



Welcome

From the Managing Director at Manchester Airport, Chris Woodroofe

The last year has once again presented a significant challenge to our airport, with travel restrictions remaining in place for the majority of the time. In spite of these difficulties, Manchester Airport has remained committed to the delivery of its comprehensive commitments to a more sustainable future, not only for our business, but for those in our local communities.

We have made good progress against our target to reach Net Zero Carbon operations by 2038. In October last year we announced our landmark partnership with Fulcrum BioEnergy UK, which from 2026 could make our airport the first in the country to have a direct pipeline of Sustainable Aviation Fuel (SAF).

This exciting milestone will make it easier for our airlines to fly cleaner aircraft, and kick start the creation of thousands of jobs in our region. We were proud to introduce the CarbonClick offsetting tool, available to all our passengers regardless of the airline they are flying with.

An integral part of our work this year has focused on recruitment, and to promote the exciting and dynamic career opportunities our airport and our industry can offer. Since January, we have coordinated four jobs fairs, created impactful partnerships and have welcomed many new colleagues to Manchester Airport.

By offsetting in the short term we are committed to supporting emission reduction schemes in the UK and abroad. At the same time we are exploring opportunities to drive forward partnerships and innovations to decarbonise the aviation sector.

Across the first half of this year, we innovated and adapted our education and training programmes to ensure we could offer children from local schools and those seeking employment the appropriate virtual support and resources. In February this year it was exciting to finally see our new Aerozone facility welcome young people in person for the first time, and between February and the end of March we've seen more than 800 young people walk through its doors.

We have continued to support people in our local areas as a top priority, and I am proud that colleagues from Manchester Airport offered 2,650 hours of their time to volunteer with communities each and everyone of them has made a positive contribution. As part of our ongoing programme of community support, our airport Community Trust Fund contributed more than £85,000 to local causes. I look forward to celebrating 25 years of the Community Trust Fund and reflecting on the contribution it has made to our local areas.

As we emerge from the COVID-19 pandemic, I am pleased to see that we have reinvigorated our programme of community outreach events and in-person engagements, responding to the issues that matter most to our communities. I am also excited about the launch of the Manchester Airport Youth Forum, which will ensure we listen to and engage with a more diverse range of local voices.

As our airport recovery continues, we remain committed to sustainability, focused on ensuring the future of Manchester Airport places prosperity of our environment and communities at its centre.



Chris Woodroofe Managing Director at Manchester Airport



BACK



Reflecting on the previous year

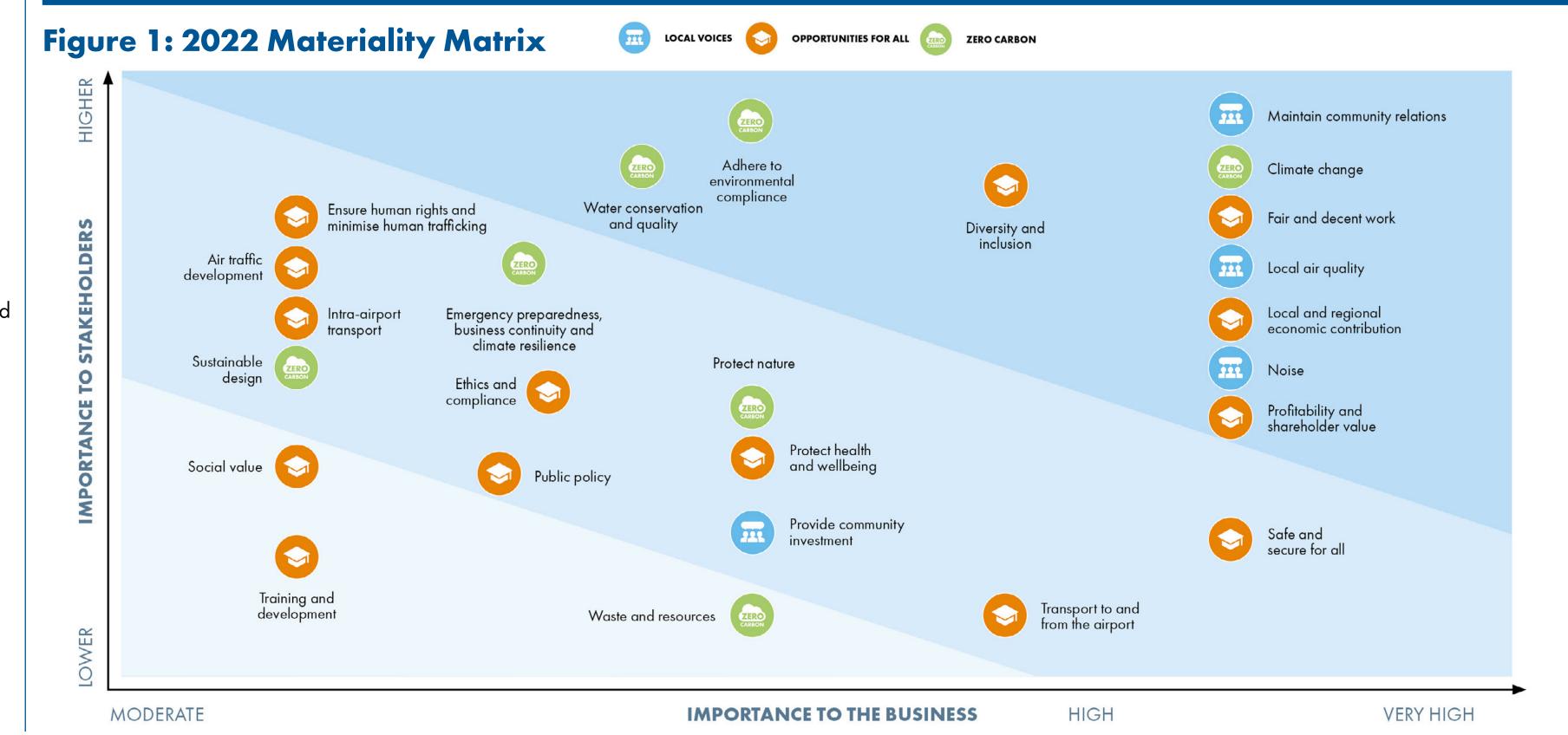
Understanding what matters most

At Manchester Airport, we recognise that the success of our business, and the benefits it provides, relies on our understanding of the issues that matter most to our stakeholders. Our approach is guided by our Group Corporate Social Responsibility (CSR) Strategy: 'Working together for a brighter future'. The Strategy was developed by embracing diversity of thought from our stakeholders, and listening to local communities to identify the issues that matter most to them. We understand that our stakeholders' priorities can evolve over time, particularly in response to the impacts of the COVID-19 pandemic. Earlier this year we engaged with more than 600 stakeholders, listening to local voices to ensure our CSR Strategy continues to address the most important issues to them, and to understand their trust in our ability to deliver on Manchester Airport's CSR commitments.

The results of our stakeholder engagement (summarised in our 2022 Materiality Matrix presented as Figure 1) confirmed that our CSR Strategy remains relevant and addresses the issues that matter most to our local communities. The top six CSR topics identified by stakeholders were: maintaining community relations, climate change, fair and decent work, local air quality, local and regional economic contribution, and noise. While these were the highest priority issues across MAG (East Midlands, Manchester and London Stansted Airports), we recognise that local priorities differ at each airport.

At Manchester Airport, our communities identified priority sustainability topics including waste and resource management, sustainable transport and adhering to environmental compliance. The insights we gathered by listening to our stakeholders will support the prioritisation of relevant CSR topics, as we continue to deliver our Strategy and develop the next iteration of Manchester Airport's Sustainable Development Plan.







Sharing the benefits of our airport with our local communities

Our long-standing commitment to being a responsible neighbour, coupled with the initiatives set out in our CSR Strategy, provide a robust framework to ensure we maximise the benefits of aviation's recovery from the COVID-19 pandemic. This approach ensures that Manchester Airport provides great opportunities for all, listens to local voices and makes progress towards operating as a zero carbon airport – fostering a strong recovery in a sustainable manner.

By demonstrating thought leadership, innovative solutions and partnering with the wider aviation industry and the UK Government, we are confident that Manchester Airport will play a crucial role in the delivery of our long-term aspiration to build a more sustainable future for international connectivity.

Manchester Airport's runway was the first in the UK to use energy efficient LED lights.

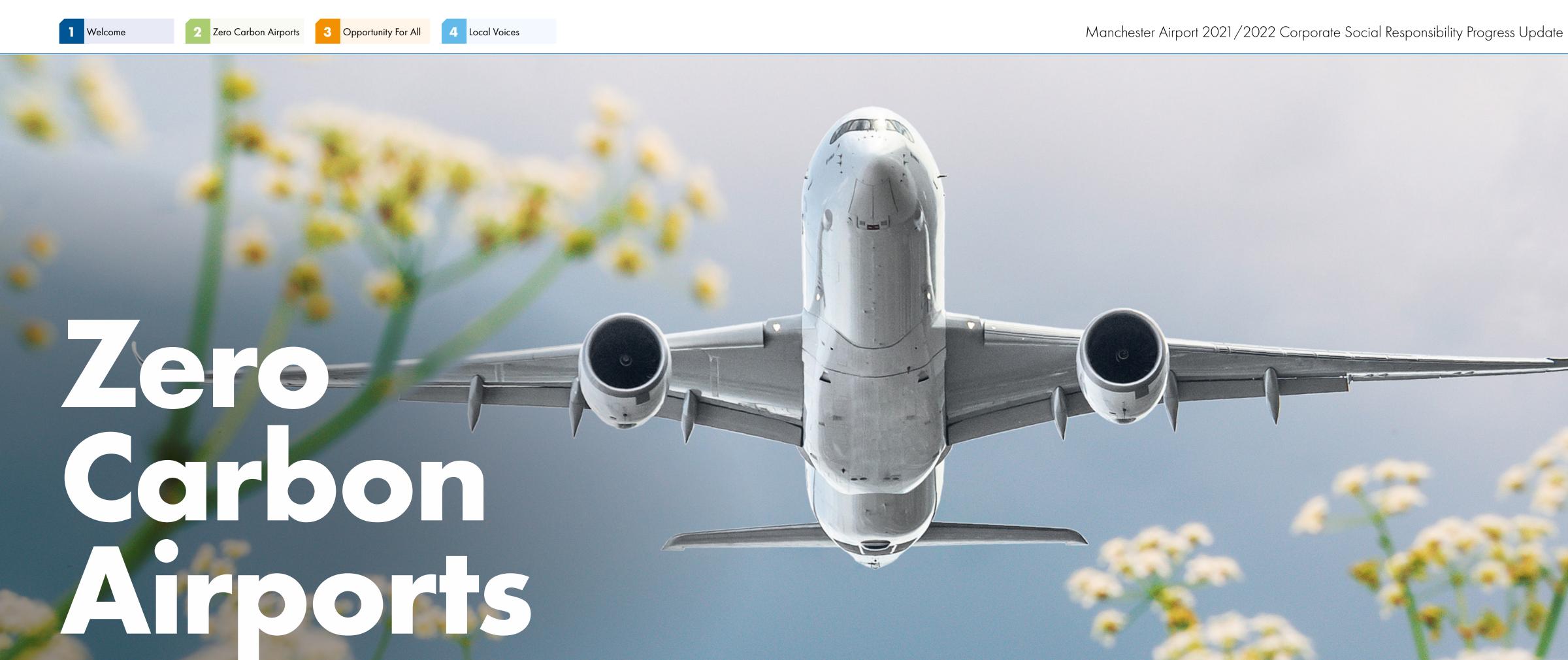
Our CSR Achievements

2021/22

In 2020, we published our Group CSR Strategy for 2020-2025: 'Working together for a brighter future'. This is a summary report of our progress in delivering the Strategy at Manchester Airport and our key achievements this year.

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









Climate change is one of the defining issues of our time. We recognise the role we must play in reducing emissions, preparing for a changing climate and responding to a range of other key environmental challenges. Manchester Airport has a long-standing commitment to tackling climate change, and in 2015 became one of the first UK airports to achieve Level 3+ (Neutrality) of the Airport Carbon Neutral Accreditation (ACA) programme. Whilst we are proud to have maintained carbon neutral operations, we are determined to reduce our remaining use of fossil fuels, reduce waste, and optimise the use of resources to protect the natural environment.

At Manchester Airport, we were pleased to maintain our independent certification to the international environmental management standard ISO 14001 in 2021/22. This approach is one of the main ways in which we comprehensively mitigate our environmental impact and identify opportunities for greater efficiency. To enhance the energy efficiency of our airport, we are currently working towards implementing an energy management system which will be certified to the international standard ISO 50001 by December 2023. This focus reflects our dedication to achieving environmental excellence.

As we continue to accelerate Manchester Airport's journey to net zero carbon and move away from using fossil fuels as a source of energy, we are pleased that 56% of the energy we used in 2021/22 was procured from renewable sources. One of the key ways we are decarbonising our airport is through improving our energy efficiency. For example, new facilities opened in Terminal 2 are 15% more energy efficient than the existing terminal. In 2021/22, we also cut energyrelated CO₂e emissions through the expansion of our energy efficient LED lighting programme at Terminal 1.

In October 2021, we signed a memorandum of understanding with sustainable aviation fuel (SAF) manufacturer Fulcrum BioEnergy Limited UK. This agreement aims to position Manchester Airport as the first UK airport to receive a direct pipeline supply of SAF by 2026. The fuel will be supplied by the Fulcrum NorthPoint facility, a new biorefinery plant at Stanlow, Cheshire, the first of three potential plants in the North West. The production and distribution of SAFs in the region has the potential to provide upwards of 1,500 green jobs, as well as contribute over £219 million to the regional economy. Through this partnership, we could see up to 10% of the kerosene fuel used by aircraft at Manchester Airport replaced with SAF from 2026.

We were also delighted to be selected as a key case study for the Aerospace Technology Institute's (ATI) landmark FlyZero research project. Through this project we have developed our understanding of the feasibility of zero emission hydrogen aircraft and the way in which it will be necessary to adapt airport infrastructure. Our input supported the assessment of the amount of fuel that will need to be produced, transported and stored at airports, and the implications for airport safety and energy management systems (see the ATI interview on page 8).

In addition to reducing emissions from our own operations, we are working to support the reduction of emissions across the UK aviation industry. As a member of the UK Government's Jet Zero Council, we welcomed the launch of the <u>Jet Zero Strategy</u> in July 2022, when MAG announced five new commitments to drive aviation decarbonisation through education programmes, commercial partnerships and investment in Jet Zero research.

We know that noise impacts and air quality are important issues for our local stakeholders. We continuously monitor and report air quality on our website, identifying opportunities to reduce our impact over time. In 2021/22, we recorded zero breaches against the Government's air quality limits. Many of our decarbonisation initiatives help to reduce emissions that adversely impact air quality; an example of this is our commitment to transition to a fleet of ultra-low emission vehicles (ULEVs).

ISO 14001 Certification

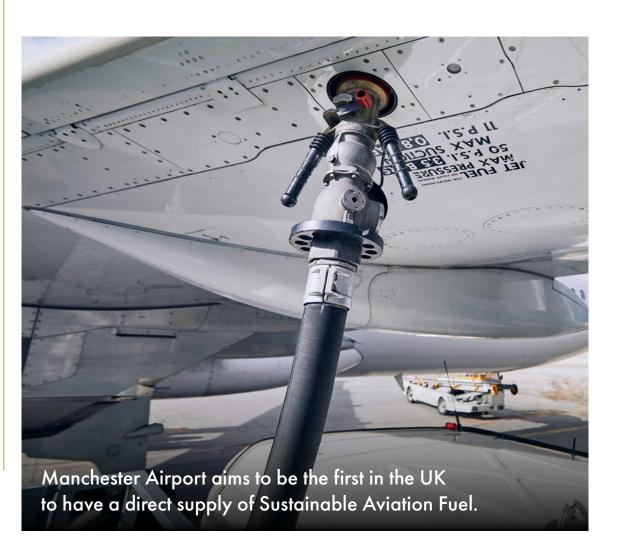


Airport Carbon **Neutral Accreditation** Programme (Level 3+ Neutrality)



56.6% energy from renewable sources









Climate change: The Aerospace Technology Institute (ATI) FlyZero project

Naresh Kumar, Sustainability Advisor at the ATI, explains the purpose and mission of the ATI and the FlyZero project.

The ATI is an independent organisation that has partnered with the UK Government and the aviation industry to develop a sustainable aerospace sector through technology and innovation. The ATI launched the FlyZero project in 2021, bringing together more than 100 of the UK aviation industry's top experts to investigate zero carbon emission aircraft technologies and its associated infrastructure and operations. To fully understand the whole life cycle approach, the study ensured holistic representation by including aircraft and propulsion system manufacturers, engineers, airlines, commercial teams, academics and airport operators. By collaborating and sharing knowledge, the project sought to drive technology innovation, environmental performance improvement and clear aero technology leadership across the aviation sector.

Naresh Kumar states the impact of the FlyZero project

"The FlyZero project concluded that liquid hydrogen fuel presents the greatest opportunity for zero carbon emission regional, midsize and narrowbody aircraft in the UK. The main reasons for this are hydrogen's high energy density, the fact that it has zero 'tailpipe' emissions, and a good level of confidence among the study participants that the challenges associated with its implementation can be overcome. The potential of hydrogen is huge. For example, we found that in an accelerated transition scenario, if we introduced hydrogen-powered midsize aircraft by the 2030s, up to four billion tonnes of CO₂ could be saved by 2050. For context, global aviation produced 900 million tonnes of CO₂ in 2019."

How did Manchester Airport contribute to the FlyZero project?

Manchester Airport was one of five UK airports chosen to provide expert insight into airport infrastructure, and the integration of hydrogen into the daily operations of an airport. Experts across MAG provided important insight into the implications of deploying hydrogen aircraft, including aircraft taxiing, refuelling, safety considerations of hydrogen fuel use, and the turnaround times depending on aircraft size. Manchester Airport was used as an illustrative case study to test such considerations. Naresh explained how using Manchester Airport as a case study was invaluable in assessing the amount of fuel that will need to be produced, transported and stored at the airport to facilitate the small- to medium-sized commercial aircraft. Additionally, the case study was important in highlighting the wider implications of integrating hydrogen into the energy management of the airport.

Naresh Kumar highlights the value of the FlyZero project and what it means for the future of sustainable air transport "The FlyZero study has transformed the

UK aviation industry's understanding of the potential for zero carbon emission air transport. From a societal point of view, we want people to fly with the confidence that aviation's emissions are being controlled and progressively reduced as part of a plan to reach net zero. The project provided great insight into the commercial viability and business case for zero emission transport, highlighting the potential for hydrogen as a lower cost solution to kerosene and SAFs in the long term.

The project also exemplified the value of adopting a partnership approach to achieving net zero, bringing together aircraft and propulsion systems designers and manufacturers, airport operators, airlines and wider stakeholders."







Opportunity For All

We recognise that when our people and local communities thrive, so does our airport. At Manchester Airport, we work hard to provide quality, sustainable and engaging employment for current and future employees. We are determined to increase the pipeline of talent into our airport, and to inspire the next generation of aviation professionals.

In the wake of the COVID-19 pandemic, we continued to explore innovative ways to address unemployment in areas local to the airport.

In 2021/22, our flagship career and education development offering, the MAG Connect Airport Academy, continued to provide educational and professional development opportunities to airport employees and members of the local community. The Academy delivers a wide range of tailored, industry-specific training courses to entice prospective aviation professionals, as well as aid the career progression or change for existing employees. The Airport Academy at Manchester Airport directly supported over 2,300 people through these free, accredited courses delivered by Trafford College. Supporting employment in the regions our airport services, the Manchester Airport Academy made 4,146 job referrals this year, helping local people find work and securing the workforce required to support our airport's recovery from the COVID-19 pandemic.

In early 2022, we held two job fairs and over 1400 people attended to find out more about the career opportunities available at our airport.

In 2021/22 we increased our focus on diversity and inclusion throughout the business, developing a new Diversity and Inclusion Strategy. Launched during National Inclusion Week in 2021, the Strategy focuses on four pillars of activity: to inspire women in aviation, drive equality and diversity at leadership levels, cultivate and grow early talent in the business, and create an equal and inclusive culture where everyone can thrive. To help deliver the Strategy and provide support for all our colleagues, we introduced Colleague Resource Groups including a Women's Network, Fly with Pride Network, Race and Ethnicity Network, and Men's Mental Health Network.

Looking ahead, we will continue to develop our employment offering and communicate it through the publication of the Group-wide Good Work Charter. The Good Work Charter will consolidate our wide range of employment policies and initiatives across the business. The Good Work Charter will ensure we provide a safe, fair and supportive workplace where colleagues can achieve their full potential. The Charter will also outline how we review payment policies for all direct employees, including our approach to implementing the Real Living Wage.

In February 2022, we were delighted to launch the brand new Aerozone at Manchester Airport. The Aerozone is a state-of-the-art, on-site interactive educational facility, designed to provide great education and skills support to young people from the local community aged 4–18 years. A special feature of the Manchester Aerozone is its model of key airport features, including an aircraft cockpit and cabin, and airport security. The launch of the Aerozone was a great success and, in less than two months, we welcomed over 800 young people.

We were also pleased that 86% of our Aerozone visitors came from local 'priority areas and schools', referring to those located within a 15-mile radius of our airport and most affected by our operations. Moving forwards, we expect the Aerozone to support around 5,000 young people each year.



We work hard to support local businesses and as our business has continued to recover, we have endeavoured to increase spend with suppliers within a 25-mile radius of the airport. In 2021/22 local suppliers formed 37% of our total supply chain. We also aim to support local businesses through our procurement wherever possible. In December 2021, Manchester Airport participated in the first Group-wide Meet the Buyers event. The virtual event was open to local businesses around our airport, providing a platform for them to showcase their value to invite business opportunities and encourage knowledge sharing. The event was hosted by Manchester Airport's Managing Director and members from the MAG procurement team, including speakers representing a range of professions across the business. Looking ahead, we will adapt the 'Meet the Buyers' event for Manchester Airport to further support and showcase local businesses.

4,146 job referrals made by the Manchester **Airport Academy**



2,300 people supported through training courses at our Airport Academy



823 students visited Aerozone in its first two months











We are committed to listening to local voices, to understand and address the issues that matter most to people living near our airport. Maintaining strong relationships with our local communities is a key priority for Manchester Airport. Despite COVID-19 pandemic-related restrictions limiting our ability to meet with local community representatives in person, we successfully delivered an online engagement programme, including with the Manchester Airport Consultative Committee (MACC). In 2021/22, we held a total of 53 community engagement events, attended by more than 343 people. This meant our stakeholders remained well informed as we progressed through the commitments of our CSR Strategy. Additionally, across the year we hosted a total of four committee meetings, attended by more than 140 people.

We are committed to improving how we share information with and listen to our local communities. The results of a recent community survey, which included contributions from over 70 local people, were used in the assessment of our CSR Strategy and the associated insights have been fed back to the community engagement and outreach team. To explore how we can increase the inclusivity of our community outreach activities and reach new stakeholders, we piloted a Youth Forum in the spring of this year. The purpose of the forum is to ensure we consider the voices of young people in our local communities, a historically underrepresented demographic, and we plan to introduce these forums across the group by March 2023.

When the Manchester Airport Youth Forum officially launches next year, it will provide a platform for young people to easily communicate their expectations, recommendations and priority concerns regarding our airport.

We recognise that aircraft noise is one of the most important issues for local people, particularly during the night-time period. Our Flight Evaluation Unit investigates and responds to enquiries from local communities. This year, our Flight Evaluation Unit placed a particular emphasis on airline engagement, focusing on noise minimisation as the number of flights increases following the removal of travel restrictions. Manchester is committed to managing noise for the benefit of local communities, as detailed in its Noise Action Plan (NAP). We saw a 61% reduction in noise complaints per aircraft movement compared to the previous year but we expect this number to increase as activity returns to normal. The NAP actions for noise reduction include working with airline partners to improve performance with noise abatement procedures such as flying continuous descent approaches and noise preferential departure routes. We are currently developing an airline league table, in which airlines' performance against noise abatement measures will be publicly reported. This is designed to further encourage quieter and more efficient aircraft at our airport.

Across 2021/22, our Community Fund provided £89,203 in funding to 46 local initiatives across communities surrounding our airport, with a focus on supporting mental health and wellbeing services; this is in response to the social impacts of the COVID-19 pandemic, which was raised during engagement with local community representatives.

£89,203 provided by the **Community Fund**



53 community engagement opportunities provided



46 local community groups and initiatives supported







←→ No significant year-on-year change ◆ Year-on-year performance has worsened ↑ Improved year-on-year performance

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)	
		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')	115,371,712	103,774,502	115,285,087	1	11.1	•
			Energy from renewable sources (%, 'SECR Scope')	61.2	56.2	56.6	1	0.7	←→
			Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	27,337	22,241	23,384	1	5.1	4
CLIMATE CHANGE	All of MAG's airport operations will be net		Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	8,938	8,556	9,495	1	11.0	4
CLIMATE CHANGE	zero carbon by no later than 2038.	Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.	Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.305	2.645	0.98	1, 2	-63.0	↑
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	8,938	8,556	9,495	1, 3	11.0	Ψ
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1,3	0	←→
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	1, 2, 3	0	←→
			Major operational sites with environmental management systems certified to ISO 14001 (%)	100	100	100		0	←→
		Environmental management at each of our	Major operational sites with energy management systems certified to ISO 50001 (%)	0	0	0	4	0	←→
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	airports will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy management will be	Samples within surface water discharge consent limits (%)	94.4	88.8	95.1	5	7.1	↑
		certified to ISO 50001 by the end of 2023.	Samples within trade effluent discharge consent limits (%)	100	100	100		0	←→
			Total breaches of air quality limits (number)	1	1	0		-100	Ψ

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.

² 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.

³ 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 2021/22.

⁴ Work has begun to formalise our energy management system and achieve certification to the international standard ISO 50001. This will be complete by the end of 2023, in line with the commitment made in our CSR Strategy.

⁵ This year, 6 of the samples we took to monitor the quality of water leaving the airport failed to meet the limits in our permit. The incidents were reported to the Environment Agency, and we are taking steps to improve performance.

Key	

↑ Improved year-	on-year performance	←→ No significant year-o
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	No	significant	year-on-year	change
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ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)	
ELIMINATING WASTE		By 2021, we will send no waste to landfill.	Total waste (tonnes)	9,093	1,929	3,456	1	79.2	Ψ
	We are committed to reducing waste, promoting recycling and eliminating landfill.		Waste intensity (tonnes waste per traffic unit)	0.3	0.6	0.35	2	-41.7	↑
			Waste segregated for recycling on-site (%)	New KPI	26.9	27.2		1.1	←→
			Waste diverted from landfill (%)	74.9	86.0	79		-8.1	•
SURFACE ACCESS	We will make it possible and encourage our passengers and staff to use sustainable modes to access our airports.	which will reduce the impacts of passenger	Passengers using sustainable travel to access our airports (%)	18. <i>7</i>	18.9	15.7	3	-16.9	•

¹ The increase in total waste (tonnes) can primarily be attributed to the return of commercial activity, PPE and changes to regulations on cabin waste.

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 Over the last year, the number of passengers using sustainable transport to access the airport fell. This reduction is due to passengers' hesitancy to use public transport travel during the pandemic and we actively promote sustainable transport options to our passengers. Our sustainable surface access data has been restated for this year and our previous reporting period to reflect an updated methodology based on best-practice guidance including the GRESB and Sustainable Aviation (2022) definitions of 'sustainable travel'. The definition includes public transport, car sharing and low impact transport. Data collection methods remain the same enabling use of most recent and complete datasets across our business.



↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	IND	CATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)			
	Safety is our overarching	ety is our overarching Through 'Vision Zero', our approach to safety, we target zero harm.	Repo	rtable safety incidents (number of RIDDOR incidents)	6	0	1	1	0	←→		
SAFETY	priority; we will set out our Safety Plan and regularly		Lost t	ime injury accidents (number)	19	0	9	1	0	•		
	track and report progress.	We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Lead	ership roles filled through internal promotion (%)	50.5	25.0	5.8	2	-76.8	•		
		ced mobility responds Performance targets are listed against each indicator.		Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%, target = 100)	99.9	99.7	100.0	3	0.3	←→		
			Assistance provided	Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%, target = 100)	100.0	100.0	100.0	3	0	←→		
INCLUSIVE CUSTOMER SERVICE	service for passengers with reduced mobility responds to customer needs.			od'. od'.	· · ·	Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%, target = 100)	97.2	99.5	97.6	3	-1.9	Ψ
				Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%, target = 100)	98.9	99.9	99.2	3	-0.7	←→		
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	4.0	4.3	4.0	4	-7.0	←→		

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) results showcased an increased in the overall reportable number of incidents and lost time injury accidents for the reporting year. None of the incidents were recorded as fatalities or specified injuries (regulation 4) to workers as classified under RIDDOR 2013. The increase incident and lost time injury accidents was primarily due to increased activity at our airports as we recovered from the pandemic.

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

³ 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.

⁴ Although the CAA did not publish their annual accessibility report this year due to the impacts of the pandemic, MAG's performance remained within the parameters to be rated 'Good'.



↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)	
	We will ensure that all local people feel able	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	11,123	304	4,305		1,316	↑
	to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	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 (%)	New KPI	40.0	86.3	1, 2	116.0	↑
EDUCATION, SKILLS AND EMPLOYMENT		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	1,945	2,302	2	18.4	1
SUPPORT	We will create quality opportunities for work and break down barriers for	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' (%)	New KPI	16.1	13.7	2, 3	-14.0	•
	everyone in our community.	By 2025, 80% of people completing a MAG Connect	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	403	41	58	2, 4	41.5	↑
		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)	152.7	3.0	2.5		-16.7	←→
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	37	35	37		5.71	↑

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. Historic performance data is not available.

³ 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 have been in care.

⁴ The number of people placed into employment by the MAG Connect Airport Academy remained low compared to pre-pandemic levels, this was due to shifting our focus to supporting staff through redundancies during the height of the pandemic. Towards the end of 21/22 we saw an increase in the number of vacancies advertised at our airports, our MAG Connect Airport Academies are committed to providing support to individuals to gain successful employment with East Midlands Airport or our onsite partners. This measure does not include the important support our Airport Academies have provided over the last year to those leaving the aviation industry.



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↑ Improved year-on-year performance	←→ No significant year-on-year change	◆ Year-on-year performance has worsened
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ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)	
INVESTING IN THE COMMUNITY		All of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	New KPI	7.9	11		39.2	↑
	We will ensure that the	mmunities around our participate in volunteering programmes.	All colleague volunteering participation (%, including leaders)	13.7	2.6	3.75		44.2	↑
	communities around our airports share the benefits		Time given to volunteering activities (hours, all colleagues)	6,870	12,714	2,665	1	-79.0	•
	trom living near an airport.		Community fund grants awarded (£)	110,387	110,935	89,203	2	-19.6	•
			Groups/initiatives receiving community fund grants (number)	54	63	46		-27.0	•
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)	90	36	53		50	↑

¹ Due to ongoing public health restrictions throughout the past year, we were unable to deliver many of our planned charitable and volunteering events. The number of hours volunteering undertaken by our staff reduced by 79% compared to the previous year. We are actively working to increase participation and the impact of our volunteering programmes and this will be a key focus for this year. Also, it has not been possible to facilitate our usual programme of community engagement opportunities. We remain committed to our local communities and will reintroduce community engagement plans which reflect COVID restrictions and airport activity.

² The reported figure includes contributions from MAG and funds raised by MAG through noise penalties; it does not include funds raised in other ways.

↑ Improved year-on-year performance

←→ No significant year-on-year change

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)	
			Departing flights within preferred noise routes (%)	94.0	86.0	89		3.5	↑
			Departing flights performing continuous climb departure (%)	95.0	95.1	95.3		0.21	←→
			Arriving flights performing continuous descent approach (%)	92.0	87.5	90.5	1	3.4	↑
	We will minimise the impact	We will deliver our Noise Action Plans and report progress publicly.	Area of daytime noise footprint (57 dB LAeq 16hr, km²)	32.9	9.0	14.5	2	61.1	•
NOISE			Population within daytime noise footprint (57 dB LAeq 16hr, number)	34,700	3,500	9,100	2	160	•
MANAGEMENT	of noise on local people.		Area of night-time noise footprint (57 dB LAeq 8hr, km²)	13.4	4.1	6.7	2	63.4	•
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	10,500	300	3,000	2	900	•
			Complaints received (number)	1,011	213	1,318		519.0	Ψ
			People submitting complaints (number)	125	128	696	3	444.0	•
			Aircraft movements per complaint (number)	193.7	175.0	67		-61.7	↑

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.

² This year, the number of flights from our airports significantly increase as we recovered through the global pandemic. As such, the size of our noise contours and the number of people within them also increased.

³ With Government travel restrictions easing and air traffic increasing, this year the number of noise complaints we received grew by 443.8% compared to 2020/21. This year our Flight Evaluation Unit have placed a particular emphasis on airline engagement, focusing on noise minimisation as the number of flights increases following the removal of travel restrictions. At Manchester Airport, 36% of our complaints came from four individuals.