

Working together for a brighter future



Our 2021/2022 Corporate Social Responsibility Progress Update



Welcome

From the Managing Director at East Midlands Airport, **Steve Griffiths**

As I begin my new role as Managing Director of East Midlands Airport, I am pleased to reflect on the important work undertaken over the last 12 months to support our Corporate Social Responsibility (CSR) programme.

The period covered by the report was characterised by the continuing effects of travel restrictions on the aviation industry. Despite this we remained committed to delivering important initiatives which will create a more sustainable future for East Midlands Airport (EMA) and our local communities.

Our pursuit of Net Zero Carbon operations by 2038 has continued. In addition to our own work in this area, it has been fantastic to see the progress made by our partners, including DHL, which has invested in sustainable aviation fuels to reduce emissions from its aircraft operating at our airport.

I also saw how well communities received the launch of our Eco-Garden competition, providing funding to local schools to design and build green spaces that improve biodiversity, wellbeing and education.

I am looking forward to seeing the winning designs brought to life. I am also proud to see the East Midlands Airport Community Fund introduce a Low Carbon Grant Fund which has helped local hospices deliver initiatives which save emissions and reduce their energy costs.

The introduction of our carbon offsetting tool with CarbonClick – available to all passengers, regardless of the airline they fly with – was another important moment. 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 firmly focussed on exploring opportunities to drive forward partnerships and innovations to decarbonise the aviation sector.

In terms of our work in the education, training and employability arena, we needed to adapt in response to the pandemic. It is great to see that we have been able to continue our programmes by offering virtual support and resources. In November 2021, it was pleasing to see our Aerozone reopen to schools, welcoming more than 500 pupils to the facility between November and March.

This year, as we recovered from the pandemic, recruitment has been a priority. We have been promoting the exciting and dynamic career opportunities our airport and our industry can offer. Since January, we have taken part in multiple jobs fairs and has welcomed many new colleagues to East Midlands Airport.

To support the prosperity of local communities, over the course of the last 12 months the East Midlands Airport Community Fund contributed more than £150,000 to local causes, with colleagues giving more than 750 hours of their time through volunteering initiatives. I am proud of the positive contributions each and every one of them has made to local areas.

As our airport returns to normal, we are committed to a sustainable recovery, to ensure the environment and the communities which we serve are at the heart of our future plans.



Steve Griffiths
Managing Director at East Midlands Airport

Reflecting on the previous year

Understanding what matters most

At East Midlands 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](#)’, which 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 East Midlands Airport’s CSR commitments.

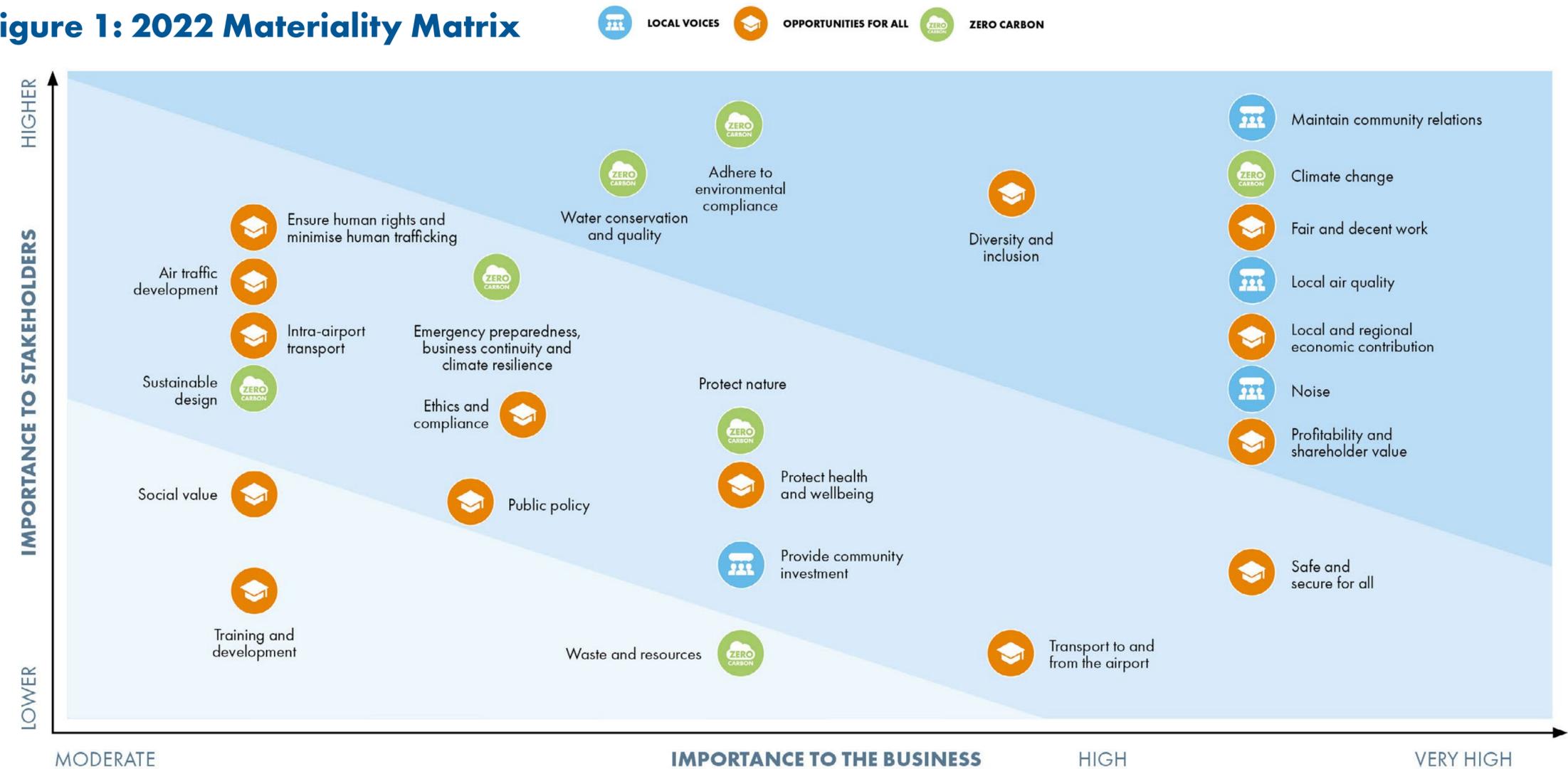
The results of our stakeholder engagement (summarised in our 2022 Materiality Matrix presented as Figure 1) confirmed that our CSR Strategy remains relevant and addresses the issues that matter most to our local communities. The top six CSR topics identified by stakeholders were: maintaining community 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 East Midlands Airport, our communities identified priority sustainability topics including adhering to environmental compliance, protecting nature, ensuring passenger and employee safety and security, and promoting sustainable use of waste, resources and water. 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 East Midlands Airport’s Sustainable Development Plan.



East Midlands Airport handled more than 450,000 tonnes of cargo in the last year.

Figure 1: 2022 Materiality Matrix





Students enjoying an educational session with the East Midlands Fire & Rescue team as part of a visit to the Aerozone.

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 East Midlands 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.

Research recently conducted by York Aviation highlights the importance of our airport as a freight hub, providing direct connectivity to over 185 of the world's largest cities. In March alone, the airport exported £1.4bn worth of goods. We are also excited about the prospect of the East Midlands Freeport which will see our area become the only UK inland freeport, creating thousands of jobs and accelerating the region's commitment to decarbonisation.

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

As well as connecting passengers to the world, East Midlands Airport fulfills a critical national role as a UK hub for freight movements.

Our CSR Achievements

2021/22

In 2020, we published our CSR Strategy for 2020–2025: *'Working together for a brighter future'*. This is a summary report of our progress towards delivering the Strategy at East Midlands 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](#).



Zero Carbon Airports



Zero Carbon Airports

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 environmental challenges. East Midlands has a long-standing commitment to tackling climate change; the airport became carbon neutral in 2012, achieving Level 3+ (Neutrality) of the [Airport Carbon Neutral Accreditation \(ACA\)](#) programme.

Whilst maintaining 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. In 2021 / 22 at East Midlands, we were pleased to maintain independent certification to the international environmental management standard ISO 14001, which reflects our dedication to environmental excellence. In 2021 / 22, we recorded improved energy consumption and our total energy usage fell 33.1%, from 24,196,815 kWh in the previous year to 16,183,676 kWh, this improvement was mostly down to decreased passenger numbers and we expect these figures to rise as we return to normal activity levels. Despite this, we are committed to implementing our energy efficiency initiatives and achieving our associated commitments. For example, by December 2023, we plan to achieve ISO 50001 certification for energy management systems.

We support wider community projects to contribute to our national decarbonisation plans. This year, the East Midlands Airport Community Fund introduced a Low Carbon Grant Fund.

This initiative has provided funding to help local hospices deliver emission-reduction initiatives – for example, installing on-site renewable energy such as solar panels and other low carbon projects such as electric vehicle charging and LED lighting. These projects will allow businesses to increase their energy security, lower costs and enable funds to be directed towards patient services.

Whilst we progress the decarbonisation of our airport operations, all passengers travelling with any airline flying from East Midlands have the option to offset their carbon emissions through [Our partnership with CarbonClick](#). In addition to addressing 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 [Jet Zero Strategy](#) in July 2022, where we announced five new commitments to drive aviation decarbonisation through education programmes, commercial partnerships and investment in Jet Zero research.

Our approach to environmental management also creates efficiencies and demonstrates our commitment to minimising our environmental impact. As a result of the return of commercial activity towards the end of last year and into 2022, the total volume of waste generated at our airport increased by 63% compared with 2020/21 when there was less activity. Furthermore, the total amount of waste diverted from landfill decreased by 33% compared with the previous year. This was driven by legislative amendments following the UK’s exit from the EU, which resulted in East Midlands Airport having to consign a higher proportion of waste as Category 1 International Catering Waste.

However, we continue to divert non-aircraft waste from landfill and eradicate single-use plastics where possible. The overall increase in waste generation is attributed to the return of commercial activity across our airports. Additionally, to ensure the continued protection of our colleagues and passengers against COVID-19, we continue to provide single-use personal protective equipment.

We know that air quality is an important issue for many of our stakeholders. A large proportion of our decarbonisation initiatives, including our support of public transport initiatives, help to reduce emissions that adversely impact air quality. Additionally, we operate equipment which continuously monitors air quality and we publish the results [on our website](#). We were pleased to report that our monitors recorded no breaches of the Government’s health-based air quality limits during 2021.

We intend to launch a Sustainable Transport Fund at East Midlands Airport to fund improvements to public transport, cycling and walking options for passengers and staff. Our funds will be supported through a levy on passenger car parking and drop-off charges, and we will be incentivising our colleagues to travel to work using more sustainable methods of transport.

ISO 14001 Certification 

Airport Carbon Neutral Accreditation Programme (Level 3+ Neutrality) 

Zero breaches of air quality limits 



East Midlands Airport is the only airport in the UK with its own wind turbines – producing renewable energy on site.

Students on a tour of East Midlands Airport, learning about different aspects of the passenger journey and seeing how the airport operates.

Opportunity For All



Opportunity For All

We recognise that when our people and local communities thrive, so does our airport. At East Midlands we have long promoted 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.

Providing high-quality training, upskilling and educational opportunities is important to the sustained success and future growth of our business, as well as supporting a thriving and prosperous economy. The East Midlands Airport Academy provides a hub for people looking to begin, progress or change their career within the aviation sector. As we recover from the pandemic, we are proud to have supported 2,679 people in the last year through our Academy and employability initiatives, such as career talks, employment support, and virtual jobs fairs. We also provided over 1,000 job referrals through our Airport Academy. As part of this work, East Midlands Airport holds a strategic relationship with Stephenson College, and both work in partnership to devise and deliver free, tailored and fully accredited courses relevant to the aviation industry. Last year, we were delighted to have supported 44% of our Academy attendees in the successful attainment of employment.

Following the further lifting of Government restrictions in early 2022, it was fantastic to once again host in-person job fair events at East Midlands Airport to showcase the hundreds of exciting roles within the aviation industry. The job fair was held at the airport check-in hall and saw over 500 people attend. We will continue to provide employment and employability opportunities for local people to share the success of our airports with our communities.

Last year we increased our focus on diversity and inclusion, adopting 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. In March 2022, we brought together our local schools with those from our other airports for a virtual ‘Girls in STEM’ event. In total, this event was attended by over 500 students from 16 schools, and sought to break down stereotypes and gender barriers in the aviation industry, as well as showcase the range of roles across the industry.

The East Midlands Aerozone also provides on-site education, boasts interactive facilities for young people aged 4-18 years, and supports schools in the local community. In November 2021, following an extended period of closure due to COVID-19-related Government restrictions, we were delighted to have reopened our East Midlands Aerozone with 570 attendees recorded in its first four months.

Looking ahead, we will continue to develop our employment offering and communicate it through the publication of our Good Work Charter, which 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.



Our Aerozone facility at East Midlands Airport has multiple different interactive experiences for students to learn more about the aviation industry.

2,679 people supported through training courses provided by the Airport Academy



570 students visited the Aerozone between November 2021 and March 2022



>500 people attended our first face-to-face jobs fair post government restrictions



Passengers arriving at East Midlands Airport, an important hub for passenger and cargo operations.

Local Voices



Local Voices

We are committed to listening to Local Voices, to understand and address the issues which matter most to people living near our airport. To maintain strong relationships with our local communities, this year we hosted a total of 70 community engagement opportunities, attended by more than 1,300 participants.

For many of our local residents, aircraft noise is the most important airport-related issue. This year our Flight Evaluation Unit placed particular emphasis on airline engagement, focusing on noise minimisation as the number of flights increases following the removal of travel restrictions. As well as reporting airlines' performance against noise abatement measures in noise league tables published on our website, our Flight Evaluation Unit continues to investigate and respond to enquiries from local communities.

We recognise that night-time noise can impact the health and wellbeing of local people. Last year, East Midlands recorded over 2,200 night-time noise complaints. Although the total number of night flights reduced during the pandemic, increased demand for air cargo and reduced cargo capacity in the belly of passenger aircraft, mean that the volume of cargo flown through East Midlands Airport reached record levels in 2021. [Our Noise Action Plan](#) sets out the steps we are taking to minimise noise, and in 2021 we introduced a new surcharge to disincentivise the use of noisier 'QC4' aircraft, such as the Boeing 747-400, at night. The surcharge and associated airline engagement have reduced the number of airlines operating 'QC4' aircraft at East Midlands Airport at night and reduced the proportion of Boeing 747-400 operations by other airlines.

We are committed to continually improving the way we share information with and listen to our local communities. The results of our recent community survey, which included contributions from over 140 local people, have already helped to inform our recent engagement activities. Before the pandemic, East Midlands Airport published a Community Flyer three times per year and this flyer was delivered to over 35,000 homes in the communities most affected by our operations. We will relaunch our Community Flyer electronically in 2022.

We are also working to ensure we listen to a more diverse range of voices, and earlier this year we held a number of focus groups to support the development of a new EMA Youth Forum. At East Midlands, the new Forum will be introduced in Autumn 2022 and will help to ensure we hear more from younger people who are currently underrepresented as stakeholders in our engagement work.

At East Midlands Airport, we are committed to creating a trusting and mutually beneficial relationship with our local community. Between April 2021 and March 2022 our Community Fund provided £156,625 grant support to 76 local community groups and initiatives. Following the introduction of additional noise surcharges which target noisier 'QC4' aircraft which operate at night, additional funding has allowed us to create a new 'Low Carbon Energy' Fund at EMA which last year supported 3 local hospices with funding of £59,774. In the first round of funding three local hospices - Rainbows Children's Hospice in Loughborough, Treetops Hospice in Derbyshire and Loros in Leicestershire - were awarded grants for a range of low carbon energy initiatives including LED lighting, solar panels and electric vehicle charging points.

A further round of funding has been made available in 2022 for local community buildings such as schools and village halls to invest in proven low carbon technologies.

One of our notable community projects, which is funded by the Community Fund, is the Eco-Garden competition that was launched earlier this year for local schools surrounding East Midlands Airport. We are immensely proud of our competition, which seeks to support schools in creating green space in their grounds, as well as substantially increase biodiversity and improve pupil wellbeing and engagement. We received over 25 submissions from schools across Derbyshire, Leicestershire and Nottinghamshire and the designs will be judged by a panel of experts including representatives from the airport's CSR team, Derbyshire Wildlife Trust and South Derbyshire District Council. The Eco-garden project aims to create a lasting legacy that can be enjoyed by generations of children to come as well as the wider community.



70 community engagement opportunities provided



76 community groups and initiatives supported



£120,000 eco-garden competition launched



Our Community Engagement Manager visiting Rainbows Hospice, a beneficiary of our low-carbon grant.



Spotlight on Local Voices

Introducing the East Midlands Airport Community Fund, interview with the East Midlands Airport Community Fund Chair, Sheila Jackson

This year, the East Midlands Airport Community Fund celebrated its 20th anniversary. In 2021, the Low Carbon Grant Fund was launched as a pilot scheme within the East Midlands Airport Community Fund; the Fund financially supports projects that significantly reduce the carbon emissions from community organisations' operations.

Last year, the Fund supported LOROS Hospice to drive the local community transition to the net-zero economy. LOROS Hospice is a local charity that provides end-of-life care to over 2,500 people living with terminal illness across Leicestershire and Rutland. LOROS's mission is to ensure that all people with an incurable illness, and their families, regardless of background and the ability to pay, have access to excellent, holistic care.

Overview of the project:

- Replacement of old, fluorescent lightbulbs with LED lighting to improve energy efficiency across the estate.
- It costs around £960 per hour to run the hospice, and with the onset of the energy crisis, is set to increase by as much as 400% over the coming months.
- Estimated annual savings of up to £60,000 in energy bills, as calculated in January 2021, all of which will be directed to improve patient care.



Sheila Jackson, Community Fund Chair.



Our Community Engagement Manager with the CEO, staff and trustee of LOROS Hospice.

Sheila Jackson, Community Fund Chair, notes the benefits of the Low Carbon Fund

The Low Carbon Grant Fund was designed to uphold the MAG values, and to align with the airport's strategic ambition to become a zero carbon airport.

"As chair of the fund, I am very, very proud of the work that we've achieved over the last 20 years. It's an achievement for the airport, MAG, and everyone on the committee who have made the decisions. The fund focuses on directing investment to encourage groups of varying scales to apply for financial support. The Community Fund panel recognises that even the smallest amount of money can make a big difference. As such, we endeavour to direct a range of smaller donations to a proportion of the projects that don't succeed in obtaining full grant funding."

Interview with LOROS Hospice Facilities Operations Manager, Richard Hill, a beneficiary of the East Midlands Community Fund

Richard Hill, LOROS Hospice Facilities Operations Manager, explains the value of the Fund for LOROS Hospice

"At LOROS, as with any organisation, we have budgets and legislation we have to comply with, but the absolute number one aim is the patients' care and welfare. Therefore, we often face the challenge of balancing investment in new projects with the potential constraint it may put on our service delivery. On behalf of LOROS Hospice, thank you. It has a direct financial impact, but what you can't lose sight of is that every pound we've saved through that support from East Midlands Airport is directly improving care services and the patient experience here."

With special thanks to Sheila Jackson (Chair of the East Midlands Community Fund) and Richard Hill (Facilities Operations Manager, LOROS Hospice).

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	TARGET	INDICATOR	2019/20	2020/21	2021/22	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')	32,727,246	24,196,815	16,183,676	1	-33.1	↑
			Energy from renewable sources (% 'SECR Scope')	59.2	60.7	50.6	1	-16.6	↓
		Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.	Gross location-based emissions (tonnes CO ₂ e, 'SECR Scope')	7,915	5,410	2,979	1, 2	-45.0	↑
			Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	2,961	1,944	1,290	1	-33.6	↑
			Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.362	0.404	0.23	1, 3	-43.1	↑
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	2,961.3	1,944.3	1,290	1, 4	-33.7	↓
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1, 4	0	↔
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	1, 4	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 the end of 2023.	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	5	0	↔
			Samples within surface water discharge consent limits (%)	87.2	83.3	83.1	6	-0.2	↔
			Samples within trade effluent discharge consent limits (%)	70.0	88.4	81.5	6	-7.8	↓
			Total breaches of air quality limits (number)	0	0	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.
² The reported decrease in gross location-based emissions can be attributed to the installation of LED lighting at the terminal and further energy efficiency schemes.
³ 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.
⁴ 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](#).
⁵ 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.
⁶ In 2021/22, we recorded an environmental permit compliance rate of 83.1% with our surface water discharge consents and 81.5% with our trade effluent consents across the Group. To meet our target to achieve full environmental permit compliance, we are closely working with regulators and have implemented a number of mitigation and control measures across our airports.

 **Zero Carbon Airports** continued

Key

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	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)	652	149	244	1	63.8	↓
			Waste intensity (tonnes waste per traffic unit)	0.1	0.03	0.04	2	33.3	↓
			Waste segregated for recycling on-site (%)	New KPI	28.5	31.68		11.2	↑
			Waste diverted from landfill (%)	97.1	96.3	63	3	-34.6	↓
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 (%)	8.4	9.1	7.5	4	-17.6	↓

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. Traffic units 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 amount of waste diverted from landfill decreased by 32.7%, this is primarily due to changes to regulations on cabin waste which mean waste originating from Europe has been reclassified, reducing our ability to recycle it. We are working closely with regulators to identify how we can address this problem.

⁴ 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.

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	2019/20	2020/21	2021/22	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)	2	0	2	1	N/A	↓	
			Lost time injury accidents (number)	4	4	4	1	0	↔	
		We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Leadership roles filled through internal promotion (%)	43.8	5.6	1.4	2	-75	↓	
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.	Assistance provided	Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (% , target = 100)	100	100	100		0	↔
				Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (% , target = 100)	100	100	100		0	↔
				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (% , target = 100)	98.8	100	99.6	3	-0.4	↔
				Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (% , target = 100)	100	100	100		0	↔
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	3.3	2.4	3	4	25	↑

¹ The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) results showcased an increased in the overall reportable number of incidents for the reporting year. None of the incidents were recorded as fatalities or specified injuries (regulation 4) to workers as classified under RIDDOR 2013. Additionally, % change has not been applied where there is baseline of zero from the previous reporting year. However, we recognise a decline in performance and will continue to monitor this over time.

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. As health restrictions lifted in the latter half of the year, the sudden increase in airline schedules and load factors meant that waiting time performance fluctuated.

⁴ Although the CAA did not publish their annual accessibility report this year due to the impacts of the pandemic, East Midlands Airport's performance remained within the parameters to be rated '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	TARGET	INDICATOR	2019/20	2020/21	2021/22	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)	5,869	46	2,679		5,723.9	↑	
		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	78.3	91.2	1	16.5	↑	
	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	276	68	2	-75.4	↓	
		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	6.3	58.8	2, 3	833.3	↑	
		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 (%)		51.1	10.8	44.1	2	32.3	↑
			People placed into employment by MAG Connect Airport Academies (number)		69	9	30	2	233.3	↑
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)	21.0	18.0	17		-5.5	↓	

¹ Priority schools and priority areas are those within a 20-mile radius of East Midlands 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. 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. 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.

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 one year); parents returning to work; and young people who have been in care.

Key

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	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 of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	New KPI	21.3	34.4	1	61.5	↑
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% including leaders)	27.8	6.6	7.9	1	19.7	↑
			Time given to volunteering activities (hours, all colleagues)	1,391	966	758	1	-21.5	↓
		We will maintain our community funds, ensuring they provide effective investment in local communities.	Community fund grants awarded (£)	59,864	93,366	156,625	2	67.8	↑
			Groups/initiatives receiving community fund grants (number)	64	84	76		-9.5	↓
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)	10	18	68		277.8	↑

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 21.5% 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 Despite the challenging business environment, we are pleased to have maintained MAG's full contribution to our airport community funds. The reported figure includes contributions from MAG and funds raised by MAG through noise penalties; it does not include funds raised in other ways.

 **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	TARGET	INDICATOR	2019/20	2020/21	2021/22	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 (%)	89.1	91.5	90.9	1	-0.7	↔
			Departing flights performing continuous climb departure (%)	95.2	96.4	95.7		-0.7	↔
			Arriving flights performing continuous descent approach (%)	90.0	87.1	89.0		2.2	↑
			Area of daytime noise footprint (57 dB LAeq 16hr, km ²)	8.3	4.1	5.1	2	24.4	↓
			Population within daytime noise footprint (57 dB LAeq 16hr, number)	1,000	600	700	2	16.7	↓
			Area of night-time noise footprint (57 dB LAeq 8hr, km ²)	8.5	7.5	7.8	2	4	↓
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	1,000	1,000	1,000		0	↔
			Complaints received (number)	199	1,703	5,510	3	223.6	↓
			People submitting complaints (number)	90	233	365		56.7	↓
			Aircraft movements per complaint (number)	372.8	26.6	10.7		-59.8	↓

¹ Our long-term monitoring of continuous descent approaches demonstrates that compliance is highest amongst passenger airlines who are based at the airport and more familiar with local airspace. Overall compliance has reduced this year because of the significant reduction in the proportion of passenger flight.

² This year, the number of flights from our airports significantly increased as we recovered through the global pandemic. As such, the size of our noise contours and the number of people within them also increased. We continue to deliver our Noise Action Plans (NAPs) with the aim of minimising the impact of noise. We will continue to work with our partner airlines to minimise the use of noisier aircraft types, particularly at night.

³ With Government travel restrictions easing and air traffic increasing, this year the number of noise complaints we received grew by over 233.6% 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. Over 76% of the total complaints received at East Midlands Airport came from five individuals.