

# Working together for a **brighter future**

Manchester Airport Sustainability Summary Report  
**2025**





# Working together for a **brighter future**

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Managing Director introduction – Chris Woodroofe

# Reflecting on our **success**



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

**I am immensely proud of what Manchester Airport has achieved over the last five years. Despite facing unprecedented challenges because of the pandemic, our airport and colleagues remained proactive in their commitment to driving initiatives to deliver on our three strategic priorities: Zero Carbon Airport, Opportunity for All and Local Voices.**

Across this five-year Strategy period, we have delivered a range of successful initiatives. On decarbonisation, I have been pleased to see progress towards future use of Sustainable Aviation Fuel (SAF) and hydrogen technology as we move towards net zero UK aviation by 2050, and the continued decarbonisation of our own operations ahead of our net zero target of 2038.

The positive impact of our education and employment programmes also grew, supporting more than 9,000 young people and 4,000 job seekers over five years.

We have strengthened our links with local businesses through the introduction of Meet the Buyer events to our airport, supporting small and medium sized businesses to work with our extensive onsite supply chain.

We ensured that our communities felt valued and supported over a particularly challenging time, donating more than £138,000 to local causes through our Community Trust Fund.

The Manchester Airport Transformation Programme (MAN-TP) has progressed significantly over this Strategy period, and we have worked hard to ensure that our investment aligns with our vision for a more sustainable future. We have ensured that social value is at the heart of the project, supporting a pipeline of local apprenticeships to ensure that the investment leaves a lasting legacy for the communities surrounding the airport.

In the final year of this Strategy, we continued to deliver our sustainability initiatives at pace. In October, we installed rapid electric vehicle (EV) chargers on our airfield, supporting our transition to an all-electric fleet by 2030, as well as supporting more than 180 employment events across the North.

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 license to grow and delivers wide ranging benefits to communities and the wider economy.

We understand that our vision for a sustainable aviation sector can go even further, and that is why we were pleased to launch MAG's new Sustainability Strategy: Creating a sustainable future for all, earlier this year. Our new 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 airports are heard, understood and valued.

I would like to thank everyone across Manchester Airport for the role they have played in delivering this Strategy so successfully. I know that it is only with their hard work and passion for creating a more sustainable future, that we are able to have such a positive impact on the region we serve.

**Chris Woodroofe**  
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 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.



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

launched the Jet Zero Curriculum at Manchester's Aerozone, educating young people about SAF



### Action plans developed

with the local community to manage noise impacts at Manchester Airport



### Jet Zero research accelerating

hydrogen aviation through MAG-funded PhD at Manchester Metropolitan University



### > £8.5 million

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



### > £610,000

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

Rising to the challenge

# Navigating **the** pandemic

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

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

Acknowledging the scale of these impacts, we remained committed in delivering our 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 our sustainability commitments, 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 faced 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, Manchester Airport not only prevented food waste but also made a tangible impact in supporting local people during an unprecedented time.

# 3,000

**frozen aircraft meals distributed to people in need in our local communities**

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 Manchester 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, embodied carbon, waste, water, nature and pollution prevention.

Manchester 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. 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 carbon-neutral certification under the Airport Carbon Accreditation, and are certified to Level 3+ of the programme.



## Zero Carbon Airports continued

### ACHIEVEMENTS IN 2024/25

During the year, Manchester Airport delivered initiatives to realise its Zero Carbon Airports programme in a number of ways, including:



Reducing our market-based Scope 1 emissions by 4,132 tonnes of CO<sub>2</sub>e by purchasing and retiring Renewable Gas Guarantees of Origin (RGGOs), which support the use of biomethane within the UK gas grid.



Making positive steps towards reducing emissions in our own operations by installing two electric vehicle (EV) chargers on the airfield, supporting our transition to an all-electric fleet by 2038.



Funding a PhD in partnership with Manchester Metropolitan University that will drive the development of hydrogen fuel technology for aircraft.



### DECARBONISING AVIATION

Our industry has a robust plan to meet its target of net zero carbon by 2050. The Sustainable Aviation Net Zero Road-Map sets out a combination of measures including operational efficiencies and airspace modernisation, sustainable fuels, more efficient and alternatively fuelled aircraft and carbon removal technologies.

At Manchester Airport we continue to deliver our Future Airspace Programme and have already taken steps to modernise existing departure routes, reducing aircraft fuel burn. Over the coming years, our Programme will develop new procedures for arriving and departing aircraft, unlocking further operational efficiencies. In 2024/25, 35% of flights at the airport were operated by the latest generation of aircraft, which are typically 15-20% more fuel efficient than the aircraft they replace.

Building on our partnership with a local sustainable fuel producer, this year, we welcomed the Government's decision to introduce a mandate requiring a growing proportion of Sustainable Aviation Fuel (SAF) to be supplied to airlines in the UK. SAF, which can be produced from a range of feedstocks, including non-recyclable household waste, provides lifecycle emissions savings of around 80%. Starting at 2% in 2025, the mandate will rise to 10% by 2030 and 22% in 2040. We also welcomed Parliament's support for a Revenue Certainty Mechanism (RCM), which will support the production of SAF in the UK.

### CASE STUDY

#### Jet Zero Research: Supporting decarbonisation research



Nick Barrow, Jet Zero Research PhD Student

**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 for aircraft.**

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.

Our first 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 via interviews with key aviation stakeholders.

This research will provide a better understanding of the opportunities, barriers, and temporal requirements associated with facilitating 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

### ENVIRONMENT AND ENERGY MANAGEMENT

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

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 at our airport.

### WASTE AND WATER MANAGEMENT

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 directly correlated with passenger numbers which increased year-on-year in 2024/25.

In line with rising passenger numbers, waste volumes rose by 21% compared with 2023/24. Despite this increase, 99.6% of this waste from our airport was diverted away from landfill, up by 32% on the previous year. This year, Manchester Airport sent zero waste to landfill.

Across 2023/24, Manchester Airport's total water consumption decreased 10% to 583 megalitres. We recorded an improved compliance rate of 98% for surface water and 100% compliance with trade effluent consents.

### 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.

This year we played a role in the launch of Greater Manchester's new integrated transport system the Bee Network. More than £300,000 was invested into the airport's Ground Transport Interchange, which hosts train, tram and bus connections into the city centre and wider region.

Improvements delivered through the new network will enhance connectivity for passengers and colleagues across Greater Manchester, encouraging more people to make use of the city region's public transport links.

Our surface access initiatives are supported by a Sustainable Transport Fund (STF) which diverts a proportion of car parking revenue to improve public transport, cycling and walking options, and to encourage our colleagues to adopt more sustainable methods of transport for their commutes. As part of our programme, in partnership with Stagecoach and Metrolink, we offer four weeks of free public transport to colleagues joining the organisation.

# Zero

breaches of Government air quality limits in 2024/25



Our programme of work

# Opportunity for All

**At Manchester Airport, we believe that our sector offers people long and fulfilling careers. We recognise that, as a significant employer in our region, we play an important role in creating the avenues towards those opportunities.**

We offer employment and educational opportunities to our local communities that lead to careers for our colleagues and inspire future generations of aviation professionals. We seek to ensure our airport is a great place to work, and to create a working environment that is safe, inclusive and reflects the diversity of our surrounding communities.

The wide-ranging and engaging opportunities we create help realise the economic potential of the region we serve and create a pipeline of talent for our business.

Manchester Airport's Aerozone is an on-site education facility providing schools and colleges with free interactive experiences to young people from the ages of four to 18, inspiring them about the various careers on offer within the aviation sector. This year, we have welcomed 2,810 young people to our Aerozone and are fully booked for the next academic year.

In total across this reporting period more than 9,000 young people were supported across our education programmes.

## Our Airport Academy

Our Airport Academy, run in partnership with Trafford and Stockport College Group, provides free accredited pre-employment and apprenticeship programmes. This year the team supported more than 4,000 adults across our catchment area.



I'm deeply grateful to have found Manchester Airport Academy at The Trafford College. Working at the airport had never crossed my mind. The course gave me insight into the job, what MAG represents, and its role in the community. Team-building exercises built my confidence, and I was supported with CV writing and job applications. Most importantly, I learned what the job entailed and the skills needed. I liked that the course led to something real and I'm now proud to be working as an Aviation Security Officer at Manchester Airport."

**Sumita Dhand**

Airport Security Officer and previous Academy attendee





## Opportunity for All continued

### CASE STUDY

#### Manchester Airport Apprenticeship milestone

We have a long standing commitment to nurturing new talent. In February, we announced that we had invested more than £3m in our apprenticeship programme since it was established in 2017, supporting more than 440 apprentices.

More than 100 apprentices are currently working on site in a range of roles including engineering, aviation operations, firefighting and data analytics.

# >100

**apprentices currently working on site**



### CASE STUDY

#### Inspiring careers through work experience

We welcomed two students on long term work experience placements in our Education Team at the airport.

Imogen and Lewis first visited the airport in October 2023, as enthusiastic aviation students studying with The Manchester College on our doorstep in Wythenshawe.

During a class visit to the Aerozone, they were inspired to pursue careers in aviation, and as part of their work experience had placements in teams right across our business, including business administration, customer services and airfield operations.

This provided them with valuable insights into the vast range of careers on offer within the aviation sector. As a result, they have now both secured employment at the airport – Imogen has joined Jet2.com as cabin crew and Lewis has joined Manchester Airport's customer service team.

### CASE STUDY

#### Manchester Airport Jobs Fairs

In order to attract a strong pipeline of new talent to work at our airport, we need to showcase the broad range of roles on offer.

Across the year, Manchester Airport organised and attended 181 employment events across the region, allowing people to find out more about the career opportunities available at our airport.

A jobs fair held in February attracted more than 1,200 attendees and showcased wide range of career opportunities across our airport site. More than 20 employers attended the event, including Jet2.com, Boots, JD Sports, Dnata, Swissport and ABM.

Manchester Airport's Academy partners – Trafford and Stockport College Group – were also in attendance, promoting free employment support programmes.



### CASE STUDY

#### Meet the Buyers Event

In March, we held a Meet the Buyers event for the third consecutive year, for small and medium-sized businesses surrounding our airport.

More than 300 people from over 150 local businesses attended the event, learning more about the opportunities available to work with us or one of our onsite business partners. Businesses from a variety of sectors were represented, engaging with 29 major buyers and taking part in around 1,000 meetings across the day.

In the three months following the event, it was estimated that more than £6m was generated for local businesses.

# £6.3m

**estimated local business generated through our meet the buyers events**



## 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 offering 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 and communities.

Striving for a representative workforce at all levels of our organisation is 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 Leadership Team 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

**We have forged positive connections with the communities surrounding our airport over many years. We have done this by listening to the perspectives of a wide range of stakeholders through our community engagement programme.**

**1,150 people**  
engaged with over 45 events

We know that living close to our airport can bring benefits – such as employment opportunities – but we recognise the challenges which also exist. We are committed to being a good neighbour to our local communities, and to nurturing longstanding positive relationships with them.

We are always seeking new opportunities to work with local residents and find new ways to deepen our engagement.

A key part of our engagement with local communities is through the Manchester Airport Consultative Committee (MACC), our Youth Forum and Parish Council forum. These create an opportunity for our local stakeholders to have conversations with the airport about opportunities, challenges and any concerns they have. Overall, 30 of these formal events were held during the reporting period with 206 local stakeholders attending. We also support local community events to hear local views in an informal setting. In 2024/25 we attended 17 events engaging with 971 local community members and hearing their feedback about the airport. These events included The Cheshire Show, Knutsford May Day and sponsorship of the Wythenshawe Games.





## Local Voices continued

### CASE STUDY

#### Childflight Christmas Campaign

During the Christmas period, we take time to spread festive cheer to those who need it most in our local communities.

In December 2024, we worked in partnership with Childflight to take 140 children on their annual 'Search for Santa' flight from Manchester Airport.

Childflight, is a North West children's charity which provides flights and holidays for children who are unwell or living in challenging circumstances. At Christmas time, they teamed up with our community engagement team and TUI to operate the special Christmas trip.

Those taking part were primary school aged children who have either never flown before or are facing medical or social challenges.

The children were taken on a TUI aircraft, leaving Manchester and flying over the snow-capped peaks of North Wales – doubling for the North Pole. They were entertained on board by volunteers, including airport employees in full costume as Santa's elves. Midway through the flight, the children felt a slight wobble as a sleigh seemed to gently touch down on the plane and Father Christmas appeared from the cockpit.

On their return to Manchester Airport, the children paid a visit to Santa's Grotto in the Little Flyers' Zone play area in Terminal 1, where they each received a bag of presents – as part of the airport's efforts to ensure as many local children as possible have a present to open on Christmas morning.



### NOISE MINIMISATION

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

In January 2025, 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.

In 2025 we published a new complaint handling policy, to improve our engagement with local residents.

We also worked closely with air traffic control colleagues at NATS to minimise the impact of non-standard departures. This was achieved by revising procedures to keep aircraft on their usual departure tracks where possible.

In 2024/25, aircraft movements increased in line with passenger numbers, and registered an increase in the area of our airport noise footprint of 4% for the daytime 57 dB<sub>L<sub>Aeq</sub></sub> noise contour. The airport's night contour area also saw an increase of 15% across the reporting period.

Since 2019, we have recorded a 22% reduction in the area of our day noise contours and 12% in our night time noise contours.

With our airport now serving record passenger numbers, we anticipate an increase in our noise contour compared to 2022. However, the wider use of modern, quieter aircraft means that the area of the airport's night noise contour should remain below 2019 levels in the future. Our NAP includes measures to encourage the use of modern quieter aircraft.

At Manchester Airport, 32% of operating aircraft are next generation aircraft (up from 9% in 2019). These next generation aircraft, which include the Airbus Neo and Boeing MAX models are up to 50% quieter than the previous generation of aircraft.

We work closely with our airlines and air traffic control partners on the implementation of our Noise Action Plans. A key outcome of this approach includes improving the adoption of noise-efficient 'continuous climb' operations and 'continuous descent' approaches. This year, 95% of aircraft at Manchester Airport were able to achieve a 'continuous climb' departure. For aircraft arriving at our airport, 89% achieved a continuous descent approach.

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. Across this reporting period, we recorded 863 complaints in relation to noise, which reduced by 41% compared to the previous reporting period. The number of people registering a complaint also reduced by 41% to 374.



## Local Voices continued

### VOLUNTEERING AND COMMUNITY TRUST FUND

We recognise the significant social value that is generated by volunteering in our local communities. We encourage colleagues to volunteer for two days a year of paid time and have a commitment for 100% of our leadership population to volunteer each year.

This year, for the first time, 100% of Manchester Airport leaders volunteered, up from 80% in 2023/24. Among our wider colleague population participation was 12% compared to 18% on 2023/24.

Our long-standing Community Trust Fund, established in 1997, is a central way in which we support local communities, and this year we are proud to have donated more than £125,000 to 67 community groups in the areas surrounding our airport.

Beneficiaries of the Manchester Airport Community Trust Fund in this reporting period included Focus and Fly, a charity which runs development programmes to support vulnerable adults in Manchester.

Another beneficiary Nacro Outdoor Learning was presented their cheque of £3,000 for solar panels by MP for Wythenshawe and Sale East, Mike Kane. The panels will contribute to supporting an indoor learning and multi-use space to support its educational programmes.

“

With the state-of-the-art MacBook and professional camera we've acquired, our women's photography group now has access to equipment they wouldn't typically be able to afford.

The workshops we conduct now produce quality work surpassing mere smartphone snapshots, revealing hidden talents hindered by the lack of access to professional gear. This progress is leading us towards a community photography exhibition, organised by our growingly confident and cohesive group.”

**Tracey Watterson**

Project Worker at Focus and Fly

“

We are delighted to be supported by the Manchester Airport Community Trust Fund with funding towards 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.

It will help us immensely to have an additional indoor learning and multi-use space to support our outdoor learning delivery. As our work is focused on instilling a love for the outdoors, nature and conservation in our participants, our project hopes to be sustainable and eco-friendly, so the funding from Manchester Airport Community Trust Fund will help to make this a reality.”

**Beth Craigen**

Youth worker with Nacro Outdoor Learning





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')                                                             | 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%                    |  |

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

2 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.

3 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.

4 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.

5 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](#).

6 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.

7 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.

## 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)                                           | 7,549   | 7,879   | 9,556   | 1    | 21.3%                   | ↓ |
|                            |                                                                                                                  |                                                                                                                                  | Waste intensity (tonnes waste per traffic unit)                | 0.29    | 0.27    | 0.30    | 1, 2 | 11.6%                   | ↓ |
|                            |                                                                                                                  |                                                                                                                                  | Waste segregated for recycling on-site (%)                     | 22.7%   | 29.0%   | 25.8%   |      | -11.0%                  | ↓ |
|                            |                                                                                                                  |                                                                                                                                  | Waste diverted from landfill (%)                               | 74.7%   | 75.3%   | 99.6%   |      | 32.3%                   | ↑ |
| 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 (%) | 15.7%   | 17.2%   | 18.0%   | 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.



## 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 Manchester as '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)                                               | 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.

## 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.



## 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.



For more information or  
inquiries, please contact  
[sustainability@magairports.com](mailto:sustainability@magairports.com).

[www.magairports.com](http://www.magairports.com)