

# WORKING TOGETHER FOR A BRIGHTER FUTURE

Manchester Airport  
Corporate Social Responsibility Summary Report  
2020/21



# WELCOME

from the Managing Director at Manchester Airport.

This last year has been the most challenging in the history of Manchester Airport as we have responded to the COVID-19 pandemic. As we emerge from the most difficult times, the strength of our people and communities stands us in good stead for a sustainable recovery focused on the region our airport serves.

At Manchester Airport sustainability has always been a priority and, over recent years, we have seen the importance our stakeholders place on corporate social responsibility (CSR) grow. This CSR report shows the progress we have made against our goals, building on our proud position as the first airport group in the UK to achieve carbon neutrality. We are committed to working with our local partners and that is why we have pledged to achieve net zero carbon emissions from all our airport operations by 2038 – in line with Manchester’s own targets.

The support we provide our employees and local communities has been more important during the pandemic than ever before. This year, the Manchester Airport Community Trust Fund provided more than £110,000 to support to 63 local groups – bringing total grant funding to £3.7m since the Fund’s launch in 1997. In addition, our colleagues have invested over 12,500 hours of their time volunteering to support good causes, ranging from food banks to vaccination centres in our local communities.

Six years ago, we began our landmark ‘MAN-TP’ transformation programme. Since then, we have invested more than £1bn into the North’s international gateway to the world. Along the way, our partners employed over 150 apprentices and created our on-site

Aerozone education facility. In July, I was proud to open the long-awaited Terminal 2 extension which is the centre piece of the programme, marking one of the most monumental milestones in our 83-year history and a positive step forwards in our recovery.

As we look forward, we are determined that Manchester Airport will be the global gateway to the North. Our airport will reconnect passengers with their families, holiday destinations and global markets. And, in doing so, it will also support our region and neighbouring communities.



**Karen Smart**  
Managing Director, Manchester Airport



# CSR HIGHLIGHTS

2020/21

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

More information about our Strategy and the progress we have made in delivering it is available on our website: [www.magairports.com/responsible-business](http://www.magairports.com/responsible-business).

Willow Wood Hospice in Hyde. Awarded £3,000 to support changes to counselling sessions during the



## Zero carbon airports

Our commitment to sustainability is essential to the success of the airport. Our focus on environmental excellence is demonstrated through our certification to the international environmental management standard ISO 14001.

This year has been unlike any other. The COVID-19 pandemic and government travel restrictions reduced passenger numbers and led to the closure of Terminals 2 and 3. In response, we implemented a range of energy efficiency measures which, for example, reduced energy use in Terminal 3 by 36%. Our operations remain carbon neutral and we are committed to becoming net zero carbon no later than 2038.

New facilities introduced through the Manchester Airport Transformation Project will deliver further improvements. These include the provision of renewable electricity to power aircraft parked on all new parking stands, helping reduce noise and emissions.

## Opportunity for all

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

To reduce costs, we have made use of the Government's furlough scheme over the 18 months. We have also had to make some colleagues redundant because of the outlook for demand over the coming years. By working closely with our recognised trade unions, we were able to agree our principles and approach to furlough and redundancy. A key component of our approach was the support offered to colleagues leaving the business by our Airport Academy which hosted eight virtual outplacement events. These events provided advice and support on CV writing and employability skills to 238 colleagues, supplying access to Rapid Response Service unemployment support provided by the Department for Work and Pensions. Our catalogue of 30 online learning courses, ranging from mental health to equality and diversity, have provided important development opportunities to colleagues across the airport.

## Local voices

The pandemic has changed the way we live our lives, introduced us to different challenges, and impacted the way in which communities near to the airport experience aircraft noise. Handling just under 20% of the number of flights we had last year, this year the area of our noise contours and number of noise complaints both reduced. As we recover from the pandemic, we remain fully committed to minimising the impact of flights from the airport and to implementing our Noise Action Plan.

Manchester Airport Community Trust Fund provided a total of £110,935 grant support this year to 63 local groups and initiatives. The Fund provided essential support to community groups as they responded to the pandemic. Initiatives included iPads to allow hospice patients to keep in touch with loved ones during the pandemic, activity packs for community members and the provision of equipment to allow socially distanced sports training. Throughout the year our colleagues volunteered 12,714 hours of their time, supporting a range of initiatives, including working with elderly community members who were shielding or living alone, local food banks, and the NHS and Royal Voluntary Service to assist the construction and operation of local vaccination centres.



Airport champions, delivering a smile to children in care homes, during the COVID-19 pandemic.



# MANCHESTER AIRPORT PERFORMANCE OVERVIEW



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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
CLIMATE CHANGE	All of MAG's airport operations will be net zero carbon by no later than 2038.	Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Total energy use (kWh, 'SECR Scope')	113,410,175	115,371,712	103,774,502	1, 2	-10.1	
			Energy from renewable sources (% 'SECR Scope')	57.9	61.2	56.2	1, 2	-8.1	
		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')	28,252	27,337	22,241	1, 2	-18.6	
			Gross market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')	9,630	8,938	8,556	1, 2	-4.2	
			Gross market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope')	0.324	0.305	2.645	1, 2	+767.1	
			Carbon offsets (tonnes CO <sub>2</sub> e, 'SECR Scope')	9,630	8,938	8,556	1, 2, 3	-4.2	
			Net market-based emissions (tonnes CO <sub>2</sub> e, 'SECR Scope')	0	0	0	1, 2, 3	0	
Net market-based emissions intensity (tonnes CO <sub>2</sub> e per traffic unit, 'SECR Scope')	0	0	0	1, 2, 3	0				
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	Environmental management at each of our airports will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy management will be certified to ISO 50001 by 2022.	Major operational sites with environmental management systems certified to ISO 14001 (%)	100	100	100		0	
			Major operational sites with energy management systems certified to ISO 50001 (%)	0	0	0	4	0	
			Samples within surface water discharge consent limits (%)	97.1	94.4	91.0	5	-3.4	
			Samples within trade effluent discharge consent limits (%)	97.2	100	100		0	
			Total breaches of air quality limits (number)	1	1	1	6	0	

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

<sup>2</sup>With lower activity this year, we implemented a range of energy efficiency initiatives which reduced our total energy use by 10%. Despite these measures, and an overall gross market-based emission reduction of 4%, the more significant (89%) reduction in traffic units means that the gross emissions intensity of our operations increased this year. All residual market-based emissions have been offset, and our CSR Strategy includes a commitment to transition to net zero carbon operations.

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

<sup>4</sup>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 2022, in line with the commitment made in our CSR Strategy.

<sup>5</sup>This year, eight 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.

<sup>6</sup>Air quality monitoring shows that the 8-hour mean air quality objective for ozone was not met at the monitoring site near to Manchester Airport. Air quality at this location is impacted more significantly by road traffic than airport-related activities. This observation is in line with similar monitoring at other locations across the UK.



# MANCHESTER AIRPORT PERFORMANCE OVERVIEW



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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE	
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)	9,054	9,093	1,929	7	-78.8	↑
			Waste intensity (tonnes waste per traffic unit)	0.3	0.3	0.6	7	+91.9	↓
			Waste segregated for recycling on-site (%)	New KPI	New KPI	26.9		-	-
			Waste diverted from landfill (%)	75.0	74.9	86.0		+11.1	↑
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 (%)	20.6	48.7	No Data	8	-	-

<sup>7</sup> Waste performance this year is heavily impacted by the COVID-19 pandemic. We measure waste intensity against traffic units, which are defined by the International Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight. This year, we recorded an 89% reduction in traffic units. Our waste intensity increased because of higher retail waste due to less predictable and more volatile passenger numbers.

<sup>8</sup> As a result of the COVID-19 pandemic the Civil Aviation Authority suspended passenger surveys which provide information about how passengers travel to access the airport. We recognise that, due to Government advice, there has been a national reduction in the use of public transport during the pandemic. We will closely monitor performance in this area to identify and implement measures to minimise the impact of journeys to our airport.



# MANCHESTER AIRPORT PERFORMANCE OVERVIEW

## OPPORTUNITY FOR ALL

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)		
SAFETY	Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress.	Through 'Vision Zero', our approach to safety, we target zero harm.	Reportable safety incidents (number of RIDDOR incidents)	12	6	1	1	-83.3		
			Lost time injury accidents (number)	26	19	0	1	-100		
		We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Leadership roles filled through internal promotion (%)	New KPI	50.5	25.0	2	-25.5		
INCLUSIVE CUSTOMER SERVICE	We will ensure that our service for passengers with reduced mobility responds to customer needs.	Our service for passengers with reduced mobility will achieve a minimum Civil Aviation Authority rating of 'Good'. Performance targets are listed against each indicator.	Passengers requiring additional assistance	Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (%; target = 100)	99.0	99.9	99.7	3	-0.2	
				Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100)	99.6	100	100	3	0.0	
				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)	99.6	97.2	99.5	3	+2.4	
				Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)	97.5	98.9	99.9	3	+1.0	
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	3.9	4.0	4.3		+8.6	

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

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

<sup>3</sup> The COVID-19 pandemic has required additional controls to ensure the safety of passengers receiving additional assistance and the staff who provide these services. These requirements have combined with volatile airline schedules and load factors, meaning that waiting time performance has fluctuated. Guest satisfaction has increased.



# MANCHESTER AIRPORT PERFORMANCE OVERVIEW

## OPPORTUNITY FOR ALL CONTINUED

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
EDUCATION, SKILLS AND EMPLOYMENT SUPPORT	We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	13,827	11,123	304	4	-97.3	↓
		By 2025, we will ensure that at least 40% of those attending MAG Connect Aerozones are from priority areas and priority schools.	Education support provided to young people from identified priority areas and priority schools <sup>7</sup> . (%)	New KPI	New KPI	40.0	4, 5	-	-
	We will create quality opportunities for work and break down barriers for everyone in our community.	Our MAG Connect Airport Academies will support everybody who approaches us, assisting a minimum of 7,500 people between 2020 and 2025.	People supported by MAG Connect Airport Academy (number)	New KPI	New KPI	1,945	6	-	-
		By 2025, at least 10% of the people supported by our MAG Connect Airport Academies will be from groups defined as 'disadvantaged' <sup>8</sup> .	Support provided by MAG Connect Airport Academy to groups defined as 'disadvantaged' <sup>8</sup> . (%)	New KPI	New KPI	16.1	7	-	-
		People placed into employment by MAG Connect Airport Academies (number)	390	403	17	8	-95.8	↓	
		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.	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	115.0	152.7	0.1	8	-152.7	↓
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our companies' spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	37	37	35	9	-2.0	↓

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

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

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

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

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

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



## MANCHESTER AIRPORT PERFORMANCE OVERVIEW

### LOCAL VOICES

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
INVESTING IN THE COMMUNITY	We will ensure that the communities around our airports share the benefits from living near an airport.	All our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	New KPI	New KPI	7.9	1	-	-
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% including leaders)	16.0	13.7	2.6	1	-11.1	↓
			Time given to volunteering activities (hours, all colleagues)	9,270	6,870	12,714	1	+87.5	↑
		We will maintain our community funds, ensuring they provide effective investment in local communities.	Community fund grants awarded (£)	129,852	110,387	110,935		-0.5	↔
Groups/initiatives receiving community fund grants (number)	75		54	63		+16.7	↑		
ENGAGING LOCAL VOICES	We are dedicated to addressing the local issues which matter most to people living near us.	Provide opportunities in different settings to meet people living near our airports.	Community engagement opportunities provided (number)	83	90	36	2	-60.0	↓

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

<sup>2</sup> Due to the COVID-19 pandemic it has not been possible to facilitate our usual programme of community engagement opportunities. Whilst the Manchester Airport Consultative Committee has met virtually, we have not held face-to-face outreach sessions this year. We remain committed to our local communities and will reintroduce community engagement plans which reflect COVID restrictions and airport activity.



# MANCHESTER AIRPORT PERFORMANCE OVERVIEW



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ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2018/19	2019/20	2020/21	NOTE	YEAR-ON-YEAR CHANGE (%)	
NOISE MANAGEMENT	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans and report progress publicly.	Departing flights within preferred noise routes (%)	94.3	94.0	86.0	3	-8.0	
			Departing flights performing continuous climb departure (%)	94.5	95.0	95.1		+0.1	
			Arriving flights performing continuous descent approach (%)	91.7	92.0	87.5		-4.5	
			Area of daytime noise footprint (57 dB LAeq 16hr, km <sup>2</sup> )	32.0	32.9	9.0	4	-72.6	
			Population within daytime noise footprint (57 dB LAeq 16hr, number)	35,300	34,700	3,500	4	-89.9	
			Area of night-time noise footprint (57 dB LAeq 8hr, km <sup>2</sup> )	12.6	13.4	4.1	4	-69.4	
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	8,500	10,500	300	4	-97.1	
			Complaints received (number)	65	1,011	213	5	-78.9	
			People submitting complaints (number)	63	125	128	5	+2.4	
			Aircraft movements per complaint (number)	306.9	193.7	175.0		-9.7	

<sup>3</sup>This year there were significantly fewer flights operating, with flights using Runway 1 for landings and departures. As a result, a higher proportion of flights have used the 'SONEX1R' departure route. Track compliance on this route is lower than others and so has reduced overall performance. Our Future Airspace Project is expected to increase performance on all departure routes.

<sup>4</sup>This year, the number of flights from our airports significantly reduced because of the global pandemic. As such, the size of our noise contours and the number of people within them also reduced.

<sup>5</sup> The COVID-19 pandemic has significantly changed both the aviation industry and the way people live their lives. This year we received fewer complaints than in previous years but heard from a slightly larger number of people. We will continue to investigate and respond to noise complaints, taking steps to minimise noise and monitoring the situation as COVID restrictions ease and travel resumes









## Want to know more?

### Web resources

- [manchesterairport.co.uk/community](https://manchesterairport.co.uk/community)

### Contacts

- Freephone 08000 967 967
- Email [community.relations@manairport.co.uk](mailto:community.relations@manairport.co.uk)
- Twitter [@MAComRels](https://twitter.com/MAComRels)