

Working together for a **brighter future**

East Midlands Airport Sustainability Summary Report
2025



Working together for a **brighter future**

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Managing Director introduction – Steve Griffiths

Reflecting on our **success**

I am pleased to welcome you to East Midlands Airport's Sustainability Report for 2024/25.

I look back with pride at all our airport has achieved over the last five years. Despite facing unique challenges from the pandemic, our airport and colleagues remained steadfast in their commitment to driving initiatives to deliver on our three strategic priorities: Zero Carbon Airport, Opportunity for All and Local Voices.

Across the five years of our Strategy, we have achieved many significant milestones. We have made progress towards our decarbonisation targets, supporting the development of Sustainable Aviation Fuel (SAF) and hydrogen technology through our membership of the East Midlands Hydrogen Cluster. We also introduced Meet the Buyer events to our airport, encouraging local small and medium sized business to work within our extensive supply chain, generating millions in economic activity for the surrounding region. Our Eco Gardens competition over this Strategy period saw 25 schools from our local area receive more than £290,000 of funding to produce their own sustainability initiatives.

During the final year of this Strategy, our airport continued to deliver effective and important sustainability initiatives. We rolled out electric vehicles at our airport including the UK's first fully electric ambulift to support passengers with additional travel needs. We also opened brand new Aerozone and Academy facilities, and once again hosted an industry-leading Youth Summit to engage a new generation about aviation sustainability.

At a national level, we welcomed significant policy developments from the UK Government this year. 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 communities and the wider economy.

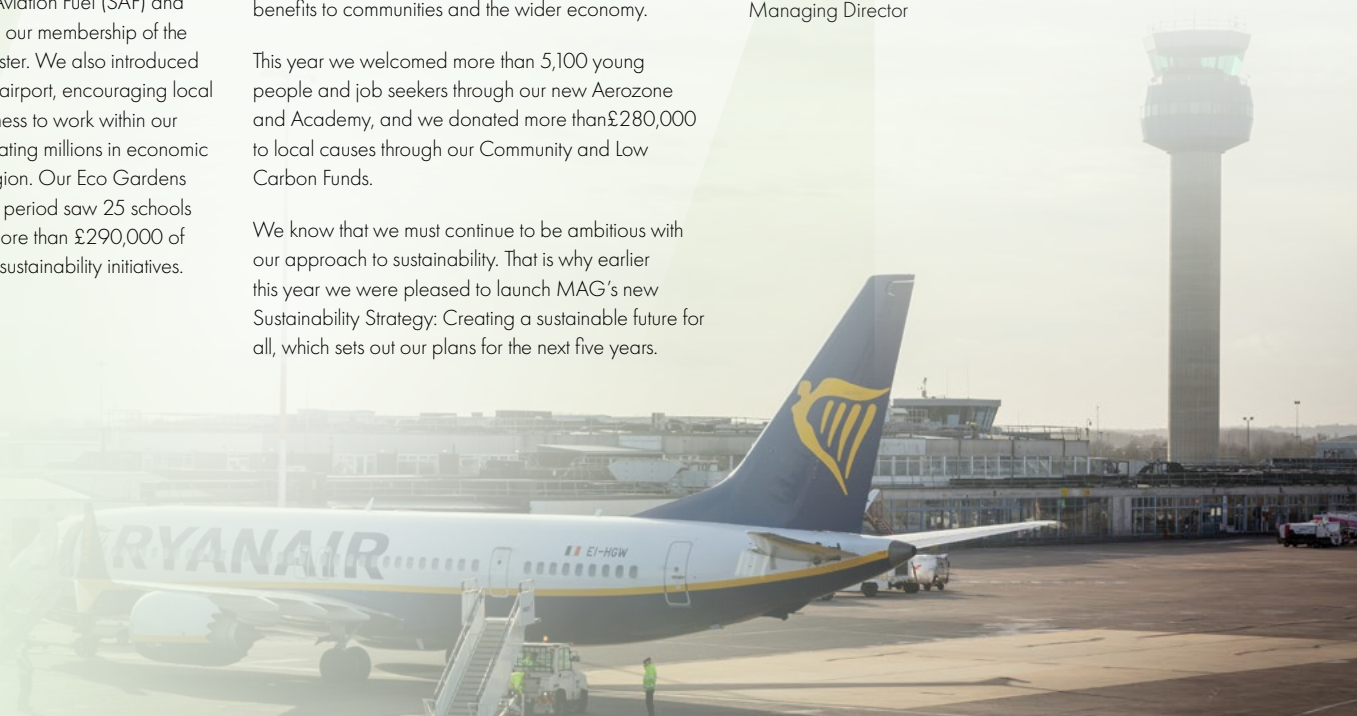
This year we welcomed more than 5,100 young people and job seekers through our new Aerozone and Academy, and we donated more than £280,000 to local causes through our Community and Low Carbon Funds.

We know that we must continue to be ambitious with our approach to sustainability. That is why earlier this year we were pleased to launch MAG's new Sustainability Strategy: Creating a sustainable future for all, which sets out our plans for the next five years.

Our new Sustainability Strategy builds on a 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 airport are heard, understood and valued.

I would like to thank everyone across our airport for their hard work and commitment which successfully delivered our Working together for a brighter future Strategy. I know that with their continued passion and enthusiasm for our sector, we are well placed to create a sustainable future for all.

Steve Griffiths
Managing Director



Governance and materiality

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 airport 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.

Looking back at our achievements

The last **five** years

FIVE YEAR ACHIEVEMENTS

KEY

● Zero Carbon Airports

● Opportunity for All

● Local Voices



Net zero targets established

across the Group to reach net zero carbon (Scope 1 and 2) by 2038 and reduce operational carbon emissions by 48% between 2020 and 2030



Jet Zero Education launched

the Jet Zero Curriculum at East Midlands Airport's Aerozone, educating young people about SAF



Action plans developed

with the local community to manage noise impacts at East Midlands Airport



Hydrogen partnerships

supporting hydrogen development with East Midlands Hydrogen



> **£1.8 million**

of business generated for local small and medium sized businesses at East Midlands Airport's Meet the Buyers events since 2020



> **£1.7 million**

donated to local organisations through East Midlands Airport's Community Fund since 2020

Rising to the challenge

Navigating **the** pandemic

The Covid-19 pandemic had an unprecedented impact on East Midlands Airport and the entire global aviation industry. The passenger operation at the airport ceased, with the terminal building closed for a period of time. Meanwhile, our cargo operation continued – playing a significant role in the delivery of critical medical supplies.

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 initiatives across our strategic priorities.

This included taking our education, skills and employment resources online to support job seekers and young people's development. We rallied around our communities, supporting local food banks and community organisations, and repurposed 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 sustainability, but also reinforced our role as a trusted community partner during one of the most challenging periods in our history.

CASE STUDY

Covid-19 Relief Fund



With the impact of the pandemic being felt up and down the country, East Midlands Airport worked hard to support its local communities.

In April 2020, the airport launched its Covid-19 relief fund that provided funding to voluntary, community and charity organisations across the region. An initial £26,000 was distributed from the airport's Community Fund, followed by an additional £25,000 the following month.

The airport also engaged with its supply chain to support 28 local foodbanks, providing more than 41,000 essential items for community members, supported by more than 960 hours of colleague volunteering to support local projects.

Our programme of work

Zero Carbon Airports

The decarbonisation of our airport and the wider aviation sector is one of MAG's seven strategic priorities. This year at East Midlands Airport, we continued to ensure our approach to decarbonisation is robust and working effectively to meet our targets.

We continue to deliver initiatives to achieve our flagship target of transitioning to net zero carbon operations (Scope 1 and 2) by no later than 2038. We are also working to address important environmental issues such as energy use, waste, water use, nature and pollution prevention.

East Midlands Airport supports the objectives of the Paris Climate Agreement and understands the role the aviation industry must play in achieving them. We recognise that climate change is a significant issue for our stakeholders, and we take seriously our responsibility to reduce our Greenhouse Gas (GHG) emissions. We are dedicated to supporting the Agreement's goal of limiting global temperature rise to well below 1.5 degrees Celsius.

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 Government as a member of the Government's Jet Zero Taskforce, to ensure that our sector is best placed to make its transition to net zero by 2050, 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 Net Zero Carbon 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.

We have maintained our certification under the Airport Carbon Accreditation, certified to Level 3+ of the programme.



Zero Carbon Airports continued

ACHIEVEMENTS IN 2024/25

During the year, East Midlands Airport delivered initiatives to realise its Zero Carbon Airports programme in the following ways:



Continued introduction of electric vehicles to our fleet, including becoming the first UK airport to receive and use a fully electric ambulift to support passengers with reduced mobility travel between the terminal building and aircraft.



Installed rapid electric vehicle (EV) chargers on the airfield supporting a transition to an all-electric fleet by 2038.



Reduced our market-based (Scope 1 and 2) emissions by 4,132 tonnes of CO₂e by purchasing and retiring Renewable Gas Guarantees of Origin (RGGOs), which support the use of biomethane within the UK gas grid.

SUSTAINABLE FUELS AND ENVIRONMENTAL MANAGEMENT

More sustainable fuels will play a significant role in ensuring that the aviation industry reaches its target of net zero by 2050, with hydrogen and Sustainable Aviation Fuel (SAF) playing large roles in decarbonising flying.

SAF, which is made from feedstocks such as household waste, can currently reduce aircraft emissions by up to 80%, and is in use across the sector already.

Last year, we welcomed the Government's decision to introduce a SAF mandate in the UK from January 2025, requiring 10% of the fuel used by aircraft by 2030 to be SAF. We also welcomed Parliament's support for the introduction of a SAF Revenue Certainty Mechanism (RCM), which will ensure that the cost of fuel remains competitive and create favourable conditions for the creation of a successful UK SAF industry.

This year, we continued to work towards minimising the carbon intensity and energy consumption of our operations.

Through a series of targeted energy efficiency projects at our airport, we have implemented initiatives such as adjusting our heating and replacing high mast lighting.

East Midlands Airport operates an Environmental Management System (EMS) and Energy Management System (EnMS) certified in accordance with the international standards ISO 14001 and ISO 50001, recognising our positive approach to environment and energy management.

The success of our Low Carbon Grants also continues to align the commitments we make to our local communities with our work on reaching net-zero carbon operations by 2038.

WASTE AND WATER MANAGEMENT

We are committed to optimising water usage and waste management at East Midlands Airport. Waste volumes rose by 2.3% compared to 2023/24, in line with rising passenger numbers. While, across the year, 100% of our waste was diverted from landfill.

In August 2023 East Midlands Airport was notified that it was facing prosecution from the Environment Agency (EA) for historic surface water permit breaches. Following a legal process, the airport pleaded guilty to three charges, while the EA agreed not to pursue the remaining three charges. In July 2025 the airport was given a fine of £892,500. As part of the sentencing, the airport outlined £11m of improvements it has undertaken to fully address issues that led to the breach. This includes introducing new water quality monitoring equipment, clearing and desilting all reservoirs and ponds, removing waste de-icer at source and reinforcing our dedicated water management team. East Midlands Airport takes its responsibility to protect the environment very seriously, ensuring that it mitigates the impact of airport operations on surrounding communities and natural landscapes.

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), a measure of organic pollution in the water, for the last two years at the four sites where the EA test.

Water consumption from our own operations decreased from 108 megalitres to 101 megalitres. We also record surface water compliance of 99% and trade effluent consent of 92%.

SURFACE ACCESS AND AIR QUALITY

We recognise that journeys to and from the airport generate emissions which contribute to climate change and air quality near to our airport. To address these challenges, and support the connectivity of our airport with the region it serves, we have implemented a range of surface access initiatives.

Under our Sustainable Transport Fund (STF), we continue to divert a proportion of our car parking revenue to improve public transport, cycling and walking options, encourage our colleagues to adopt more sustainable methods of transport for their commutes, and subsidise the local 'Airline 9' bus service.



Our programme of work

Opportunity for All

At East Midlands Airport, we recognise the pivotal role that our airport plays in inspiring and supporting people from our local communities through education, skills and employment initiatives. Aviation provides unique opportunities to gain experience and train in a wide range of new skills leading to a long and fulfilling career.

As a significant employer in our region, we recognise the important role we can play in breaking down barriers many people face when accessing education or entering the workforce.

We strive to offer employment and educational opportunities that lead to fulfilling careers and inspire future generations of aviation professionals. We aim to ensure our airports are a great place to work, and to create a working environment that is safe, inclusive and reflects the diversity of our surrounding communities.

We opened our newly refurbished Aerozone in April, which continues to offer free interactive education sessions for young people aged four to 18, showcasing the range of careers on offer in the aviation sector. Over this reporting period, the facility has welcomed more than 1,300 young people.

Our Airport Academy

In new premises opened in April our Airport Academy offers free accredited pre-employment programmes, specifically designed for people aspiring to start a career in the aviation industry. This year, the team supported 3,800 adults across our catchment area and 45 people have secured paid employment since completing their course.



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 opportunities in the aviation industry.

I'm working now for G4S at the DHL centre at East Midlands Airport and really enjoy the flexibility of my work schedule and the constant support I receive from my colleagues."

Airport Academy student



Opportunity for All continued

CASE STUDY

Children's Artwork Display



After the new Aerozone facility 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

CASE STUDY

East Midlands Airport Cadets

Over the summer holiday period, East Midlands Airport supported 12 local young people to fulfil their aspirations to embark on a career in aviation.

The students, who attend Aviation Operations and Travel & Tourism courses run by Loughborough, Derby and Nottingham Colleges, were selected as cadets providing them with training and invaluable experience, with the opportunity to get offered a permanent role once completed.



We get to help people through the airport every day, meeting new people and putting smiles on everyone's faces."

Elizabeth Ford
Cadet



Some days we will do assisted travel helping passengers through the airport, and other days we will be ambassadors helping people on the e-gates when they land back."

William Mellor
Cadet



CASE STUDY

East Midlands Jobs Fair



Throughout the year, our Airport Academy organised and attended more than 90 employment events across the region, facilitating people to find out more about the career opportunities available at our airport.

A jobs fair held in February attracted a sell-out crowd with 1,200 attendees. More than 20 on-site employers including Jet2, TUI, Border Force, Swissport, Trent Barton and Hilton Hotel showcased a wide range of opportunities.

The event was also attended by Nottingham College, who showcased our Airport Academy's free two-week course on the 'Introduction to the Aviation Industry', an accredited qualification. This is offered to unemployed or low-income adult learners providing pre-employment and upskilling training including support with job applications and interviews.

1,200

attendees to our jobs fair in February

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 by engaging with 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 Group CEO Ken O'Toole, MAG's ED&I Forum meetings are attended by our colleague communities chairs and members of the Executive Committee.

Over this reporting period, we held an ED&I Masterclass for our senior leaders to focus on Inclusion & Equity: creating allyship, understanding microaggressions and inclusive behaviours.

Our Women in Leadership development programme is also underway for high potential females, 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.

In 2024, we established our partnership with Fantasy Wings – a leading UK organisation dedicated to improving diversity in the aviation sector.

As part of the partnership, we facilitate work experience placements to young people from black, Asian and minority ethnic backgrounds, and young women aged between 13 and 25 who are interested in pursuing a dynamic career in aviation.

We sponsor these young people to join the year-long Fantasy Wings programme, which is designed to ensure young people entering the aviation work force have the tools they need to succeed and are offered skills development and career mentorship by industry leaders.

Colleague communities

Colleagues indicating interest are encouraged to join one or more of our colleague communities, which play a significant 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 celebrates diversity.



Disability Colleague Resource Group

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.

Our programme of work

Local Voices

At East Midlands Airport, we forge meaningful connections with our neighbouring communities and work hard to listen to the perspectives of all local stakeholders, to share the successes of a thriving airport with the regions we serve while also understanding the challenges of living in close proximity to an airport.

We strive to be a good neighbour to the communities and businesses who live and operate near to our airport, and have over many years developed positive connections with stakeholders. We understand that alongside the opportunities our airports provide for local people – such as employment – living close to an airport can also present some concerns.

We are always working to enhance those connections, and to improve our engagement wherever possible. Key to our engagement with local voices are the East Midlands Airport Consultative Committee (EMACC), our Youth Forum and Parish Forum. These create an opportunity for local stakeholders to maintain dialogue with the airport about opportunities, challenges and any concerns they have. Overall, 106 events were held during the reporting period with more than 2,907 local stakeholders attending.

We also support local community events to hear local voices in an informal setting. In 2024 we attended eight outreach events engaging with 550 local community members and hearing their feedback about the airport. These community outreach events included Kegworth Market, Castle Donington May Day Market, East Leake Spring Fair, Aston Well Dressing event, Melbourne Fete and Carnival, Ashby Show and Diseworth Show.

106

community events attended in FY25



Local Voices continued

CASE STUDY

MAG Youth Summit



East Midlands Airport Youth Forum was established in 2022 as part of our commitment to engaging a more diverse range of stakeholders in our local communities. The Airport Youth Forum provides a platform for people aged 16 to 25 from various backgrounds, strengthening our engagement and ensuring we incorporate a larger number of perspectives to help shape the sustainable future of our airports.

We hosted MAG's second Youth Summit in March. This event – which is the only summit of its kind in the UK – once again brought together members of Youth Forums across MAG's airports. East Midlands Airport Managing Director Steve Griffiths opened the Forum event, welcoming young people from across the three regions. In total, 90 young people came together, alongside representatives from MAG's sustainability team, to discuss the Group's new Sustainability Strategy and what it hopes to achieve over the next five years.



As we move towards our target of our airports being net zero by 2038, we're always keen to hear different perspectives, including from younger people who offer creative, innovative ideas which can help us shape our own thinking around addressing the issue of sustainability.

Our youth forums and this event bringing them together offer great opportunities to bring lots of fresh ideas to the table."

Adam Freeman

MAG's Decarbonisation and ESG Director

NOISE MINIMISATION

As a responsible business, we recognise the importance of working with our neighbouring communities to minimise noise and other environmental impacts.

In 2024, we were pleased to see our Noise Action Plan (NAP) – which was developed through engagement with local communities – adopted by the Government. Through our NAP, this year we have introduced new policies and taken steps to further reduce our noise impacts.

We also published a new complaint handling policy, to improve our engagement with local residents. We have policies in place that ban the noisiest aircraft models from operating at night, reducing our noise impacts. We continue to work with our airline partners to further minimise noise.

In 2024/25, we saw our airport's noise footprint reduce by 10% for the daytime 57 dB_{LAeq} noise contour. The airport's 57 dB_{LAeq} night contour saw a reduction of 14% across the reporting period. The reduction in the airports night noise controls reflects the additional night noise controls we have implemented, which includes an operational ban on the noisiest types of aircraft.

We work closely with our airlines and our air traffic control colleagues on the implementation of our NAP. A key outcome of this approach includes improving the adoption of noise-efficient 'continuous climb' operations and 'continuous descent' approaches. Last year, 97% of aircraft departing East Midlands Airport were able to achieve a 'continuous climb' departure. For arriving aircraft, 92% adopted a continuous descent approach, an increase from the previous year.

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 and communities. Across this reporting period, noise complaints at East Midlands Airport totalled 625, a reduction of 80% from the previous reporting period, and the number of people registering a complaint reduced by 27%.

Local Voices continued

VOLUNTEERING AND COMMUNITY FUND

Volunteering in our local communities forms a critical part of our engagement programme, and we understand the significant social value that can be generated from it. We encourage colleagues to volunteer for two days a year of paid time and have a target for 100% of our leadership population to volunteer each year. This year we met our target for 100% of our leadership population to volunteer. The total figure across our colleague population was 31%, down from 32% last year.

Our Community Fund, first established in 2002 is a central way in which we offer our support to local communities. Across this reporting period, we are proud to have donated more than £280,000 to 115 charities and community groups across our region. This year's recipients included Orchard Primary School in Castle Donington, which was awarded £2,000 towards a trim trail in the school playground.

This is available for pupils as well as clubs including Rainbows, Brownies, Guides, Cubs and Scout Groups and holiday clubs. Coalville Scout Group also received a grant of £2,000 towards the purchase of a new trailer, to transport camping and activity equipment to camps and events.

In addition to the Community Fund, East Midlands Airport also had a Low Carbon Energy Fund which supports local decarbonisation projects. In September, the Swarkestone Sailing Club, who provide lake access to people with disabilities, was granted £10,000 grant towards solar panels for the clubhouse roof. This was in addition to £2,000 previously awarded for a special hoist for their activities. Kegworth Tennis Club, was also awarded £10,000 towards new LED floodlights as part of the airport's Low Carbon Energy Grant.



You are positively changing people's lives. Just to give you an insight. One of my fellow sailors has MS. Slowly the disease is making his ability to sail more challenging. Like me, he uses a hoist to get in and out of the boat, but he steers his boat with electric controls because his arm strength has diminished. As a sailor he has won nearly every trophy at the club. He still competes but does not win as many, luckily for the rest of us. I asked him if he missed winning as many trophies. He simply said, "Every time I sail, I am a winner". He is my hero. This is possible because of your help."

Gary Flint

Swarkestone Sailability Project

CASE STUDY

East Midlands colleagues spread Festive Cheer



In the run-up to Christmas, colleagues at the airport were involved in initiatives to give back to our local communities. We gifted 190 tickets to the 'Snow White' Pantomime at Loughborough Town Hall to families from Cobden Primary School. On the day of the performance, Santa was also on hand to give out gifts to children.

Other activity saw airport volunteers join 'One Kegworth' to create a festive experience for elderly residents living in the area, with the airport Fire Service team visiting numerous local schools in their fire engine to hand out Christmas treats.

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, and 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.



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	17,373,268	1	-3.6%	
			Energy from renewable sources (% 'SECR Scope')	60.0%	55.7%	55.3%	1	-0.7%	
		Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.	Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	3,454	3,723	3,601	1, 2	-3.3%	
			Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	1,408	1,672	1,596	1, 2	-4.6%	
			Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.20	0.22	0.20	1, 2, 3	-9.1%	
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	1,408	1,672	1,596	1, 4	-4.7%	
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0.0	0.0	0.0	1, 2, 4	0.0%	
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.0	0.0	0.0	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%	100%		0.0%	
			Major operational sites with energy management systems certified to ISO 50001 (%)	100.0%	100.0%	100%		0.0%	
			Samples within surface water discharge consent limits (%)	98.1%	97.3%	99.0%	5	1.7%	
			Samples within trade effluent discharge consent limits (%)	96.3%	85.3%	92.0%	5	7.9%	
			Total breaches of air quality limits (number)	0	0	0		0.0%	

- The scope of reported energy use and emissions aligns with the Government's Streamlined Energy and Carbon Reporting requirements. Our Energy and Emissions Report provides more information about our carbon footprint. Our energy and emission performance have been restated for 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.

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 (%)	
Eliminating Waste	We are committed to reducing waste, promoting recycling and eliminating landfill.	By 2021, we will send no waste to landfill.	Total waste (tonnes)	520	548	560	1	2.3%	
			Waste intensity (tonnes waste per traffic unit)	0.07	0.07	0.07	1, 2	0.0%	
			Waste segregated for recycling on-site (%)	17.5%	13.6%	14.5%	1	6.6%	
			Waste diverted from landfill (%)	66.4%	100.0%	100.0%	1	0.0%	
Sustainable Surface Access	We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports.	We will publish new sustainable transport targets which will reduce the impacts of passenger and staff journeys to our airports.	Passengers using sustainable travel to access our airports (%)	9.5%	9.4%	9.3%	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 increased 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.

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'.

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)	3,750	2,184	3,046		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%	82.0%	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	3,831	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%	93.6%	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%	19.2%	4	-24.7%	
			People placed into employment by MAG Connect Airport Academies (number)	31	27	45		66.7%	
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)	15.0%	16.0%	14.8%	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 means 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.

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.

* 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.

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 _{L_{Aeq}} 16hr, km ²)	6.8	7.4	6.7		-9.5%	
			Population within daytime noise footprint (57 dB _{L_{Aeq}} 16hr, number)	900	900	700		-22.2%	
			Area of night-time noise footprint (57 dB _{L_{Aeq}} 8hr, km ²)	9.8	9.4	8.1		-13.8%	
			Population within night-time noise footprint (57 dB _{L_{Aeq}} 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.



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