more reflective of pre-pandemic levels.

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 We work with public transport providers to develop sustainable surface access options for our passengers, further details are available on our airport website.

## Manchester Airport continued Opportunity for All

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

| ISSUE                      | STRATEGIC CSR OBJECTIVE                                                                                      | MAG TARGET                                                                                                                                                                | INDICATOR                                                                                                                                   | 2022/23 | 2023/24 | 2024/25 | NOTE | YEAR-ON-YEAR CHANGE (%) |                                                                                      |
|----------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|---------|------|-------------------------|--------------------------------------------------------------------------------------|
| Safety                     | Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress. | Through 'Vision Zero', our approach to safety, we target zero harm.                                                                                                       | Reportable safety incidents (number of RIDDOR incidents)                                                                                    | 6       | 10      | 8       | 1    | -20.0%                  |   |
|                            |                                                                                                              |                                                                                                                                                                           | Lost time injury accidents (number)                                                                                                         | 15      | 10      | 17      | 1    | 70.0%                   |   |
| Internal Promotions        |                                                                                                              | We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.                                                              | Leadership roles filled through internal promotion (%)                                                                                      | 46.2%   | 47.8%   | 69.0%   | 3    | 44.4%                   |   |
| Inclusive Customer Service | We will ensure that our service for passengers with reduced mobility responds to customer needs.             | Our service for passengers with reduced mobility will achieve a minimum Civil Aviation Authority rating of 'Good'. Performance targets are listed against each indicator. | Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100) | 100.0%  | 99.8%   | 99.8%   | 2    | 0.0%                    |   |
|                            |                                                                                                              |                                                                                                                                                                           | Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100) | 99.9%   | 100.0%  | 100.0%  | 2    | 0.0%                    |   |
|                            |                                                                                                              |                                                                                                                                                                           | Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)                                    | 92.7%   | 99.6%   | 99.7%   | 2    | 0.1%                    |   |
|                            |                                                                                                              |                                                                                                                                                                           | Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)                                    | 98.3%   | 100.0%  | 100.0%  | 2    | 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     | 4.2     | 4.2     |      | 0.0%                    |  |

1 We recorded an increase in RIDDOR incidents and lost time injury accidents, this is due to increased passenger throughput and activity delivering capital investment projects. Initiatives are being implemented to improve injury rates and will be included in our forthcoming Health & Safety Strategy.

2 Due to current system constraints, we are unable to fully capture all internal promotions across the business. Recent system improvements will enable more comprehensive and accurate reporting of all internal promotions going forward.

3 We remain committed to providing exceptional service to passengers with reduced mobility. We are proud to note that our efforts have been acknowledged and validated by the Civil Aviation Authority (CAA), which has rated Stansted as 'Good'.

## Manchester Airport continued

### Opportunity for All continued

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

| ISSUE                                    | STRATEGIC CSR OBJECTIVE                                                                                                                                              | MAG TARGET                                                                                                                                         | INDICATOR                                                                                          | 2022/23 | 2023/24 | 2024/25 | NOTE | YEAR-ON-YEAR CHANGE (%)                                                                    |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------|---------|---------|------|--------------------------------------------------------------------------------------------|
| Education, Skills and Employment Support | We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives. | We will support at least 60,000 young people between 2020 and 2025.                                                                                | Young people's education directly supported (number)                                               | 7,228   | 8,731   | 9,000   |      | 3.1%    |
|                                          |                                                                                                                                                                      | By 2025, we will ensure that at least 40% of those attending MAG Connect Aerozones are from priority areas and priority schools.                   | Education support provided to young people from identified priority areas and priority schools (%) | 81.0%   | 78.1%   | 71.6%   | 1, 2 | -8.3%   |
|                                          | 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)                                           | 1,585   | 982     | 4,091   | 2, 3 | 316.6%  |
|                                          |                                                                                                                                                                      | By 2025, at least 10% of the people supported by our MAG Connect Airport Academies will be from groups defined as 'disadvantaged'.                 | Support provided by MAG Connect Airport Academy to groups defined as 'disadvantaged' (%)           | 24.8%   | 49.2%   | 85.5%   | 2, 4 | 73.8%   |
|                                          |                                                                                                                                                                      | By 2025, 80% of people completing a MAG Connect Airport Academy programme will be successful in gaining employment with MAG or an on-site partner. | People placed into employment by MAG Connect Airport Academies (number)                            | 122     | 159     | 260     |      | 63.5%   |
|                                          |                                                                                                                                                                      |                                                                                                                                                    | Proportion of people supported by MAG Connect Airport Academies and finding employment (%)         | 24.8%   | 49.2%   | 57.9%   |      | 17.7%   |
| Supporting Local Businesses              | We will create opportunities to improve local economic prosperity and infrastructure.                                                                                | Our Company's spend will benefit local businesses.                                                                                                 | Goods and services purchased from local suppliers (% of suppliers located within 25 miles)         | 33.0%   | 34.0%   | 31.3%   | 5    | -7.9%   |

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.

3 There has been a large year-on-year increase in the number of people supported by our Airport Academy as the Academy team have extended their employment outreach. From 2024/25 our figures now include the impact of this activity, aligning with reporting at other MAG airports.

4 'Disadvantaged Groups' include: those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment; 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 Procurement Act 2023 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 two 'Meet the Buyer' events in FY25 more information can be found on page 18 of this report.

## Manchester Airport continued

### Local Voices

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

| ISSUE                      | STRATEGIC CSR OBJECTIVE                                                                                 | MAG TARGET                                                                                             | INDICATOR                                                      | 2022/23  | 2023/24  | 2024/25  | NOTE | YEAR-ON-YEAR CHANGE (%)                                                                    |
|----------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|----------|----------|----------|------|--------------------------------------------------------------------------------------------|
| Investing in the Community | We will ensure that the communities around our airports share the benefits from living near an airport. | All our senior leadership team will support and participate in volunteering programmes.                | Leadership volunteering participation (%)                      | 28.6%    | 79.8%    | 100.0%   |      | 25.3%   |
|                            |                                                                                                         | Our long-term ambition is that 30% of colleagues participate in volunteering programmes.               | All colleague volunteering participation (% including leaders) | 9.6%     | 18.1%    | 11.8%    | 1    | -34.8%  |
|                            |                                                                                                         |                                                                                                        | Time given to volunteering activities (hours, all colleagues)  | 1,887    | 4,692    | 3,075    | 1    | -34.5%  |
|                            |                                                                                                         | We will maintain our community funds, ensuring they provide effective investment in local communities. | Community fund grants awarded (£)                              | £170,689 | £103,153 | £138,472 |      | 34.2%   |
|                            |                                                                                                         |                                                                                                        | Groups/initiatives receiving community fund grants (number)    | 72       | 70       | 67       |      | -4.3%   |
| 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)           | 60       | 63       | 47       | 2    | -25.4%  |

1 This year we saw a decrease in all colleague volunteering participation and volunteering hours. We offer colleagues up to two days a year of paid volunteering time and actively encourage them to use it.

2 This year our Community Engagement team focused on attending larger in-person events.

## Manchester Airport continued

### 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                               | MAG TARGET                                                           | INDICATOR                                                                                   | 2022/23 | 2023/24 | 2024/25       | NOTE | YEAR-ON-YEAR CHANGE (%) |                                                                                     |
|------------------|-------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------|---------|---------|---------------|------|-------------------------|-------------------------------------------------------------------------------------|
| Noise Management | We will minimise the impact of noise on local people. | We will deliver our Noise Action Plans and report progress publicly. | Departing flights within preferred noise routes (%)                                         | 91.2%   | 88.7%   | <b>89.8%</b>  | 1    | 1.2%                    |  |
|                  |                                                       |                                                                      | Departing flights performing continuous climb departure (%)                                 | 95.9%   | 95.2%   | <b>94.4%</b>  | 1    | -0.9%                   |  |
|                  |                                                       |                                                                      | Arriving flights performing continuous descent approach (%)                                 | 88.8%   | 88.5%   | <b>91.1%</b>  | 1    | 3.0%                    |  |
|                  |                                                       |                                                                      | Area of daytime noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 16hr, km <sup>2</sup> )   | 25.2    | 25.9    | <b>27.0</b>   | 1, 2 | 4.2%                    |  |
|                  |                                                       |                                                                      | Population within daytime noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 16hr, number)   | 25,400  | 25,500  | <b>29,100</b> | 1, 2 | 14.1%                   |  |
|                  |                                                       |                                                                      | Area of night-time noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 8hr, km <sup>2</sup> ) | 11.9    | 10.4    | <b>12.0</b>   | 1, 2 | 15.4%                   |  |
|                  |                                                       |                                                                      | Population within night-time noise footprint (57 dB <sub>L<sub>Aeq</sub></sub> 8hr, number) | 8,900   | 10,600  | <b>10,900</b> | 1, 2 | 2.8%                    |  |
|                  |                                                       |                                                                      | Complaints received (number)                                                                | 1,427   | 1,473   | <b>863</b>    | 3    | -41.4%                  |  |
|                  |                                                       |                                                                      | People submitting complaints (number)                                                       | 622     | 639     | <b>374</b>    | 3    | -41.5%                  |  |
|                  |                                                       |                                                                      | Aircraft movements per complaint (number)                                                   | 117     | 125     | <b>231</b>    | 3    | 85.1%                   |  |

1 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 airport to a minimum.

2 This year the number of flights from Manchester Airport increased compared to 2023/24. As such, the size of our noise contours and the number of people within them also increased compared to last year. We are committed to minimising the impact of airport operations in accordance with our [Noise Action Plan](#).

3 This year fewer people submitted complaints than in previous years. The reduction in the number of complaints we received reflects changes to individual reporting patterns and a reduction in complaints from an individual who previously submitted a high volume of complaints.

# Independent 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 2024/25 (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 new Strategy
- Governance and Materiality
- Looking back at our achievements
- Zero Carbon Airports
- Opportunity for all
- Local voices
- 2024/25 Performance Tables

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 "Governance and Materiality":

- |         |         |         |         |         |
|---------|---------|---------|---------|---------|
| • 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   | • AOS   |
| • AO6   | • AO7   | • AO9   | • LA11  |         |



### 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 may exist.

### Responsibilities

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

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

- Assurance of the report content using a Type-2 Engagement with a moderate level of assurance according to Assurance Standard 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 content
- 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



### Statement of Independence, Impartiality and Competence

TÜV NORD CERT 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 regards to the assurance engagement.

London, 18.10.2025

**Tahsin Choudhury** Digitally signed  
by Tahsin Choudhury

Dr. Tahsin Choudhury  
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