

Working together for a **brighter future**

London Stansted Airport Sustainability Summary Report
2025



Working together for a **brighter future**

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Managing Director introduction – Gareth Powell

Reflecting on our **success**

I am pleased to welcome you to London Stansted Airport's Sustainability Report for 2024/25.

I look back with pride on what our airport has achieved over the last five years. Despite facing unprecedented challenges because of the pandemic, Stansted Airport remained focused on delivering initiatives against our three strategic priorities: Zero Carbon Airport, Opportunity for All and Local Voices.

Across this five-year Strategy period, the airport has delivered a range of positive developments, including securing planning permission for our 14.3MW on-site solar farm which, when complete, will be the first of its kind at a London airport. Alongside this, our education and employment programmes supported more than 40,800 people, and we donated more than £665,000 to local causes through our Community Fund.

During the final year of our Strategy, our hard work continued to deliver successful sustainability initiatives, including the installation of 10 new high-speed electric vehicle (EV) chargers for EV owners using the airport.

We were also pleased to welcome the 25,000th visitor to our on-site Aerozone education facility since it opened in 2015 – demonstrating the scale of our positive impact on young people in our region.

At a national level, we welcomed significant policy developments from the UK Government this year. In January, the Sustainable Aviation Fuel (SAF) mandate came into action, alongside a commitment to a Revenue Certainty Mechanism (RCM), both of which align with our vision of a more sustainable aviation sector which continues to have a license to grow and deliver wide ranging benefits to communities and the wider economy.

We were also pleased to publish our Sustainable Development Plan (SDP), setting out our vision for how we can grow our airport operations sustainability over the next 20 years. Our plan is focused on increasing passenger limits to 51m per year, with our existing runway capacity, without operating any additional flights, reflecting the fact that our airlines are ordering newer and more efficient aircraft.

At Stansted Airport, we recognise that our ambitious approach to sustainability must continue. Earlier this year, we were pleased to launch MAG's new Sustainability Strategy: Creating a sustainable future for all.

The new Strategy builds on a more than two decades-long commitment to sustainability as our industry moves towards its net zero targets. It reaffirms our commitment to providing opportunities for education and employment, as well as ensuring the voices of those who live closest to our airports are heard, understood and valued.

I would like to thank everyone at Stansted Airport for their continued hard work and commitment to deliver our sustainability programme, and look forward to celebrating future achievements together.

Gareth Powell
Managing Director



Governance and materiality

KNOWING WHAT'S IMPORTANT

To inform the development of our Working Together for a Brighter Future Strategy, we conducted a materiality assessment in 2018, engaging extensively with stakeholders to understand what matters most to them.

Since then, we have carried out periodic reviews of this assessment to ensure our approach to delivering the CSR Strategy continues to reflect the issues most important to our stakeholders. In 2020, and again in early 2022, we repeated the materiality assessment to gauge stakeholder views, as well as their awareness of and trust in our ability to deliver on our commitments.

To support the development of our new Strategy, we once again engaged with stakeholders to ensure our vision for the future of our airports aligns with what matters most to them. This latest assessment was conducted in line with best practice as set out in the European Union Corporate Sustainability Reporting Directive (EU CSRD) and the Global Reporting Initiative (GRI). More information can be found in our new Strategy [here](#).

OUR APPROACH TO SUSTAINABILITY REPORTING

As part of our commitment to reporting transparently on our sustainability performance, this report is aligned with the Global Reporting Initiative's (GRI) 2021 Universal Standards, through which we disclose relevant and reliable information across a range of economic, environmental and social impacts. More detailed GRI data is available in our dedicated report [here](#).

In addition to the GRI Universal Standards, we also align with the GRI's Airport Operator Standard, going beyond general reporting requirements to focus on issues specific to our industry, including noise management, air quality and bird and animal strikes.

In this reporting year we have further enhanced reporting against financial impacts in relation to risk. We have strengthened our Climate-related Financial Disclosures (CFD) by developing our approach to assessing climate-related opportunities, and the financial benefits they could bring to the business. Read more on page 42 of our [Annual Report](#).

We also voluntarily report to GRESB, a global ESG benchmark, and have maintained our five-star rating. This helps us monitor, assess, benchmark and improve our ESG performance. This year, MAG gained a 'Gold Standard' EcoVadis rating, achieving the second highest possible rating, and placing the Group in the top 5% of more than 130,000 companies assessed globally against its sustainability criteria.

As sustainability standards and disclosures evolve, we continue to evaluate the value of introducing further benchmarking to our Strategy.



Our values

At MAG, our values guide everything we do. They reflect our commitment to delivering excellence: for passengers, colleagues and communities, all while driving sustainable growth and innovation.



SAFE HANDS

The safety and security of our colleagues, customers and service partners is our number one priority. We can be trusted to deliver on our promises, acting with the highest standards of honesty, integrity and responsibility. We care about each other's wellbeing and creating a safe space for people to do their best work.



SUSTAINABLE FUTURE FOR ALL

Sustainability is integral to MAG's vision. We are determined to lead the aviation industry toward a net zero future, with ambitious goals to reduce emissions and create a positive impact on the environment. Through collaboration with communities and partners, we invest in initiatives that benefit people and the planet, ensuring that our growth supports long-term progress.



PEOPLE AT OUR CORE

We are all united by a shared purpose to connect people with the world, and we take the time to truly understand what's important to our customers and partners. We couldn't do all this without our colleagues. That's why we're committed to energising and inspiring people and continuously improving the colleague experience.



GROWING EVERY DAY

We are performance-focused, with a commitment to excellence in the delivery of real, tangible results. We keep our finger on the pulse of the industry, responding to the evolving needs and expectations of all our stakeholders. This helps us to continually improve and deliver more value to our customers. We support colleagues in their personal growth journeys and celebrate success.



THE POWER OF TEAMWORK

We believe that we are more than the sum of our parts. That's why we continually seek to work together with our colleagues, partners and communities to reach the best solutions. We are inclusive, respectful, and open to different perspectives. We strive for the success of our teams, airports, passengers and the business.

Looking back at our achievements

The last **five** years

FIVE YEAR ACHIEVEMENTS

KEY

● Zero Carbon Airports

● Opportunity for All

● Local Voices



Net zero targets established

across the Group to reach net zero carbon (Scope 1 and 2) by 2038 and reduce operational carbon emissions by 48% between 2020 and 2030



Jet Zero Education launched

the Jet Zero Curriculum at Stansted's Aerozone, educating young people about SAF



Action plans developed

with the local community to manage noise impacts at Stansted Airport



Solar farm planning permission

granted for a 14.3 megawatt solar farm at Stansted Airport



> £7.6 million

of business generated for local small and medium sized businesses at Stansted's Meet the Buyers events since 2020



> £620,000

donated to local organisations through London Stansted's Community Fund since 2020

Rising to the challenge

Navigating **the** pandemic

The Covid-19 pandemic had an unprecedented impact on London Stansted Airport and the entire global aviation industry. With passenger numbers reduced to 1% of usual volumes, operations all but ceased, and our airport faced significant operational and financial challenges.

This disruption extended beyond our business itself, deeply affecting the local communities that depend on our airport for employment, economic activity and essential services.

Acknowledging the scale of these impacts, we remained committed to delivering our CSR Strategy, Working Together for a Brighter Future. We rapidly adapted our approach to focus on the most pressing needs by reimagining our initiatives across our strategic priorities.

This included taking our education, skills and employment resources online to support job seekers and young people's development. We rallied around our communities, supporting local food banks and community organisations, and repurposed airport resources to aid healthcare and emergency response efforts. All these efforts were only possible with a team of dedicated volunteers from our colleague population.

In this time, we not only upheld our commitment to sustainability, but also reinforced our role as a trusted community partner during one of the most challenging periods in our history.

CASE STUDY

Supporting local communities



With the impact of the pandemic being felt up and down the country, London Stansted Airport worked hard to support its local communities.

In June 2020, the airport donated £50,000 to charities which support communities in the local area.

London Stansted Airport worked in collaboration with Uttlesford District Council to identify four charities in the region who were playing a key role in supporting local people, with each organisation receiving £12,500 towards their efforts.

The chosen charities supported a range of causes, including mental health, domestic abuse and health and social care.

Our programme of work

Zero Carbon Airports

The decarbonisation of our airport and the wider aviation sector is one of MAG's seven strategic priorities.

This year at London Stansted Airport, we continued to ensure our approach to decarbonisation is robust and working effectively to meet our targets.

We continue to deliver initiatives to achieve our flagship target of transitioning to net zero carbon operations (Scope 1 and 2) by no later than 2038. We are also working to address important environmental issues such as energy use, waste, water use, nature and pollution prevention.

Stansted Airport supports the objectives of the Paris Climate Agreement and understands the role the aviation industry must play in achieving them. We recognise that climate change is a significant issue for our stakeholders, and we take seriously our responsibility to reduce our Greenhouse Gas (GHG) emissions. We are dedicated to supporting the Agreement's goal of limiting global temperature rise to well below 1.5 degrees Celsius.

MAG currently sits as the Chair of Sustainable Aviation (SA), the UK aviation industry's coalition on sustainability. We continue to work closely with industry partners and Government as a member of the Government's Jet Zero Taskforce, to ensure that our sector is best placed to make its transition to net zero by 2050, while generating economic prosperity and thousands of new green jobs through domestic Sustainable Aviation Fuel (SAF) production.

In May 2024, SA published its One Year On: Progress Report, following on from the publication of its Net Zero Carbon Road-Map in 2023. The report noted significant milestones across UK aviation, including the world's first transatlantic commercial flight using 100% SAF, and flight testing of hydrogen-powered aircraft in the UK.

We have maintained our carbon-neutral certification under Airport Carbon Accreditation and are certified to Level 3+ of the programme.

100%

electricity purchased continues to be backed by Renewable Electricity Guarantees of Origin (REGOs)

ZERO

breaches of Government air quality limits in 2024/25

Installation of high speed electric vehicle chargers



Zero Carbon Airports continued

ACHIEVEMENTS IN 2024/25

During the year, London Stansted Airport delivered initiatives to realise its Zero Carbon Airports programme in a number of ways, including:



100% of electricity we purchase continues to be backed by Renewable Electricity Guarantees of Origin (REGOs).



The installation of 10 new high-speed electric vehicle (EV) chargers at the airport, providing a convenient facility offering charging speeds up to 150kW for electric vehicle owners, whether they be passengers, colleagues, commuters or members of the local community.



The appointment of EDF Renewables UK as the main contractor and operator of our 14.3MW solar farm. Upon completion, the solar farm will be the first of its kind at a London airport, and will meet Stansted Airport's current and increasing electricity demands as part of its path to net zero operations by 2038.

SUSTAINABLE FUELS AND ENERGY MANAGEMENT

More sustainable fuels will play a significant role in ensuring that the aviation industry reaches its target of net zero by 2050, with Hydrogen and Sustainable Aviation Fuel (SAF) playing large roles in decarbonising flying.

SAF, which is made from feedstocks such as household waste, can reduce lifecycle emissions from aviation fuel by up to 80%, and is in use across the sector already.

Last year, we welcomed the Government's decision to introduce a SAF mandate in the UK from January 2025, meaning that 10% of the fuel used by aircraft by 2030 should be SAF. We also welcomed Parliament's support for the introduction of a SAF Revenue Certainty Mechanism (RCM), which will ensure that the cost of fuel remains competitive and creates favourable conditions for the creation of a successful UK SAF industry.

At Stansted Airport, we have continued to make progress in laying the foundations necessary to secure alternative fuels to ensure that we are well placed to deliver them to our airline partners in the coming decade.

In January, Stansted Airport held a roundtable in partnership with Cambridge Cleantech, which brought together experts from aviation, energy and sustainability sectors to discuss how the East of England can play a role in the production of SAF.

We were also pleased that, from Summer 2024 – before the introduction of the Government's SAF Mandate – Jet2.com added a 1% SAF blend to some of its services from London Stansted, after purchasing approximately 650 tonnes of SAF from Shell Aviation.

Stansted Airport operates an Environmental Management System (EMS) and Energy Management System (EnMS) certified in accordance with the international standard ISO 14001 and ISO 50001, recognising our positive approach to environment and energy management.

WASTE AND WATER

In addition to reducing emissions, our commitment to reducing our impact on the environment seeks to optimise water usage and waste management. This year, waste volumes at Stansted have remained consistent with 2023/24 and 100% of our airports waste was diverted away from landfill.

Across 2024/25, our total water consumption increased from 615 megalitres in FY24 to 643 megalitres in FY25, and we recorded 100% compliance with surface water consents with three breaches.

We also recorded improved compliance with trade effluent consents, achieving 94% compliance and recording only one breach. We have been working with regulators to resolve discharges of fuel or oils during fire training exercises. This work has meant no fuels or oils were released into the environment and we have created long term solutions to mitigate against breaches.

SURFACE ACCESS AND AIR QUALITY

We recognise that journeys to and from the airport generate emissions which contribute to climate change and air quality near to our airport. To address these challenges, and support the connectivity of our airport with the region it serves, we have implemented a range of surface access initiatives.

Under our Sustainable Transport Fund (STF), we continue to divert a proportion of our car parking revenue to improve public transport, cycling and walking options, and to encourage our colleagues to adopt more sustainable methods of transport for their commutes. This includes a 80% discount on the Stansted Airport Express train service for all colleagues.



Our programme of work

Opportunity for All

At London Stansted Airport, we believe that our sector offers people long and dynamic careers within aviation, with a wide range of opportunities to gain experience and acquire new skills.

As one of the largest employers in our region, we recognise the role we must play in creating avenues to those opportunities, and believe in doing so, we can develop the next generation of aviation professionals.

We offer employment and educational opportunities to our local communities that lead to fulfilling careers for our colleagues and inspire future generations of aviation professionals. We aim to ensure our airport is a great place to work, and to create a working environment that is safe, inclusive and reflects the diversity of our surrounding communities.

Our Aerozone is an on-site education facility, that provides local schools with free interactive education to young people from the ages of four to 18, to inspire them about the various careers on offer within the aviation sector.

This year, our Aerozone celebrated welcoming its 25,000th visitor since it opened in 2015 – demonstrating the scale of the Aerozone's impact on local communities.

Our Airport Academy provides a free hub for anyone to begin, progress or change their career within the aviation sector. Our Stansted Airport Academy, partnered with Harlow College, provides free, fully accredited pre-employment training. This year, we supported more than 5,000 jobseekers across our catchment areas through career guidance, job fairs, workshops including upskilling opportunities for existing colleagues.

In May, the Stansted Airport Employment and Skills Academy opened its second classroom, doubling the number of people it enrolls on its monthly courses to help jobseekers into employment at the airport.

Additionally, the Stansted Airport Academy attended over 75 employment events in and around the airport over the last year, allowing people to find out more about the career opportunities available at our airport.

CASE STUDY

Stansted Academy Graduate – David Albiston



Adult learner David Albiston successfully completed NCFE Level 1 Exploring the Aviation Industry course and gained employment with ABM as a minibus driver.

Reflecting on his journey, David described the course as “truly transformative”, highlighting the exceptional support from the teaching team.

David particularly valued the interactive elements of the programme: “I especially enjoyed the team-building activities and the employer talks – they were both engaging and informative.” He praised the dedication of the staff, saying: “The team goes above and beyond, bringing a wealth of expertise.”

David now encourages others to take the same step: “I would highly recommend this course to anyone.”



The teachers were exceptional. The course gave me invaluable insight into the aviation sector and the wide range of opportunities it offers.”

David Albiston
Minibus Driver

Stansted Airport Academy
Employment & Skills

• On-site Business Partner Support

• Free Pre-Employment Courses

www.stanstedairportacademy.com

employment@stanstedairport.academy

020 8357 6000

• Free Pre-Employment Courses

Free training and support

Free training and support



Opportunity for All continued

CASE STUDY

London Stansted Airport Jobs Fairs

Across the year, our Airport Academy, in partnership with Harlow College, organised and attended more than 70 employment events across the region, allowing people to find out more about the career opportunities available at our airport.

A jobs fair held in October attracted a sell-out crowd of 1,500 attendees. More than 40 on-site employers including Ryanair, Border Force, Titan Airways and MAG showcased a wide range of opportunities.

Colleagues from our Education and Skills Academy were also in attendance to promote its free pre-employment courses, including fully accredited training schemes for those on job seekers allowance, or those who require additional support before applying for jobs.



CASE STUDY

Stansted Airport College

As part of an industry leading approach, in 2018 Stansted Airport launched Stansted Airport College, in partnership with Harlow College. The College is the only aviation-dedicated further education facility on site at a UK airport and sees 500 students per year work towards courses in subjects including aeronautical engineering, cabin crew, customer service and aviation operations. Since it opened 85% of graduates have moved into a positive destination including securing roles at a UK airport, or at university to further their aviation focused education.



CASE STUDY

Duke of Edinburgh Award partnership

In an ongoing commitment to championing local young talent, this year we announced a new partnership with The Duke of Edinburgh's Award (DofE), in February.

This partnership offers airport apprentices and young colleagues the opportunity to complete a Gold DofE Award through a tailored programme.



Opportunity for All continued

CASE STUDY

Pilot Enrichment Programme

In September 2024, for the second year, Stansted Airport sponsored a Pilot Enrichment Programme, a first-of-a-kind programme, delivered by Stansted Airport College. The aim of this programme is to address some of the financial barriers faced by a young person undertaking an expensive modular or integrated, self-funded pilot training programme, often out of reach for the majority. 15 students participated in the programme which included both theoretical and practical elements.

Two students progressed to professional pilot training, one joined the military, one began an aeronautical engineering apprenticeship, and one was selected for British Airways sponsored training while others continue with their studies.

15

students took part in the pilot enrichment programme



£2.2m

estimated local business generated from the event

CASE STUDY

Meet the Buyers Event

Stansted Airport's Meet the Buyers events have been providing connections for small and medium sized businesses to work in our vast supply chain for more than 20 years, contributing millions to the regional economy.

In November, close to 300 businesses attended the annual event, with opportunities to pitch their products and services to 30 major buyers from across the airport site. These included Galliford Try, Kier and Mace, as well as London Stansted Airport itself.

Opening the event, Mike Hardaker – Stansted Airport's Chief Airport Asset and Development Officer – shared details of London Stansted Airport's transformation plans and encouraged local businesses to play their part in delivering a range of new projects.

Following the event, it was estimated that more than £2.2m of business was generated among local businesses.

CASE STUDY

10 Years of Student Mentoring Scheme

In April, Stansted Airport celebrated 10 years of its successful mentoring programme, helping students prepare for life after school. The programme, in partnership with Forest Hall School in Stansted Mountfitchet, gives Year 11 students the confidence, skills and support they need to take their next steps. The scheme sees students meet with their mentors every two weeks, focusing on building important life and career skills. Since the scheme began, more than 100 students have been supported.



Having a mentor from the airport was amazing. I never thought about a career in aviation engineering before, but now I'm seriously thinking about it. The meetings helped me stay on track during exam time, and I've picked up skills I'll use long after school."

Henry
Year 11 student



Opportunity for All continued

EQUITY, DIVERSITY AND INCLUSION

An equitable, diverse and inclusive working environment is vital for talent attraction and retention, workforce engagement, and enhancing our business performance by drawing on a range of perspectives and experiences. We recognise that when our workforce reflects the diversity of the communities served by our airports, we are better positioned to meet the needs of our passengers.

Striving for a representative workforce at all levels of our organisation is therefore a priority in our recruitment and career progression processes. Led by MAG CEO Ken O'Toole, MAG's ED&I Forum meetings are attended by our colleague communities chairs and members of the Executive Committee.

Over this reporting period, we held an ED&I Masterclass for our Senior Leadership Team to focus on Inclusion & Equity: creating allyship, understanding microaggressions and inclusive behaviours.

Our Women in Leadership development programme is also underway for high potential females, identified through our Executive Talent Review process. The programme includes webinars, peer-to-peer networking and executive coaching.

To nurture an inclusive and welcoming culture, that encourages innovation to thrive, we seek to provide opportunities for colleagues throughout MAG to learn and develop in their careers, equipping them as our business evolves.

In 2024, we established our partnership with Fantasy Wings – a leading UK organisation dedicated to improving diversity in the aviation sector.

As part of the partnership, we facilitate work experience placements to young people from black, Asian and minority ethnic backgrounds, and young women aged between 13 and 25 who are interested in pursuing a dynamic career in aviation.

We sponsor these young people to join the year-long Fantasy Wings programme, which is designed to ensure young people entering the aviation work force have the tools they need to succeed and offered skills development and career mentorship by industry leaders.

Colleague communities

Colleagues indicating interest are encouraged to join one or more of our colleague communities, which play a significant role in raising awareness of key issues and driving change within MAG.

The insightful and inspiring activities delivered by our six colleague communities throughout the year marked initiatives including Pride Month, International Women's Day, Black History Month and National Inclusion Week.



Fly with pride

The Fly with Pride Network provides a voice for MAG's LGBTQIA+ colleagues, ensuring that MAG plays an active part in the community and events in our local areas.



Women's Network

The Network seeks to drive positive change and provide a supportive and empowering forum, with work centred on understanding the needs of women at MAG, inspiring them to fulfil their potential and providing a safe environment for constructive suggestions.



EmbRACE (Race & Ethnicity)

The EmbRACE colleague community is dedicated to promoting and advancing the development and delivery of MAG's Race & Ethnicity agenda, providing a forum for colleagues to discuss related topics and celebrates diversity.



Disability Colleague Resource Group

The forum aims to support colleagues with disabilities or those caring for someone with a disability, and educate colleagues that disabilities present in diverse forms, both visible and invisible.



Mind Matters

The focus of this colleague community is to raise awareness of mental ill health and reduce the stigma surrounding it.



Parent & Carers

Operating both online and in person, this colleague community offers support, signposting and advice to parents and carers.



Our programme of work

Local Voices

We are committed to being a good neighbour to local communities, and while we know living close to an airport can bring benefits – such as employment opportunities – we recognise the challenges which also exist. That is why we work hard to nurture our relationships with stakeholders, and to find new opportunities to deepen our engagement.

At London Stansted Airport, we have forged positive connections with the communities surrounding our airport over many years. We have done this by listening to the perspectives of a wide range of stakeholders through our community engagement programme.

Key to our engagement with local communities is the Stansted Airport Consultative Committee (STACC), our Youth Forum, and network events. These create an opportunity for our local stakeholders to have conversations with the airport about opportunities, challenges and any concerns they have. Overall, we held 51 events across the reporting period with 835 local stakeholders in attendance.

We also support local community events to hear local voices in an informal setting. In 2024/25 we attended 11 events engaging with 1,453 local community members and hearing their feedback about the airport. These events included STACC (Stansted Airport Consultative Committee), UEG (Users Experience Group), EIG (Environment Issues Group), NTKWG (Noise Track Keeping Working Group), and Stansted Community Fund.



Local Voices continued

NOISE MINIMISATION

As a responsible business, we recognise the importance of minimising noise and other environmental impacts.

In 2024, we were pleased to see our Noise Action Plan (NAP) – which was developed through engagement with local communities – adopted by the Government.

Through our NAP, this year we have introduced new policies and taken steps to further reduce our noise impacts.

We also published a new complaint handling policy, to improve our engagement with local residents.

One of the aims of our NAP is to incentivise the use of quieter aircraft. At London Stansted Airport, in 2024, 20% of operating aircraft were next generation – (up from 1% in 2019). These next generation aircraft, which include Airbus Neo and Boeing MAX models are up to 50% quieter than the aircraft they replace.

A key outcome of the NAP includes improving the adoption of noise-efficient continuous climb procedures, 86% of aircraft at London Stansted Airport were able to achieve a 'continuous climb' departure. For aircraft arriving at our airport, 96% achieved continuous descent approaches. Due to London Airspace restrictions, a continuous descent approach can only be achieved on Runway 22.

Our Flight Evaluation Unit investigates and responds to enquiries received from residents and works closely with our air traffic control and airline partners to ensure aircraft operate with respect for the local environment. In 2024/25, we saw an increase in aircraft movements as passenger numbers increased year-on-year. Despite increased activity, the area of our daytime noise footprint ($57 \text{ dB}_{\text{LAeq}}$ noise contour) did not increase. Due to increased late running, caused by air traffic control and weather delays across Europe, the area of our night time noise contour ($57 \text{ dB}_{\text{LAeq}}$) increased by 7%.

In 2024/25 complaints relating to noise at Stansted Airport increased slightly to 13,821, from 13,328 in 2023/24. Over 95% of complaints were recorded by four people. The number of people submitting complaints decreased from 386 to 313 in this reporting period, a reduction of 19%.

SUSTAINABLE DEVELOPMENT PLAN

In December, we published Stansted Airport's new Sustainable Development Plan (SDP), setting out how we plan to grow the airport sustainably over the next 20 years.

The SDP outlines our intention to request permission to increase Stansted Airport's approved passenger numbers from 43m to 51m passengers per year – to reflect the fact that our airlines are ordering larger new aircraft, which will carry additional passengers.

This increase in passenger numbers will be achieved by making best use of Stansted Airport's existing single runway and without the need for any increase in our already approved number of aircraft movements. Through this long-term growth, we plan to maximise the benefits our airport delivers to local communities while working to minimise the impact of its operations.

In June 2025, a planning application was submitted to Uttlesford District Council to increase our annual passenger limit up to 51 million over the next 20 years.



Local Voices continued

VOLUNTEERING AND COMMUNITY FUND DONATIONS

We recognise the significant social value that can be generated by volunteering in our local communities. We encourage colleagues to volunteer for two days a year of paid time and have a target for 100% of our leadership population to volunteer each year. During this reporting period, 100% of leaders volunteered, up from 95% in 2024/25. The total figure for all colleagues at London Stansted Airport was 10%.

Our Airport Community Fund is a central way in which we support local communities. The Fund offers financial contributions to local charities and projects within a 10-mile radius of our airport, from village halls and sports pitches to wellbeing charities. This year we were pleased to donate over £187,000 across 65 organisations.

Grants of up to £5,000 are available for projects that improve community life, leisure, conservation and the local environment, with larger flagship grants of up to £50,000 also awarded each year.

Recipients of the Community Fund across this reporting period included Accuro Care Services, which received £5,000 for an accessible minibus to support its work with children, young people and adults with special educational needs.

Bishop's Stortford Musical Theatre Company also received £2,500 to buy mobile stage equipment allowing them to perform in a wider range of locations, making their productions more accessible to the community.

Daisy May Farm also received £5,000 towards the construction of disabled toilet facilities for visitors.



CASE STUDY

Stansted's staff spread Christmas cheer



In the build-up to Christmas, colleagues from across the airport rallied around the local community to spread some festive cheer.

Initiatives took place to support local families, community groups and schools, including the distribution of 30 festive hampers to Grove Cottage in Bishop's Stortford, supporting families of children and adults with learning disabilities.

In addition, 300 reading books were given out to various local primary schools and 125 selection boxes to local clubs.

We also partnered with local organisations to support festive fun – sponsoring a 'Company at Christmas' event in Bishops Stortford and offered tickets out to local families for the Robin Hood Pantomime at South Mills Arts Centre.

Our new Strategy

Creating a sustainable future for all

MAG's new Sustainability Strategy, 'Creating a sustainable future for all' sets out an exciting journey ahead, and builds on the strong track record MAG has created over more than two decades – from reducing our environmental impact, to supporting education, skills development and the communities around our airports.

Our new Strategy is shaped by robust stakeholder engagement and a focus on materiality, and reflects the priorities of our business, colleagues and communities. Our Strategy sets out detailed targets, to ensure we continue to deliver positive outcomes. The next five years will see us almost halve our operational emissions, enhance our understanding of nature and biodiversity, continue to increase the efficiency of our operations and ensure social and economic benefits are shared with our communities. By doing so, we will continue to rise to the challenges of a rapidly evolving world, while building from a position of strength.



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	MAG TARGET	INDICATOR	2022/23	2023/24	2024/25	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)	56,138,053	56,108,616	59,778,474	1, 2	6.5%	
			Energy from renewable sources (% 'SECR Scope')	74.0%	79.7%	77.3%	2	-3.0%	
		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')	10,870	11,514	12,270	2, 3	6.6%	
			Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	2,766	2,344	2,686	1, 2, 3	14.6%	
			Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.10	0.07	0.08	1, 2, 3, 4	14.3%	
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	2,766	2,344	2,686	2, 5	14.6%	
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0.0	0.0	0.0	1, 2, 3	0.0%	
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.	Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.0	0.0	0.0	1, 2, 3, 4	0.0%	
			Major operational sites with environmental management systems certified to ISO 14001 (%)	100.0%	100.0%	100.0%		0.0%	
			Major operational sites with energy management systems certified to ISO 50001 (%)	100.0%	100.0%	100.0%		0.0%	
			Samples within surface water discharge consent limits (%)	96.6%	93.2%	100.0%	6	7.3%	
			Samples within trade effluent discharge consent limits (%)	96.6%	92.7%	94.0%	6	1.4%	
			Total breaches of air quality limits (number)	0	0	0		0.0%	

- Although market-based emissions increased this year, they remain below the trajectory of our science-based target to reduce emissions by 48% between 2019/20 and 2030/31. Our emissions between 2019/20 and the end of 2024/25 are also within the carbon budget established by our net zero trajectory. Emissions increased this year due to growth in vehicle fuel consumption and no use of renewable gas guarantees of origin (RGGOs), which had been used in 2024/25 to reduce emissions within our science based target.
- 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. Our energy and emission performance have been restated for 2023/24 and 2024/25 to make use of the most recent and complete dataset. This approach follows best practice outlined in the World Resources Institute Greenhouse Gas Protocol and guidance issued by the UK Government. Our Greenhouse Gas Emissions Report can be found [here](#).
- Location-based emissions are based on the average emission intensity of UK energy networks. MAG proactively chooses to purchase renewable electricity and green gas which are backed by Renewable Energy Guarantees of Origin and Renewable Gas Guarantees of Origin. To demonstrate the carbon saving of our procurement decision we 'dual report' our location and market-based greenhouse gas emissions.
- We measure emissions 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.
- Our airport operations are carbon neutral and hold Airport Carbon Accreditation at Level 3+ (Neutrality). As we work towards our net zero carbon goal, each year we continue to offset residual emissions. Full details of our carbon offsets are included in our MAG Greenhouse Gas Emissions Report, which can be found [here](#).
- To meet our target to achieve full environmental permit compliance, we have implemented several mitigation and control measures at our airport. Please see the Waste and Water section of our Sustainability Report for more details about these initiatives.

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	MAG TARGET	INDICATOR	2022/23	2023/24	2024/25	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)	4,272	5,003	4,995		-0.2% 
			Waste intensity (tonnes waste per traffic unit)	0.15	0.16	0.15	1	-5.2% 
			Waste segregated for recycling on-site (%)	31.8%	24.3%	24.2%		-0.4% 
			Waste diverted from landfill (%)	100.0%	100.0%	100.0%		0.0% 
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 (%)	46.3%	49.0%	48.4%	2	-1.2% 

1 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.

2 We work with public transport providers to develop sustainable surface access options for our passengers, further details are available on our airport website.

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	MAG TARGET	INDICATOR	2022/23	2023/24	2024/25	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)	0	4	2	1	-50.0% 
			Lost time injury accidents (number)	1	7	11	1	57.1% 
Internal Promotions		We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Leadership roles filled through internal promotion (%)	45.5%	53.3%	39.0%	2	-26.8% 
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)	100.0%	100.0%	3	0.0% 
				Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (%; target = 100)	92.5%	100.0%	3	0.0% 
				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (%; target = 100)	94.7%	99.4%	3	-0.4% 
				Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (%; target = 100)	99.7%	99.9%	3	-0.1% 
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	4.2	4.1	3	0.0% 

- 1 We recorded an increase in RIDDOR reportable incidents and lost time injury accidents, this is due to increased passenger throughput and activity delivering capital investment projects. Initiatives are being implemented to improve injury rates and will be included in our forthcoming Health & Safety Strategy.
- 2 Due to current system constraints, we are unable to fully capture all internal promotions across the business. Recent system improvements will enable more comprehensive and accurate reporting of all internal promotions going forward.
- 3 We remain committed to providing exceptional service to passengers with reduced mobility. We are proud to note that our efforts have been acknowledged and validated by the Civil Aviation Authority (CAA), which has rated Stansted as '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	MAG TARGET	INDICATOR	2022/23	2023/24	2024/25	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)	7,684	6,884	10,127		47.1% 
		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 (%)	47.0%	35.7%	53.0%	1, 2	48.5% 
	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)	8,679	7,788	5,470	2, 4	-29.8% 
		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' (%)	45.2%	35.8%	72.0%	3	101.1% 
		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 (%)	45.2%	35.8%	24.7%	4	-31.0% 
Supporting Local Businesses	We will create opportunities to improve local economic prosperity and infrastructure.	Our Company's spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	20.0%	170%	14.7%	5	-13.5% 

1 Priority schools and priority areas are those within a 15-mile radius of our 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.

3 'Disadvantaged Groups' include: those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment; 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.

4 Limitations on the availability of data mean that it is only possible to report the percentage of people completing Airport Academy courses and finding employment. Data limitations mean that we are not able to report employment of people supported through other Airport Academy programmes. Performance is therefore expected to be underreported.

5 MAG cannot by law stipulate criteria for suppliers based on size or locality due to required compliance with the Procurement Act 2023 which requires fair and open competition with all contracts advertised over published thresholds for goods, works and services. We do however, encourage local and SME engagement for smaller contracts, or via 'tiering' into our main appointed contractors.

Local Voices

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

ISSUE	STRATEGIC CSR OBJECTIVE	MAG TARGET	INDICATOR	2022/23	2023/24	2024/25	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 (%)	41.0%	94.7%	100.0%		5.6% 
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% including leaders)	5.3%	13.8%	10.1%	1	-26.8% 
			Time given to volunteering activities (hours, all colleagues)	1,211	1,725	2,577		49.4% 
		We will maintain our community funds, ensuring they provide effective investment in local communities.	Community fund grants awarded (£)	£193,094	£182,368	£195,333		71% 
			Groups/initiatives receiving community fund grants (number)	28	38	65		71.1% 
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)	82	114	62	2	-45.6% 

1 This year we recorded an increase in volunteering hours. However, driven by increased employee numbers, we recorded a decrease in the percentage of colleagues volunteering. We offer colleagues up to two days a year of paid volunteering time and actively encourage them to use it.

2 This year our Community Engagement team focused on attending larger in-person events.

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	MAG TARGET	INDICATOR	2022/23	2023/24	2024/25	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 (%)	99.8%	99.8%	99.8%		0.0% 
			Departing flights performing continuous climb departure (%)	83.7%	84.1%	85.9%		2.1% 
			Arriving flights performing continuous descent approach (%)	96.0%	95.6%	96.0%	1	0.4% 
			Area of daytime noise footprint (57 dB _{L_{Aeq}} 16hr, km ²)	21.4	25.8	26.1		1.2% 
			Population within daytime noise footprint (57 dB _{L_{Aeq}} 16hr, number)	1,800	2,000	2,000		0.0% 
			Area of night-time noise footprint (57 dB _{L_{Aeq}} 8hr, km ²)	9.3	10.6	11.2	2	5.7% 
			Population within night-time noise footprint (57 dB _{L_{Aeq}} 8hr, number)	400	500	500		0.0% 
			Complaints received (number)	8,845	13,328	13,821	3	3.7% 
			People submitting complaints (number)	502	386	440	3	14.0% 
			Aircraft movements per complaint (number)	21.0	14.9	14.7	3	-1.3% 

1 Due to London airspace constraints, we measure continuous descent approaches on Runway 22 only at London Stansted Airport.

2 This year adverse weather and operational issues across Europe led to an increase in the number of aircraft operating at night.

3 This year we recorded an increase in the number of people submitting noise complaints and the number of complaints received. The majority of complaints are submitted by a small number of people. We are committed to minimising the impact of noise from the airport in accordance with our [Noise Action Plan](#).



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