

COMMUNITY

SUSTAINABLE DEVELOPMENT PLAN 2015



stanstedsairport.com



PART OF M.A.G



CONTENTS



OUR AIRPORT	04
Introduction.....	04
Our Community Plan.....	06
OUR APPROACH	07
New Ownership, New Vision.....	07
A New Approach To Community Relations At Stansted	08
Our Initiatives	10
OUR PLAN	11
Education and Employment	12
On-Site Education Centre – The Stansted Aerozone	12
Apprenticeships	13
Links with Education	14
The Stansted Airport Employment And Skills Academy.....	15
Investing in the Community.....	17
Stansted Airport Community Network	18
Community Funds	19

Community and Local Business Engagement	20
Community Outreach Events.....	20
Community Impact Survey	21
Stansted Airport Consultative Committee (STACC).....	22
Local Community Meetings	23
Meet The Buyers	24
Measuring Our Work.....	25
Employee Engagement	26
Colleague Volunteering	26
Managing Local Impacts.....	27
Sound Insulation Grant Scheme (SIGS)	27
Vortex	28
Handling Complaints.....	29
Our Environmental Programme	29

INTRODUCTION

The Stansted Airport Sustainable Development Plan (SDP) is an important document for our airport. It sets out our vision for Stansted's growth of its single runway capacity and addresses some of the key challenges we face in operating a successful airport.



The Stansted Airport Interim Master Plan was published in May 2006 by BAA, the previous owners and operators of Stansted. The Interim Master Plan set out the strategic direction for Stansted as a single runway airport up to 2015 by which time the airport was expected to be serving some 35 million passengers. Since the publication of the Interim Master Plan, the aviation industry and the wider economy have been through major changes. This has had an impact on the rate of aviation growth, both at a national level and at Stansted specifically.

Since acquiring Stansted in February 2013, Manchester Airports Group (M.A.G) has set out a new vision for the airport and we are committed to delivering sustainable growth in its activities. The new SDP is our framework and master plan for growth of the airport based on the capacity of its single runway. It sets out the strategic context for the business, as well as some of the key challenges that we face. A key purpose of the plan is to provide guidance and information to airport users, occupiers, developers, statutory agencies and the local community.

This version of the SDP has been finalised following extensive consultation carried out from June until November 2014. We produced a draft version for consultation with stakeholders and local communities as part of our commitment to engage fully within the region we serve.

The consultation responses and the comments of those who attended the Outreach events were generally positive in support of growth to the maximum capacity of the single runway within our current airport boundary.

Understandably, there were detailed points about the likely impacts of increased aircraft movements and in particular night noise. Concerns over congestion on local roads and quality of rail services were also commonly expressed.

Importantly, there was wide ranging support for our Economy and Surface Access Plan and our Community Plan. Our targets of improving rail connectivity to London and Cambridge and our focus on educational attainment and employment opportunities in the communities served by the airport were welcomed.

The majority of local authorities and stakeholders recognised Stansted's important contribution to the local and regional economy. Many responses supported our efforts to broaden the range of airlines and routes; our positive approach to partnership working; our community outreach programme; the renewed investment in airport facilities; and a positive change in management culture under M.A.G's ownership.

Details of the consultation process and its outcomes are contained within a separate document, the "SDP Consultation Review". This report covers the process, the responses and how we have dealt with the comments received. We are grateful to all those who have helped shape our SDP.

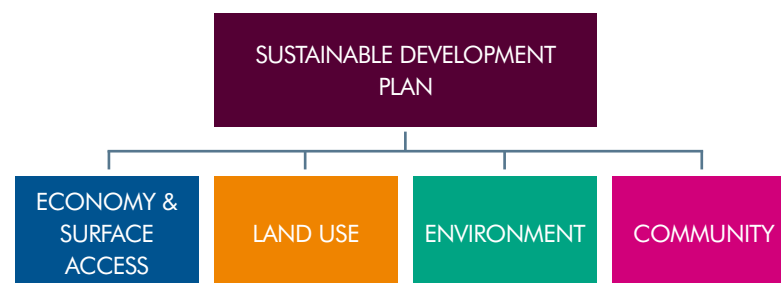
INTRODUCTION



The SDP sets out the strategic objectives for the growth and development of Stansted. These were supported by stakeholders and run throughout the Plan and underpin our proposals. They are:

- To make Stansted the best London airport;
- Proactively plan for growth to make best use of existing capacity;
- Support economic growth in the region;
- Actively manage and contain environmental impacts;
- Be active and supportive partners in the local community; and
- Maintain Stansted's position as the best in the UK for public transport use.

The SDP comprises four detailed plans that cover the economic context and the surface access proposals for developing our single runway growth strategy, the land use implications and how we intend to develop our environmental and community programmes:



The SDP is a document that will evolve. As such, we will keep the SDP under review so that it remains relevant and reflects the evolution and the development of Stansted Airport. This reflects Government guidance in the 2013 Aviation Policy Framework. The review will be undertaken at least every five years.

OUR COMMUNITY PLAN

Our operations have both positive and negative impacts on the communities around the airport. This Community Plan sets out the key topics for future action; where we are proposing to focus our engagement with local communities; and how best we can contribute to the social and economic well-being of those living around Stansted.



Our Community Plan sets out our aim to approach community issues openly and transparently, and adopt an approach to addressing them which maximises the benefits and minimises the adverse impacts wherever possible. A responsible approach to developing positive relationships with the local community is a vital part of achieving sustainable success at Stansted.

This goal is best served by understanding the priorities of all our stakeholders, including employees, passengers, on-airport partners and the wider community in which we operate. We know from our experience at other M.A.G airports, including Manchester and East Midlands, that this approach encourages genuine engagement that builds trust between different stakeholders.

We are committed to working in partnership with the communities around Stansted, and following our acquisition we have made good progress in working with a wide variety of stakeholders. This plan sets out our achievements to date, and highlights the areas where we intend to focus our engagement in the future.

For our work to continue to have a positive impact we remain committed to reporting our activities openly and transparently, working with feedback from our stakeholders to grow and improve our programme.

Stansted is the third largest airport in London and currently handles 20 million passengers per annum (mppa). The airport is firmly positioned as the market leader for low-cost short haul travel in the South East, serving more than 160 destinations in 30 countries. With a strong network of services, the airport provides London and the East of England with valuable international connectivity, predominantly to short haul European and North African markets.

Stansted is a key gateway for the UK and is an important point of entry for non-UK residents arriving by air. Over half of Stansted's passengers are foreign nationals travelling either on business, visiting friends and family or on holiday in the UK. This reinforces the important role the airport plays in providing international connectivity both to and from the region.¹

Over 230,000 tonnes of cargo were transported through Stansted in 2014 helping to connect the economy of London and the region with the global marketplace. Stansted is the busiest airport for all-freighter traffic among the London airports, and is the most significant hub for express freight within the important London market. The airport's express freight market, anchored by key operators such as FedEx and UPS, is the second biggest in the UK.

Stansted is the largest single-site employer in the East of England employing over 10,000 people across 190 on-airport companies. The airport provides a wide range of employment opportunities and supports economic activity throughout the wider supply chain, both within the region and further afield throughout the UK.

¹CAA passenger survey (April 2013 – March 2014).

OUR APPROACH

NEW OWNERSHIP, NEW VISION

In February 2013, Stansted was acquired by M.A.G, which owns and operates Manchester, East Midlands and Bournemouth airports.



The overall strategic intent of the Group is:



To deliver sustainable growth in shareholder value, balancing the needs of our customers, passengers, employees and communities in which we work, while maintaining the highest safety and security standards.

Under the ownership of M.A.G, ambitious plans are well underway to build on Stansted's past successes and deliver excellent facilities to achieve our vision to be the 'best airport in London'. These involve growing passenger numbers by attracting new airlines, increasing the range of destinations served and investing over £80 million in the award-winning terminal building to improve the passenger experience.

In delivering this vision, we want to work closely with the local community and build enduring relationships with all of our external stakeholders.



A NEW APPROACH TO COMMUNITY RELATIONS AT STANSTED



OUR COMMUNITY STRATEGY:

“By building enduring relationships with our local communities, we will seek to understand the issues that are important to them, to understand how our operations affect them and to use our combined skills and resources to work together for our mutual benefit.”

Our vision for Stansted is for it to be the best airport in London in terms of creating value for airlines, service for our customers and uniting all airport stakeholders to achieve this. Our Community Plan is an integral part of achieving that vision because it sets out how we are planning to achieve sustainable growth and deliver benefits locally whilst also being mindful of the impact we have on communities around the airport.

In developing this Plan we have drawn on previous community initiatives at Stansted, as well as examples drawn from M.A.G's established approach to community relations and feedback from our dialogue with external stakeholders, community groups, passengers and the Stansted Airport Consultative Committee. This has enabled us to identify the key issues and opportunities in the community and develop proposals to address them.

The main issues we have identified include:

- an ageing workforce and shortage of skilled workers across the region;
- insufficient linkages between education and employment;
- high youth unemployment in some surrounding communities;
- a perception amongst some stakeholders that the airport is an unattractive place to work;
- a perception that there are limited opportunities for local businesses to benefit from the airport's supply chain; and
- the potential for adverse community relationships to undermine the sustainable development and growth of the airport.

We are committed to addressing each of these issues through the initiatives set out in this Plan. We regard these as a high priority for the business because they will be key to our ability to attract new employees, develop enduring relationships with local communities, and drive economic growth and prosperity in the surrounding region.

A NEW APPROACH TO COMMUNITY RELATIONS AT STANSTED



The successful delivery of this Plan offers the chance to build recognition of Stansted as a responsible neighbour and an opportunity to inspire a generation of young people to choose the airport as a rewarding career opportunity and encourage local residents and school leavers to develop their skills. We want to build our relationships with the community and improve engagement with links with the education and skills sector. We also intend to increase colleague volunteering to develop their capabilities and improve levels of engagement.

SCHOOL MENTORING AT FOREST HALL COLLEGE, STANSTED MOUNTFITCHET

In December 2013, Stansted launched a mentoring programme, working in conjunction with Forest Hall School in Stansted Mountfitchet. Eleven students studying at the school were identified as individuals who would benefit from mentoring support as they completed their GCSE year of study and made important decisions regarding their future. Eleven senior leaders have mentored these students through fortnightly meetings, discussing topics such as approaches to revision and exams, how to balance studies with a life outside school, and help in considering next steps after GCSEs.



It has been a huge privilege to be working with pupils from one of our local schools in this mentoring programme. This is my second year of involvement and the enthusiasm and engagement of the pupils has been a delight. Year 11 is a real challenge for them and I hope that mine and my colleagues involvement will have a positive effect on their exam performance.

Tim Hooper – Head of Procurement

OUR INITIATIVES

This Plan sets out the initiatives that we will focus on over the next five years, as shown below:



EDUCATION AND EMPLOYMENT

Engaging with young people, particularly those living in areas close to the airport, is a vital part of our work. We want to encourage and inspire young people to think about what the airport does, why it does it, and the career opportunities that are available to them now and in the future.

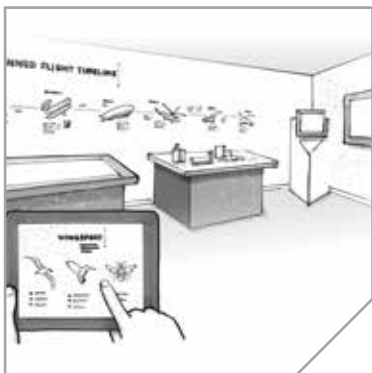


Over the last few years, M.A.G has recognised the growing importance of tackling youth unemployment and implemented a range of initiatives and projects to support young people into jobs at all our airports. With high youth unemployment across the UK, a shortage of local skilled employees, and issues of numeracy, literacy and low aspiration, the Stansted team has worked in partnership with training providers to equip local residents with important skills that will help them find work, either at the airport or with another employer.

We will strengthen our links with local schools and colleges and skills providers, to help bridge the gap between the classroom and the world of work.



EDUCATION AND EMPLOYMENT



Artists Impression.

ON-SITE EDUCATION CENTRE – THE STANSTED AEROZONE

As part of our commitment to inspire a generation of young people we will develop an on-site education centre, known as the 'Aerozone', which will be designed to provide a flexible and inspirational learning environment, primarily aimed at children and young adults.

In partnership with local schools, the Aerozone will provide a range of educational materials and focus on three themes:

- **science, technology, engineering, and mathematics disciplines** – to inspire future engineering talent and to help to address a national shortfall of engineering skills;
- **showcase the variety and types of roles on offer at the airport** – to encourage young people to choose a career in the aviation industry; and
- **the history of Stansted** – forge partnerships with local museums.

The new facility will be based at the airport site and be accessible to young people from ages 5 to 18 in local schools and further education establishments. Each visitor will be given a structured learning experience tailored to their requirements.

2015

AIM

- 2015 and beyond: We will develop an Aerozone facility, and aim to open this to local schools in spring 2015.

2017

TARGET

- By 2017, we aim to attract over 5,000 visitors to the Aerozone each year. To support the facility, up to 200 volunteers from the airport community will be sought annually, substantially increasing participation in workplace volunteering.

EDUCATION AND EMPLOYMENT



APPRENTICESHIPS

Our apprenticeship programme offers young, talented individuals the opportunity to begin their career on a structured and supported programme as an alternative to continuing in higher education. We have a proven track record in recruiting apprentices, particularly within our engineering and technical teams.

Since 2008, we have recruited and trained six apprentices, with most ending up in full time positions in the terminal and airfield operations, helping us to build our talent pipeline and allowing our experienced colleagues to pass on their invaluable knowledge to their future successors.

Looking forward and following consultation, we have agreed to increase the number of customer service and engineering apprentices we recruit from one to ten a year, and work with on-airport partners to increase or introduce apprenticeship opportunities across the airport to increase this number further.

CASE STUDY

CLARENCE BROWN, MAINTENANCE TECHNICIAN



Clarence started his four year Advanced Engineering Apprenticeship at Stansted Airport in 2013, and his role consists of planning routine maintenance as well as fault finding and repairs. He supplements the hands-on airport experience with vocational training at Cambridge Regional College, which is helping him gain a number of qualifications such as NVQ Level 3 advanced apprenticeship and BTEC national certificate in electrical engineering. "An apprenticeship was something I contemplated for many years" said Clarence. "I did some research and realised experience counts for more than qualifications alone and with an apprenticeship you get both, and you get paid!" He went on to note, "I love the day to day variety and since I joined the airport no two days have been the same."

2015

AIM

- 2015 and beyond: We will continue to invest in our apprenticeship programme.

2016

TARGET

- From 2016 we will increase the intake from one to ten apprentice places per year.

EDUCATION AND EMPLOYMENT



LINKS WITH EDUCATION

We intend to forge closer links with local schools and colleges. We will develop a range of programmes to raise awareness of careers in aviation, equip students with the right skills and help raise standards through mentoring, coaching and colleague volunteering. Our support will be tailored to the needs of different age groups. For younger students, this may focus on numeracy and literacy. For older students, the focus may be on particular disciplines and technical subjects e.g. engineering or customer service. We will offer a structured programme for graduates and interns alongside the development of skills and talent within our workforce.

Our work experience programme gives young people real first-hand experience and insight into the world of work and aviation. In 2013, 25 young people from Harlow College; Forest Hall School, Stansted Mountfitchet; St Mary's, Bishops Stortford; and Gosfield School, Braintree spent a week on work experience with Stansted Airport.

YOUNG ENGINEERS EXPERIENCE WORKING LIFE AT STANSTED

In June 2013, ten young engineers from Harlow College spent two weeks experiencing working life at the airport as part of a M.A.G education initiative. The partnership between the airport and the college is aimed at giving students an insight into the various engineering roles across the airport with the intention that some may apply for airport apprenticeships. The students, who are studying for the BTEC Level 3 Extended Diploma in Manufacturing Engineering, worked alongside electrical and mechanical technicians as they carried out their maintenance work in the terminal and on the airfield.

2015

AIMS

- 2015 and beyond: We will continue to develop and enhance the programme, working with our on-site partners to provide the best first experience of work for our students; and
- 2015 and beyond: Explore opportunities to work in partnership with local schools and colleges to secure a pipeline of future employees.

EDUCATION AND EMPLOYMENT



THE STANSTED AIRPORT EMPLOYMENT AND SKILLS ACADEMY

As the largest single employment site in the East of England, we and our on-airport partners are committed to addressing unemployment and the skills shortage in the region by supporting local people into training and employment on the airport.

The Stansted Employment and Skills Academy opened in March 2008 and was one of the first on-airport academies of its kind. Managed by a specialist skills provider, Urban Futures, the Academy provides a service to individuals in the local community who are looking for work at the airport as well as a bespoke training and recruitment service to on-airport employers. In 2013, it helped to get over 400 local people into work at the airport.

Working in partnership with local colleges, neighbouring local authorities and Jobcentre Plus, the Airport Academy team are able to recruit candidates who are interested in securing employment with one of the 190 employers on the site. Having successfully passed initial literacy and numeracy assessments, potential candidates are then invited to attend the Airport Academy pre-employment training course tailored to the needs of Stansted. During this course they will work towards qualifications in airport customer service and personal development. They are also given support in job searching, interview and presentation skills and CV development as well as specific support with compiling their five year checkable history, which is a requirement of the Government's security restrictions for airport employees. Airport employers are able to interview Academy 'graduates' within the Academy facility and know that all candidates have been pre-screened and are work-ready.

We will build on this success and look to improve our careers advice to students and work with existing partners such as the Essex Employment & Skills Board, the Essex Ambassador Scheme and Job Centre Plus in Braintree. We will also support initiatives such as the Essex Education & Industry programme of events such as mentoring and industry days.

On site, we will work with other employers to understand their future needs, seek to co-ordinate technical training and identify any barriers to employment and recruitment. Transport is a key issue, especially in attracting employees from areas of need (e.g. Harlow, north London) and to meet shift times. This is dealt with in detail in our Economy and Surface Access Plan. Childcare is another potential constraint. There is no on-site nursery or child care; employees rely on providers in local communities. We will keep this under review in conjunction with the local authorities.



Stansted is an important local employer and the Airport's Employment and Skills Academy is doing a tremendous job helping to get people the skills they need to find work.

Priti Patel, Member of Parliament for Witham

EDUCATION AND EMPLOYMENT



2015

AIM

- 2015 and beyond: We will continue to support and improve the Stansted Airport Employment and Skills Academy with particular focus on attracting employees from disadvantaged areas in Harlow, Braintree and North East London.

2017

TARGET

- By 2017 our aim is get 550 local people into work per year.



INVESTING IN THE COMMUNITY

As the largest single employment site in the region, we and our partners have an important role to play in enhancing the well-being of local communities.



M.A.G's approach to this at its other airports has been to develop strong and effective partnerships with local organisations, and to encourage other airport companies to work together to generate real benefits for local communities. We intend to adopt the same overall approach to developing partnerships with local organisations around Stansted.



INVESTING IN THE COMMUNITY



STANSTED AIRPORT COMMUNITY NETWORK

One of the founding commitments of our new approach to community relations at Stansted has been to establish the Stansted Airport Community Network (ACN). The aim of the ACN is to bring on-airport business partners into our community programme so that we can achieve greater impact by working together under a single umbrella organisation. This is effective because it enables airport companies, particularly smaller organisations, to join an established network and contribute their time and effort to local community projects without needing to create their own contacts or programmes. The ACN is supported by a new website², which provides a hub for companies and organisations that want to find out more about our community programmes.

Initially, we will focus on getting network members involved in community volunteering. For example, over the last year we have organised volunteering opportunities for colleagues, including Business in The Community's 'Give and Gain' day in May 2014. We have also committed to work with Stewards Academy School in Harlow. The Academy is in a disadvantaged area with high youth unemployment and is looking for volunteers to provide work experience and mentors for their students. The ACN provides an excellent way to support this type of project because it pools the combined resources of on-airport partners to help address priority issues in the local community.



2015

AIM

- 2015 and beyond: We are committed to growing the Airport Community Network so that a wide range of airport companies are engaged in community programmes.

2019

TARGET

- The Airport Community Network will have over 20 active partners by 2017 and increasing colleague volunteering from 2% to 30% by 2019.

INVESTING IN THE COMMUNITY



COMMUNITY FUNDS

The airport currently operates two funds for community groups and individuals. They are set out and discussed below.

STANSTED AIRPORT COMMUNITY TRUST

The Stansted Airport Community Trust supports projects which protect and enhance the social, economic and environmental well-being of the community within a 10 mile radius of Stansted. The Trust was established in 2003 with an annual donation of £100,000 per annum from the airport. In addition, any fines from excessively noisy aircraft are added to the Trust's funds. Eligible community groups can apply for funding and their request is put forward to an independent committee that includes eight elected representatives from neighbouring Local Authorities. Since 2003 over £1 million has been distributed to more than 1,600 projects.

The legal commitment to operate this fund expires in 2015, however we will continue to operate a Community Trust Fund and will seek to consult with local authorities in early 2015 on the terms of reference for a new fund.

STANSTED AIRPORT PASSENGERS COMMUNITY FUND

This fund, run by airport employees, donates money to local causes within a 20 mile radius of Stansted. The money is raised from passengers' unwanted foreign currency, which is collected in the terminal. The fund was established in 1998 and has donated over £480,000 to hundreds of local community projects.



On behalf of all youth leaders and young people thank you so much for your kind donation. We promise that we will use these funds wisely and for the benefit of the young people and I cannot thank you enough for your good wishes and generosity.

Sawston Youth Group



I want to thank the Fund for the contribution to our on-going publication of the Thaxted Bulletin. Funds such as yours are vital in maintaining the very high standards to which we ascribe and delivery to every home in Thaxted without charge. It is fair to say that our work would be impossible without such support.

The Thaxted Society



This is great news, thank you so much. Our old defibrillator stopped working and we are delighted to receive the funds to purchase its replacement. Once again, on behalf of the Bishop's Stortford Community First Responders, a huge thank you!

Bishop's Stortford Community First Responders



Many thanks for your very generous donation which will help tremendously towards our refurbishment programme. The Garden Room promotes the welfare of the over 55s and registered disabled of any age in the Uttlesford area.

The Garden Room, Saffron Walden

COMMUNITY AND LOCAL BUSINESS ENGAGEMENT

We are committed to building enduring relationships with the local communities and businesses around the airport. Our aim is to engage with all communities in a meaningful way to help address some of the negative impacts associated with the operation of the airport and to ensure they benefit wherever possible from the economic and social benefits from having an international gateway nearby.



COMMUNITY OUTREACH EVENTS

Following an approach adopted at M.A.G's other airports and building on our engagement to date with local authorities and business stakeholders at Stansted, we will organise a regular programme of community outreach events in local towns and villages. These events will give members of the public the ability to discuss their concerns or ask questions about the airport on an informal, drop-in basis. They will create a valuable opportunity for informal engagement between local people and airport staff and enable discussion on issues such as airport operations and how we manage impacts; community initiatives and future developments. The feedback from these sessions will help us to understand the concerns of local people and shape the way we plan our activities in the future.

2015

AIM

- We will commit to an outreach programme to maximise engagement opportunities for local communities.

2015

TARGET

- We will host a minimum of five outreach events per year. Feedback from these events will be summarised and incorporated into our Community Plan.

COMMUNITY AND LOCAL BUSINESS ENGAGEMENT



COMMUNITY IMPACT SURVEY

From 2015, we will carry out a Community Impact Survey every two years. This will provide the opportunity to gather feedback in a structured and consistent manner from a wide variety of local stakeholders and monitor progress and achievements. The survey results will enhance our understanding of the issues that are affecting the local area and help us identify potential gaps in our engagement programme and communities that would benefit from additional support.

We will also report annually on our community activity and engagement. We intend to widely share this information; both with STACC and local communities. This will help monitor our progress against our targets and inform future programmes. It will provide Stansted's input to MAG's wider Corporate Responsibility reporting which sits alongside its Annual report and accounts.

2015

AIMS

- We will carry out a Community Impact Survey; and
- We will openly report on our activity.

2015

TARGETS

- A Community Impact Survey will be completed every two years and we will ensure that findings from the survey are incorporated into our future community engagement programme and initiatives; and
- We will prepare an Annual Community Report on activity and progress against objectives.



COMMUNITY AND LOCAL BUSINESS ENGAGEMENT



STANSTED AIRPORT CONSULTATIVE COMMITTEE (STACC)

STACC is the formal interface between the airport, its users and its neighbouring communities. It operates in accordance with Government guidelines on airport consultative committees with representatives from local authorities, amenity groups, user groups and airport companies meeting on a regular basis.

The guidelines issued by the Department for Transport (DfT) in April 2014 state that Airport Consultative Committees 'should promote greater understanding both to the surrounding community about airport operations and to the airport operator about the impact of those airport operations and any proposed operations'. In addition to the main committee, there are three sub-groups that meet to discuss corporate affairs issues, the environmental programme and passenger experience issues.

We support the DfT's recommendations that Consultative Committees act in a 'representative, independent, constructive and transparent manner' and since acquisition we have already worked in partnership with members to provide the committee with financial independence and agreed to support reforms to committee procedure. We value the work of the committee and member's individual feedback on airport activities and support its initiative to create a structured annual work programme. Where possible we will look to incorporate members' views and recommendations in future policy developments.

2015

AIM

- We will continue to play an active and constructive role in the work of STACC; engage with the committee on a regular basis and openly share information and views.

COMMUNITY AND LOCAL BUSINESS ENGAGEMENT



LOCAL COMMUNITY MEETINGS

Alongside our engagement with STACC, we also attend community meetings including neighbouring Parish Councils and Business Forums. These visits provide the opportunity to be on hand to answer airport-related questions as well as to help us to build relationships with key community representatives.

We will also continue to host a quarterly Local Authority Forum. This provides a two-way process, whereby the airport can build relationships and share awareness with local authorities; and leading council officers in planning, transport and economic development functions have the opportunity to learn about developments at the airport to feed into their own plans and strategies.

2015

AIM

- 2015 and beyond: We will continue to attend and present at neighbouring Parish Councils and local Business Forums.

2015

TARGET

- We will facilitate at least six meetings per year as well as meeting any additional requests to attend community meetings. We will also continue to facilitate a quarterly Local Authority Forum.



COMMUNITY AND LOCAL BUSINESS ENGAGEMENT



MEET THE BUYERS

Stansted has held an annual Meet the Buyers event since 2002 to increase airport supply chain opportunities for local businesses. The event has grown each year and allows local firms and entrepreneurs to pitch their products and services to a group of senior buyers with multi-million pound requirements. In 2013, the event attracted 134 delegates from 116 companies to meet 32 buyers from major organisations including Keir, UK Power Networks and Hertfordshire County Council. The event generated an estimated £1.8m worth of new contracts for local business.

In partnership with the Stansted Airport Chamber of Commerce, we will continue to host two 'introduction to airport procurement' workshops a year for local businesses and continue to play an active role in the regional chambers network and small and medium sized enterprises (SMEs).

HERTFORDSHIRE COUNTY COUNCIL AT MEET THE BUYERS

Hertfordshire County Council is one of the biggest local authorities in the UK and attended Meet the Buyers for the first time in 2013. They were delighted with the event and not only placed an estimated £70,000 with a variety of local SMEs but also invited companies they met to tender for five contracts ranging from £20-30,000. The Council's representatives considered the day an incredible success, and said "many leads were passed throughout the council, some of which provided great cost savings for taxpayers". The council is keen to support a public sector and airport procurement workshop.

2015 AIM

- 2015 and beyond: We will continue to support Meet the Buyers facilitating growth for local companies and SMEs; maximising and measuring the impact of our local supply chain and attracting new suppliers from across the region.

2017 TARGET

- By 2017, we hope to generate £2 million worth of new contracts for local business.

COMMUNITY AND LOCAL BUSINESS ENGAGEMENT



MEASURING OUR WORK

Following feedback from our Consultative Committee and to make our community relations programme reflect best practice, we plan to benchmark ourselves regularly against other organisations through M.A.G's membership of the London Benchmarking Group. In addition we are active members of Business in the Community (BITC) – the award winning charity that supports responsible business – with the aim by 2016 to be recognised with BITC's Community Mark accreditation.

At a Group level M.A.G was awarded a BITC rating of Platinum 'Big Tick' in the BITC Corporate Responsibility Index for 2013 – the highest rating. Going forward we aim for the community programme at Stansted to be recognised as part of this award.

2015

AIM

- 2015 and beyond: We will ensure that our community relations programme continues to develop and reflect best practice particularly in education and employment; working in partnership with BITC and other leading organisations to measure our success.

2016

TARGET

- We will target to be recognised with the Community Mark accreditation by 2016.



EMPLOYEE ENGAGEMENT

An engaged and motivated workforce drives an efficient and prosperous organisation. Offering our colleagues the opportunity to engage in community activities enhances our work within the community and gives our colleagues something to feel proud of, as well as developing new skills and doing something different to their day job.



COLLEAGUE VOLUNTEERING

As a responsible and growing business, we are keen to increase our volunteering efforts so that our colleagues can give something back to the community around Stansted. Since February 2014, around 5% of colleagues have actively volunteered in community projects, such as school mentoring, forest clearing and supporting worthwhile local charities, such as the Essex and Herts Air Ambulance. Through the Stansted Airport Community Network and the new 'Aerozone' facility, by 2019 we have set ourselves an ambitious target to increase colleague volunteering to 30%, so that nearly one-third of the workforce is engaged in these activities.

2015

AIM

- 2015 and beyond: We will actively promote a volunteering scheme, supported by a range of volunteering opportunities, which target different community priorities including school mentoring.

2019

TARGET

- Our aim is to increase colleague volunteering from 5% today to 30% by 2019.

MANAGING LOCAL IMPACTS

Aircraft noise, particularly at night, is the biggest issue of concern for local communities. Reconciling the needs of our customers with the desire for a good night's sleep is a recurring challenge for airports and the industry. While the noise from individual aircraft has reduced substantially over the years, this has been off-set by a rise in the number of movements.



As the third biggest airport serving London and a base for global freight companies, there is a continuing demand for night flying, especially for late night returning passenger aircraft and early departures. We are committed to working with our partners to minimise the impact of these operations on the local community.

Alongside the schemes set out below, the way in which we manage and mitigate aircraft noise is covered in greater detail in the SDP Environment Plan.

SOUND INSULATION GRANT SCHEME (SIGS)

Stansted's Sound Insulation Grant Scheme commenced in 2004 and is a voluntary scheme approved by the Department for Transport. We offer grants for sound insulation to those who are most impacted by aircraft noise. The current scheme provides payment of 50% of total insulation cost to those who live within the 63 decibel daytime noise contours (63dB LAeq,16h). To date we have supported the insulation of more than 600 dwellings, at a total cost of more than £1.6 million. This has helped to reduce the most significant effects of aircraft noise. The scheme is an important feature of Stansted's Noise Action Plan and will continue to benefit qualifying home owners. But we see scope for improvement, to reflect best practice elsewhere and to reflect the particular ways in which noise affects our local communities.

2015

AIM

- 2015 and beyond: In 2015 we will carry out a comprehensive review of our Sound Insulation Grant Scheme. The review will consider the appropriate level of grants for home owners, the level of any matching contribution and the technical specification of insulation. We will review eligibility and coverage including the noise thresholds for grants. The review will be carried out in consultation with STACC and local authorities.

2016

TARGET

- Review and consult on updated Sound Insulation Grant scheme by 2016.

MANAGING LOCAL IMPACTS



VORTEX

Arriving aircraft can cause disturbance (or vortices) in the air just before they touch-down. In certain conditions, these can lift or dislodge roof tiles from nearby properties. A vortex strike can occur to the roof of a property when aircraft pass by at lower levels, particularly on days when the weather is calm. While the legal liability lies with the airline concerned, it can be difficult to link a vortex incident to an actual flight. To overcome this problem, in 2007 BAA introduced a scheme whereby any owner that suffered roof damage due to an aircraft vortex incident would be eligible to have their property re-roofed. We will maintain this scheme and review its terms in the light of best practice elsewhere.

2015

AIM

- 2015 and beyond: The airport will continue to operate a vortex damage repair and re-roofing scheme in its current format. And we will monitor best practice in the design and construction of vortex resistant roofing.



MANAGING LOCAL IMPACTS



HANDLING COMPLAINTS

We are committed to handling all complaints in an open and transparent manner. On noise in particular, our on-site Flight Evaluation Unit liaises closely with those members of the community who have concerns about the impacts from noisy aircraft. The Unit work in partnership with airlines, operators and the airport's Noise and Track Keeping Working Group to address the root causes of complaints and helps put in place new procedures to reduce noise disturbance. We regularly present and share this progress at our quarterly Local Authority Forum and at Parish Council meetings and are happy to invite interested members of the community to witness at first-hand how the Flight Evaluation Unit manages noise disturbance.

The Flight Evaluation Unit has a dedicated phone line and email address and each complaint is logged and investigated using our noise and radar track monitoring system. This system helps us identify the aircraft in question and whether it operated as it should have done. Since 2006 the number of complaints received has reduced significantly. For example, in 2013 we received 907 complaints compared to 14,000 in 2006. We aim to investigate and respond to all complaints within 10 working days.

To provide additional information to local people about aircraft operations, we operate an online tool, known as 'WebTrak'³. This tool enables users to enter the date and time that they experienced disturbance and view radar replays to show the aircraft tracks and identify the aircraft in their area. The airport is currently upgrading its noise and track system to incorporate the latest technology, and the new system will also include a better way of presenting its output and its reports. This will make the noise data more transparent and accessible to local people.

2015

AIM

- 2015 and beyond: We will respond to complaints in a prompt manner; and seek to extend and improve public access to noise and track data.

2015

TARGETS

- Complaints responded to within 10 working days and publish annual statistics in the Corporate Social Responsibility Report; and
- We will complete the installation of a new noise and track monitoring system by 2015.

OUR ENVIRONMENTAL PROGRAMME

We have a thorough and comprehensive environmental programme in place at Stansted which includes stringent controls on the operation of aircraft. In addition the programme also covers the safe management of our water systems, waste management, climate change, air quality, landscape and biodiversity. These are important elements of our vision to be a sustainable and responsible business. Our environmental commitments are set out in detail in the Environment Plan.

³<http://webtrak.bksv.com/stn>





We are committed to being open in sharing our vision for Stansted and the local area. Our plan reflects local views and ideas that were expressed during consultation on the draft version. We will continue to engage; to report our performance and review our plans in the light of changing circumstances. We expect to review and update this SDP at least every five years in line with current Government advice on airport master plans.

Visit: www.stanstedairport.com/developmentplan

email: developmentplan@stanstedairport.com

