

MANCHESTER AIRPORT

COMMUNITY *flyer*

WORKING TOGETHER
FOR A BRIGHTER FUTURE



WELCOME

Welcome to the Autumn edition of our Community Flyer. In September last year, I set the team the target of delivering Manchester Airport's Best Summer Ever in 2023...and, in my view, that's exactly what they did. It was achieved through the hard work of our frontline teams and all their supporting colleagues from across Manchester Airport and I'd like to put my thanks on record.

I'm also delighted to report that 93% of the passengers we surveyed said they had a good, very good or excellent experience this summer. Manchester Airport is a major employer, a huge generator of income for our region and acts as the UK's Global Gateway in the North and now we have an airport we can be proud of once again.

The Airport's Community team have been busy over the summer getting out and about in our local area – you can read

more about what they've been up to on the 'Local Voices' page.

As a new academic year is getting underway, our Education and Employment teams are welcoming learners through the doors of our AeroZone and Airport Academy. We are delighted to have launched our new Carbon Curriculum this year, as part of our JetZero pledges for sustainable aviation. You can read all about AeroZone and the Academy on the 'Opportunity for All' page, as well as turning

to the 'Zero Carbon' page for information about how we have returned to 'usual operations' as passenger numbers have recovered to almost pre-pandemic levels.



Chris

CHRIS WOODROOFFE
Managing Director

LAUNCHING OUR NEW CSR REPORT

We're excited to share our latest Corporate Social Responsibility Report (CSR) with you, providing an update on our commitment to shaping a more sustainable future. As we enter the fourth year of our CSR Strategy 'Working together for a brighter future,' we are proud to share the report [here](#).

In the report, we share our progress towards our goal of achieving net zero

carbon operations by 2038. By working to reduce our carbon footprint, we are contributing to a greener, healthier planet.

The report also outlines our partnerships with local communities, strengthening our ties and ensuring that our growth is a shared success story. Together, we're fostering a sense of belonging, inclusivity, and prosperity, making our region an even better place to live and work.

In addition to this, it also outlines our work in education, skills, and employment, which are at the core of our efforts to empower our colleagues and local communities.

Join us in celebrating our achievements and exploring the path ahead in our CSR Report. Together, we can continue working towards a brighter, more sustainable future.



We are committed to addressing the issues which matter most to people living near us

WYTHENSHAW GAMES: THIS GIRL CAN SPONSORED BY MANCHESTER AIRPORT

In August we joined the fun in the sun at the Wythenshawe Games, the second year running that we've sponsored this event. The day was all about family sports fun in the sunshine, with a particular emphasis on getting girls involved in sport.

We ran a penalty shoot-out, gave out prizes and chatted about all things Airport with some of our most local community. This was just one of our outreach days this summer: the team also attended the Royal Cheshire Show, The Join Together Festival in Cheadle and the Mobberley Rose Queen event.



OUR AIRPORT

This year we began engaging with an entirely new platform for us – the world of the podcast!

The podcast, called Manchester: Your Airport, MAN, takes listeners behind the scenes at the airport and is a first-of-its-kind in the UK. All episodes are available through Spotify, Amazon Music and Apple Podcasts among other platforms.

We hope you'll agree the series provides a great insight into the way Manchester Airport works, the important role it plays in the lives of so many people – and the region as a whole – and, most importantly, reflects the pride and passion of everyone who works here.

PICKING UP THE POSITIVES

The lovely summer weather encouraged us to get out of the office to tackle a local 'grot spot' and organise a community litter pick on the airport site.

Litter picking got us out into the fresh air, a bit of exercise, and provided an opportunity to chat with people we don't normally see at work. It was fun and engaging too! Thank you to everyone who came along to support. A team of 11 managed to pick up 17 bags of rubbish – a hub cap, piping, wire netting and other random items all removed from causing harm to the environment and giving the area a more aesthetically appealing appearance.



MANCHESTER DAY ON HOLIDAY

As part of Manchester Airport's 85th birthday celebrations, we were proud to be headline sponsors of July's Manchester Day festival.

Manchester Day is the city's favourite free day out, with live music, pop-up performances, art installations, crafts, and food and drink stalls.

The theme for this year's festival was 'Manchester Day – on Holiday' and we took over the Deansgate area and turned it into the seaside, complete with a giant helter-

skelter, street performers, a plane sand sculpture and live music. We also had an interactive stall which included a basketball challenge, crafts and where festival-goers could come over and find out more about the airport. Some of our colleagues supported on the day and even recorded tannoy announcements for the main stage!

We are proud to celebrate 85 years of connecting this region to the world, and being front and centre of Manchester's favourite day was a fantastic way to recognise this.





OPPORTUNITY
FOR ALL



manchesterairport.co.uk

We are committed to creating quality employment
and providing opportunities for all

AEROZONE END OF YEAR ROUND-UP



In summer, we celebrated the end of a busy and successful year at our interactive, education 'Aerozone'.

This academic year (Sept 22 – July 23) we are proud that our education programmes, including AeroZone, have supported 7,369 young people. We've also celebrated the AeroZone's first birthday, introduced 'MAG Technology' and 'Girls in STEM' specialist days, reintroduced our specialist work with local colleges and launched the 'Little Book of Travel Tales' for children travelling through our terminals.

Our education programmes and AeroZone inspires young people daily.

However, this wouldn't be possible without our colleagues, who have volunteered to support our programmes throughout the year – mainly as guest speakers in AeroZone. Across the academic year over 150 colleagues have supported our education programmes!

The AeroZone is fully booked from September 2023 – July 2024 and we are expecting approximately 3,000 students to visit. We also have plans to add further activities in AeroZone, including a passport control role play area, a customer service centre and a fire station, which will bring even more airport jobs to life!



188 STUDENTS ENGAGE WITH THE AIRPORT ACADEMY

This year our colleagues at the Airport Academy have been working hard to provide training and skills to local people looking to start a career at the airport.

761 students have been referred to us since January, with 188 engaging in our training courses so far. 96 of those have been successful in gaining roles on the airport site.

We still have a pipeline of activities and events planned, and a series of jobs fairs for Manchester residents to access employment opportunities at the airport. We offer upskilling training for employers onsite to support staff with training gaps. We were

also excited to launch our Level 3 Aviation Ground Specialist apprenticeship, with our first cohort joining us in October 2023.



YOUNG PEOPLE CELEBRATE GRADUATING FROM THE AIRPORT'S SUPPORTED INTERNSHIP PROGRAMME

The Airport's Supported Internship programme, run by Pure Innovations and the Manchester College in partnership with Manchester Airport Group (MAG), lasts a year, during which interns are supported to do three different placements around the airport.

Now they will go on to the world of work with some taking on roles here at the airport.

Six neurodiverse young people celebrated graduating from Manchester Airport's Supported Internships programme in June 2023.

It gives young people who ordinarily might find it difficult to get employment the opportunity to get on-the-job training in a supported environment, with help on-hand during the placements and when applying for work at the end of it.



**PURE
INNOVATIONS**
The key to a fulfilled life

For more information visit www.manchesterairport.co.uk/community

To contact us email community@manairport.co.uk

FIND OUT MORE





We are committed to cutting our reliance on fossil fuels, reduce waste and emissions

YOUTH FORUMS LOOK TO THE FUTURE

In the coming months we are looking forward to welcoming our Youth Forum back to the Airport, following a summer break. For its second year, the Forum will be focusing on the theme of Sustainable Aviation.

We are looking for young people to join the conversation about how we can ensure the aviation industry continues to grow, in a way that has less of an impact on our planet. If you or a young person you know is interested in getting involved, please contact Julie.walker@magairports.com. You can hear Julie and one of the members of our Youth Forum, Max, talking about the Forum and what it has achieved on the first episode of season 2 of the Airport's podcast, Manchester: Your Airport, MAN. Why not give it a listen?

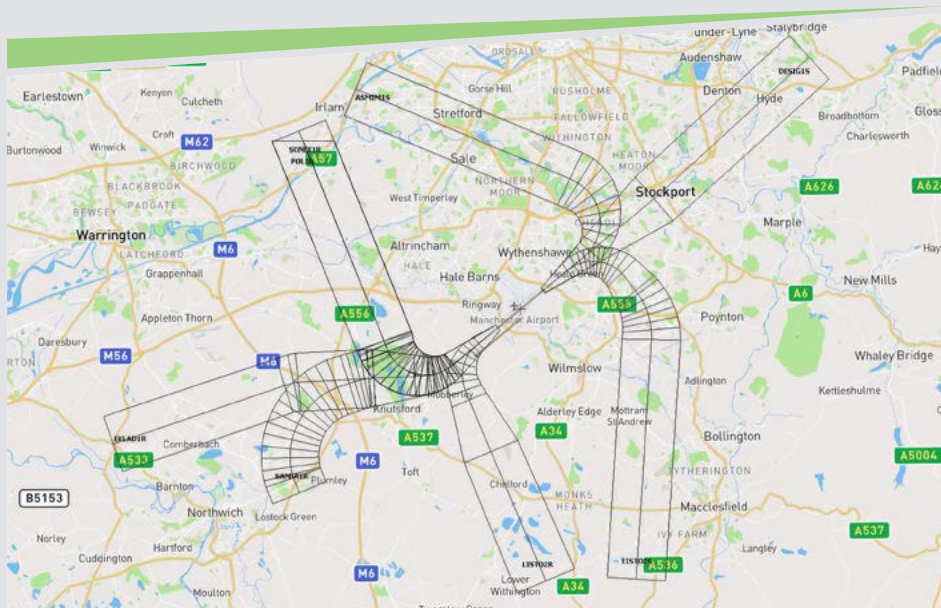


RETURNING TO OUR USUAL OPERATIONS

The number of aircraft operations in 2020 and 2021 was significantly affected by the pandemic with reduced numbers of passengers flying through our airports. During 2023, passenger operations have shown a recovery towards pre pandemic levels, compared to 2020 and 2021 levels.

Due to the reduced operations during the pandemic, we also closed Runway 2, operating on a single runway. Dual runway operations were gradually phased back into use from April 2022. The operating hours

of this phased return was published on our website. Since the return to pre-pandemic levels of passenger operations, we have seen the introduction of new, quieter aircraft types, such as the A320 Neo family and the Boeing 737-8200 (Max). The departure routes shown in the image below have been in operation since long before the pandemic. Arrivals equally follow similar patterns to pre-pandemic traffic. All aircraft movements are monitored against our published operational criteria to ensure continued compliance.



For general enquiries or complaints:

community.relations@manairport.co.uk / www.manchesterairport.co.uk/community or 0800 967 967

For information on the Community Trust Fund:

trust.fund@manairport.co.uk / www.manchesterairport.co.uk/communitytrustfund or 0161 489 5281

For information on accessing our educational resources:

www.manchesterairport.co.uk/education

www.manchesterairport.co.uk/community/aerozone

www.manchesterairport.co.uk/community/working-in-our-community/airport-academy

For Customer Services and Feedback: 0808 169 7030

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www.manchesterairport.co.uk/privacy-notice

For more information visit www.manchesterairport.co.uk/community

To contact us email community@manairport.co.uk

FIND OUT MORE

