

# WORKING TOGETHER FOR A BRIGHTER FUTURE

London Stansted Airport  
Corporate Social Responsibility Summary Report  
2020/21



# WELCOME

from the Managing Director at London Stansted Airport.

This has been the toughest year on record for London Stansted Airport. However, in our most difficult moments, the COVID-19 pandemic has demonstrated the benefits of our approach to corporate social responsibility. With a focus on the environment, our people and communities, we are working hard to make sure our recovery will be sustainable, deliver environmental improvement and support the region we serve.

As a result of global travel restrictions, this year passenger numbers at Stansted Airport reduced by 89% compared to last year. However, the airport has played an important role supporting businesses and consumers in the UK. This year, the number of express freight and cargo flights – including critical medical supplies – have increased by 31%.

Responding to the climate challenge, last year we pledged to make our business net zero carbon by 2038. This year, in response to the pandemic, our energy efficiency measures reduced energy consumption by 27% compared to last year. We maintained our position as a carbon neutral airport three-years in a row.

Our colleagues continue to play a hugely important role in our corporate social responsibility programmes. This year, they donated almost 10,000 hours of their time to volunteer in local communities, supporting charities, food banks and the NHS. Our Community Fund provided a further boost – donating £50,000 to aid four local community charities with a focus on crisis support.

Our recovery from the pandemic is about more than reconnecting passengers with families, favourite holiday destinations or business opportunities. It is about a sustainable Stansted that is placed at the heart of the region it serves and supports local people.

Looking forward, we are already seeing the early signs of a sustainable recovery. With passengers returning, we have commenced plans for a solar farm to be built on land immediately adjacent to the airport. As the new academic year begins, we also welcomed the latest group of students to the onsite Stansted Airport College and the return of young people from local schools to our Aerozone education facility.



**Steve Griffiths**  
Managing Director, London Stansted Airport



# CSR HIGHLIGHTS

2020/21

**Last year we published our CSR Strategy for 2020 – 2025: 'Working together for a brighter future'. Here follows a summary report of our performance and key achievements this year.**

**More information about our Strategy and the progress we have made in delivering it is available on our website:**

[www.magaairports.com/responsible-business](http://www.magaairports.com/responsible-business).



Volunteers help clear and tidy the Gardens of Easton Lodge (above) and (below) colleagues from security help sort food for a local Food Bank.



## Zero carbon airports

Our commitment to environmental sustainability is essential to the success of the airport. Certification to the international environmental and energy management standards ISO 14001 and ISO 50001 demonstrate our focus on environmental excellence.

This year has been unlike any other. The COVID-19 pandemic and government travel restrictions reduced passenger numbers and led to the closure of our terminal satellite buildings. In response, we accelerated the installation of low-energy lighting and implemented a range of other energy efficiency measures which reduced energy use across the airport by 27%. We also replaced several of our generators, installing enhanced exhaust filters to reduce emissions and improve local air quality. Our operations remain carbon neutral and we are committed to becoming net zero carbon by no later than 2038.

## Opportunity for all

The safety and wellbeing of our colleagues and passengers is our overarching priority. In 2021, Stansted Airport achieved the Civil Aviation Authority's public health accreditation, recognising the wide-ranging health and safety measures we have in place to ensure that the airport is 'COVID secure'. We are also proud to report that we have had no RIDDOR safety incidents this year.

To reduce costs, we have made use of the Government's furlough scheme over the 18 months. We have also had to make some colleagues redundant because of the outlook for demand over the coming years. By working closely with our recognised trade unions, we were able to agree our principles and approach to furlough and redundancy. A key component of our approach was the support offered to colleagues leaving the business by our Airport Academy which hosted outplacement events benefitting 197 colleagues and included a series of virtual jobs fairs. These events provided advice and support on CV writing and employability skills, supplying access to Rapid Response Service unemployment support provided by the Department for Work and Pension, free upskilling and training programmes as well as information on latest local vacancies. Our catalogue of 40 online learning courses, ranging from mental health to equality and diversity, have provided important development opportunities to colleagues across the airport.

## Local voices

The pandemic has changed the way we live our lives, introduced us to different challenges, and impacted the way in which communities near to the airport experience aircraft noise. With fewer flights this year, there has been a reduction in the area of our noise contours and the number of complaints received. As the airport recovers, we remain fully committed to minimising the impact of flights from the airport and to implementing our Noise Action Plan.

This year, our London Stansted Airport colleagues donated 9,994 hours of their time to support local communities through volunteering initiatives. Colleagues supported elderly community members shielding or living alone, volunteered at local food banks and worked with the NHS and Royal Voluntary Service to assist the construction and operation of local vaccination centres. Our Community Fund provided a total of £50,000 support to four local charities. The fund provided essential support to specific initiatives to respond to the pandemic.





## LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW



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

| ISSUE                      | STRATEGIC CSR OBJECTIVE  | TARGET  | INDICATOR  | 2018/19    | 2019/20    | 2020/21    | NOTE    | YEAR-ON-YEAR CHANGE (%) |  |
|----------------------------|--|---|--|------------|------------|------------|---------|-------------------------|--|
| CLIMATE CHANGE             | All of MAG's airport operations will be net zero carbon by no later than 2038. | Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030. | Total energy use (kWh, 'SECR Scope')   | 59,405,579 | 62,208,693 | 53,327,780 | 1, 2    | -14.8                   |  |
|                            |  |   | Energy from renewable sources (% 'SECR Scope')   | 71.8       | 70.4       | 63.1       | 1, 2    | -10.4                   |  |
|                            |  |   | Gross location-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                          | 15,374     | 14,714     | 11,647     | 1, 2    | -20.8                   |  |
|                            |  |   | Gross market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                            | 3,304      | 3,525      | 3,777      | 1, 2    | +7.1                    |  |
|                            |  |   | Gross market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope') | 0.107      | 0.120      | 0.636      | 1, 2    | +430.5                  |  |
|                            |  |   | Carbon offsets (tonnes CO <sub>2</sub> e, 'SECR Scope')  | 3,304      | 3,525      | 3,777      | 1, 2, 3 | +7.1                    |  |
|                            |  |   | Net market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')                              | 0          | 0          | 0          | 1, 2, 3 | 0                       |  |
|                            |  |   | Net market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope')   | 0          | 0          | 0          | 1, 2, 3 | 0                       |  |
| PROTECTING THE ENVIRONMENT | Protecting the environment must be central to every plan we make.              | Environmental management at each of our airports will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy management will be certified to ISO 50001 by 2022.        | Major operational sites with environmental management systems certified to ISO14001 (%)          | 100        | 100        | 100        |         | 0                       |  |
|                            |  |   | Major operational sites with energy management systems certified to ISO 50001 (%)                | 100        | 100        | 100        |         | 0                       |  |
|                            |  |   | Samples within surface water discharge consent limits (%)  | 93.5       | 100.00     | 95.2       | 4       | -4.8                    |  |
|                            |  |   | Samples within trade effluent discharge consent limits (%)                                       | 90.7       | 81.8       | 87.0       | 5       | +5.2                    |  |
|                            |  |   | Total breaches of air quality limits (number)  | 0          | 0          | 0          |         | 0                       |  |

<sup>1</sup> The scope of reported energy use and emissions aligns with the Government's Streamlined Energy and Carbon Reporting requirements. Our Energy and Emissions Report provides more information about our carbon footprint. We measure carbon intensity against traffic units, which are defined by the International Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight.

<sup>2</sup> Although our total energy use reduced by 15% this year, the emission intensity of our operations increased due to a more significant (80%) reduction in traffic units. All residual emissions have been offset, and our CSR Strategy includes a commitment to transition to net zero carbon operations.

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




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




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



## LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW

### ZERO CARBON AIRPORTS CONTINUED

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

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

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

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

## LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW

### OPPORTUNITY FOR ALL

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

| ISSUE                      | STRATEGIC CSR OBJECTIVE  | TARGET  | INDICATOR  |   | 2018/19 | 2019/20 | 2020/21 | NOTE  | YEAR-ON-YEAR CHANGE (%) |    |
|----------------------------|--|---|--|---|---------|---------|---------|-------|-------------------------|----|
| SAFETY                     | Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress. | Through 'Vision Zero', our approach to safety, we target zero harm.   | Reportable safety incidents (number of RIDDOR incidents) |   | 3       | 3       | 0       | 1     | -100.0                  | ⬆️ |
|                            |  | Lost time injury accidents (number)   |  | 9   | 10      | 3       | 1       | -70.0 | ⬆️                      |    |
|                            |  | We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.  | Leadership roles filled through internal promotion (%)   |   | New KPI | 63.9    | 5.6     | 2     | -58.4                   | ⬇️ |
| INCLUSIVE CUSTOMER SERVICE | We will ensure that our service for passengers with reduced mobility responds to customer needs.             | Our service for passengers with reduced mobility will achieve a minimum Civil Aviation Authority rating of 'Good'. Performance targets are listed against each indicator. | Passengers requiring additional assistance               | Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100) | 100.0   | 100.0   | 92.2    | 3     | -7.8                    | ⬇️ |
|                            |  |   |  | Non-notified departing passengers: assistance within 45 minutes of making themselves known at a designated point (%; target = 100)          | 100.0   | 100.0   | 94.1    | 3     | -5.9                    | ⬇️ |
|                            |  |   |  | Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)                                    | 97.7    | 98.7    | 97.6    | 3     | -1.1                    | ⬇️ |
|                            |  |   |  | Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)                                    | 99.8    | 99.9    | 98.2    | 3     | -1.7                    | ⬇️ |
|                            |  |   |  | Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good) | 4.1     | 3.7     | -       | 3     | -                       | -  |

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

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

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

## LONDON STANSTED AIRPORT PERFORMANCE OVERVIEW

### OPPORTUNITY FOR ALL CONTINUED

KEY



Improved year-on-year performance



No significant year-on-year change



Year-on-year performance has worsened

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

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

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

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

<sup>7</sup> This is a new KPI which aligns with our 2020-25 CSR Strategy. The measure considers those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment, homeless people, or those who only recently secured housing, people who have not worked for a long period of time (over 1 year), parents returning to work and young people who were in care.

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

<sup>9</sup> The COVID Pandemic has significantly reduced our purchasing activity and prevented us from hosting our usual 'meet the buyers' event.



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

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

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

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

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





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| ISSUE            | STRATEGIC CSR OBJECTIVE                               | TARGET   | INDICATOR   | 2018/19 | 2019/20 | 2020/21 | NOTE | YEAR-ON-YEAR CHANGE (%) |  |
|------------------|---|--|---|---------|---------|---------|------|-------------------------|--|
| NOISE MANAGEMENT | We will minimise the impact of noise on local people. | We will deliver our Noise Action Plans and report progress publicly. | Departing flights within preferred noise routes (%)                   | 99.6    | 99.7    | 99.6    |      | -0.1                    |  |
|                  |   |  | Departing flights performing continuous climb departure (%)           | 72.8    | 74.3    | 86.5    |      | +12.2                   |  |
|                  |   |  | Arriving flights performing continuous descent approach (%)           | 94.7    | 94.7    | 92.3    | 5    | -2.3                    |  |
|                  |   |  | Area of daytime noise footprint (57 dB LAeq 16hr, km <sup>2</sup> )   | 28.5    | 28.5    | 11.8    | 6    | -58.6                   |  |
|                  |   |  | Population within daytime noise footprint (57 dB LAeq 16hr, number)   | 2,100   | 2,500   | 500     | 6    | -88.0                   |  |
|                  |   |  | Area of night-time noise footprint (57 dB LAeq 8hr, km <sup>2</sup> ) | 10.3    | 10.8    | 4.9     | 6    | -54.6                   |  |
|                  |   |  | Population within night-time noise footprint (57 dB LAeq 8hr, number) | 450     | 450     | 50      | 6    | -88.9                   |  |
|                  |   |  | Complaints received (number)  | 13,834  | 14,043  | 4,926   | 7    | -64.9                   |  |
|                  |   |  | People submitting complaints (number)                                 | 550     | 608     | 428     | 7    | -29.6                   |  |
|                  |   |  | Aircraft movements per complaint (number)                             | 14.7    | 13.8    | 11.5    | 7    | -16.7                   |  |

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

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

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

## NOTES

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## Want to know more?

### Web resources

- [stanstedairport.com/community](https://stanstedairport.com/community)

### Contacts

- Freephone 0800 243 788
- Email [stanstednoiseline@stanstedairport.com](mailto:stanstednoiseline@stanstedairport.com)