

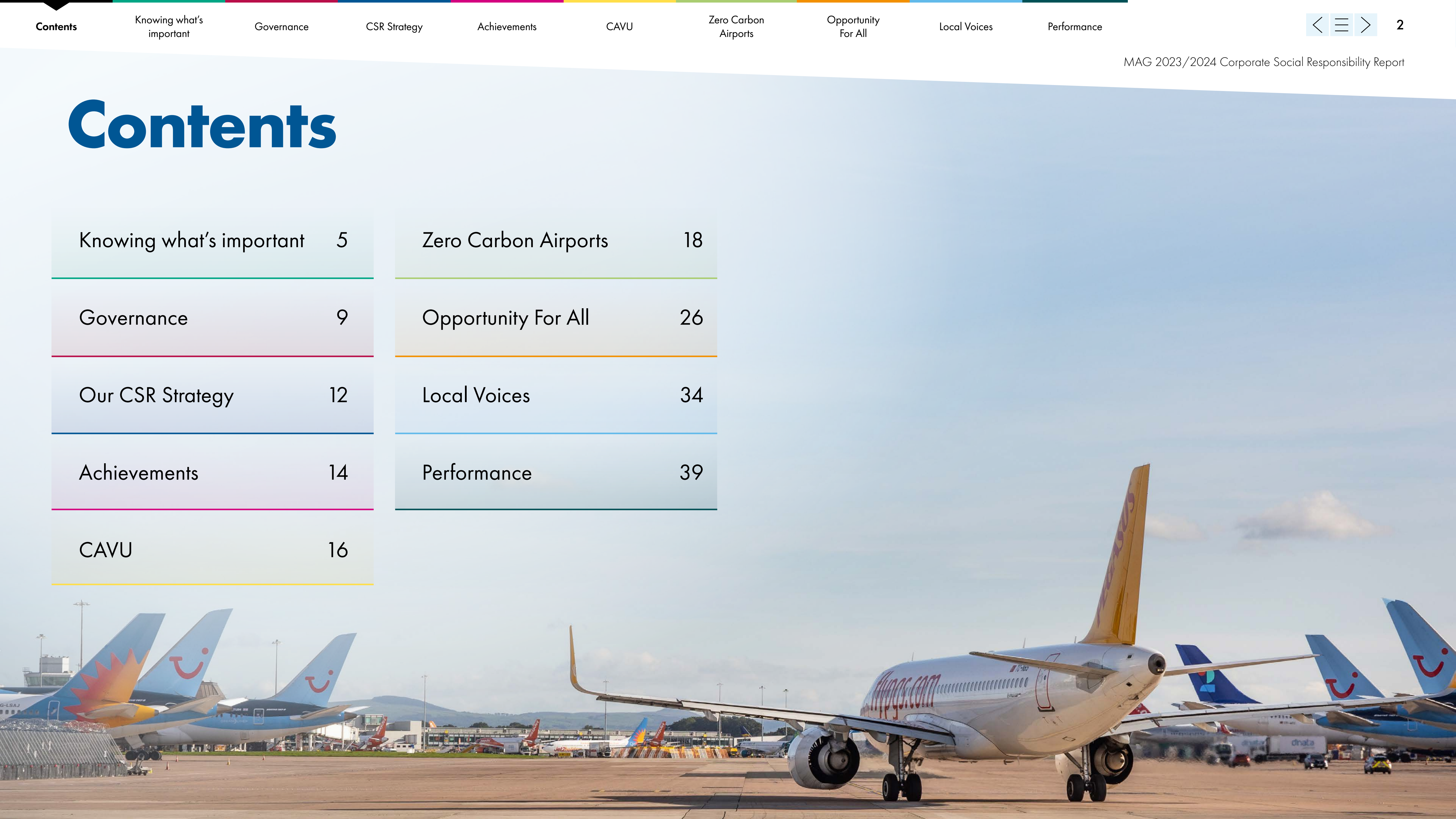
Working together for a brighter future

Our 2023/2024 Corporate Social Responsibility Report



Contents

Knowing what's important	5	Zero Carbon Airports	18
Governance	9	Opportunity For All	26
Our CSR Strategy	12	Local Voices	34
Achievements	14	Performance	39
CAVU	16		



An introduction from the Chair of our CSR Committee

I am pleased to introduce MAG's 2023/24 CSR report, in my first year as Chair of the CSR Committee. This year has seen the Group exceed pre-pandemic passenger volumes, while its focus on creating a sustainable future for the business – and the wider aviation industry – has remained unwavering.

Across this reporting period, MAG has continued to make progress in the penultimate year of its 2020-2025 CSR Strategy "Working together for a brighter future". The programmes MAG has created and supported across the year have been driven by the issues that matter most to its stakeholders. Across the pillars of the Strategy – Zero Carbon Airports, Opportunity for All and Local Voices – MAG has delivered exciting initiatives demonstrating its role as a leader in aviation sustainability, and as a champion of future talent - for example through the creation of its industry-first Airport Operations Apprenticeship scheme at Manchester Airport.

The Group has received independent verification for its role in creating a sustainable future, retaining its five-star status in the GRESB Environmental, Social and Governance (ESG) rating. MAG secured a Gold rating from EcoVadis on its first assessment. This recognition demonstrates that MAG's approach to sustainability is serious and is delivering meaningful change for its airports, the communities they serve and the wider aviation industry.

MAG is a business that strives for continuous improvement, and I was pleased to see the Group announce its commitment to setting new near-term decarbonisation targets through the Science Based Targets Initiative (SBTi) to ensure that, as the organisation moves closer to its target of net zero operations by 2038, its approach remains credible and measurable.

I know how seriously MAG takes its responsibility to be a good employer, reflected in the Group being formally accredited this year as a Real Living Wage employer. It was pleasing to see MAG's longstanding commitment to providing fulfilling job opportunities recognised in this way.

I would like to thank our previous Committee Chair, Vanda Murray OBE, for her work with MAG over the last decade. Vanda oversaw a period of significant development in MAG's CSR commitments, at a time when climate change and sustainability moved to the forefront of societal and corporate priorities. I look forward to continuing the work of the committee to ensure MAG delivers its vision for a sustainable future as we focus on creating our future Sustainability Strategy.



Cath Schefer
Chair of MAG's CSR Committee

Our CEO's review of the year

It gives me great pleasure to report on a positive period for our business.

The pandemic is firmly behind us and we have continued to roll-out initiatives to support the delivery of our CSR Strategy: Working Together for a Brighter Future.

Sustainability sits at the very heart of how MAG operates and has been a core priority for our business for more than two decades. MAG was a founding member of the industry coalition, Sustainable Aviation in 2005, and became the first airport group to be certified as carbon neutral in 2016.

This commitment has remained unwavering, illustrated through the publication of our new strategic framework. One of MAG's core values 'Sustainable Future for All' - invites every colleague across MAG to play a role in delivering our strategic priorities. I am pleased to see that, a year later, our commitment to delivering on our CSR Strategy is more energised than ever.

As we make progress towards our target of net zero operations by 2038, and to support the industry's target of 2050, MAG strives to play a leading role in the decarbonisation of aviation. We continue to work closely with colleagues across Government and in industry, and we were also pleased to re-assume the role of chair of industry coalition Sustainable Aviation (SA), held by our Chief Sustainability Officer, Neil Robinson.

This year, we made a thought-leading contribution to the industry through research we published in March with sustainability experts ICF Consulting, which highlights the critical role non-recyclable household waste could play in the creation of a thriving UK Sustainable Aviation Fuel (SAF) industry.

Most recently, we welcomed the news that the Government would be introducing a revenue certainty mechanism for SAF in the UK, which will allow the UK's domestic SAF industry to grow, and ensure that the cost of flying remains accessible for passengers.

Sustainability reporting regulations continue to evolve, with this year the first period for which MAG must report against the requirements of the Task Force on Climate-related Financial Disclosures (TCFD). We have already been reporting against the TCFD's recommended disclosures for three years, giving ourselves a head-start and meaning that our understanding of the physical and transition-related climate risks and opportunities to our business is already well developed.

MAG's wide-ranging education and employment opportunities have continued to support our local communities. More than 5,500 young people visited our MAG Connect Aerozones this year, and we have hosted or supported more than 300 employment events across our catchment areas. Other initiatives include a new partnership between East Midlands Airport Academy and Nottingham College, welcoming the first cohort of the Manchester Airport Apprenticeship programme and sponsoring aspiring pilots on the Pilot Enrichment Programme, the first of its kind course in the country, delivered at Stansted Airport College. All of these are designed to share opportunities with young people and jobs seekers to begin long and fulfilling careers in the aviation sector.

Our airport Youth Forums completed their first year of activity, focused on aviation decarbonisation and the role of Sustainable Aviation Fuel (SAF), culminating in an industry first 'Youth Summit' held at East Midlands Airport in March. These forums provide a new and diverse perspective on aviation sustainability, and I look forward to seeing how the views of young people from across our catchment areas will inform MAG's sustainability plans over the coming years.

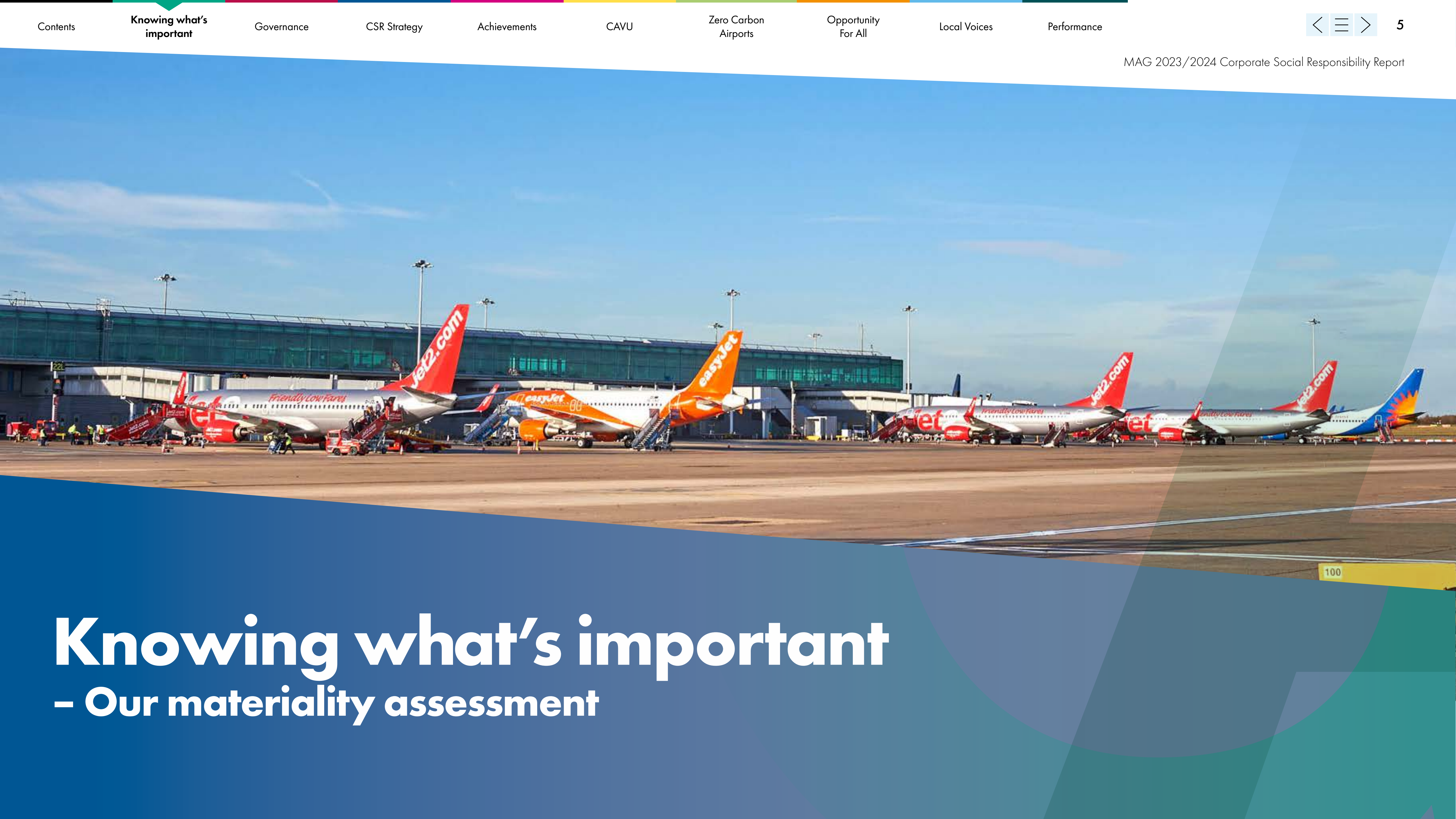
Supporting our local communities is the cornerstone of our belief that when our airports thrive, so too should the people living closest to them. Our community funds have once again awarded grants to fantastic causes, this year totalling over £790,000. We have also consulted community members to hear their views on how our airports operate and how our proposals on aircraft noise and airspace usage affect their lives, to ensure the noise levels at our airports are minimised.

Looking ahead, we are beginning work to create our next Sustainability Strategy, ensuring that its foundations are based firmly around the views of our stakeholders through detailed materiality assessments and focus groups. I am excited to see the ambitious targets we will set for our business, and the creative initiatives we will launch to achieve those goals.

As we work through the final year of our current CSR Strategy, I am incredibly proud of what MAG has achieved. Across the Group we continue to develop and enhance our approach to creating a brighter future. I would like to thank colleagues across MAG who work hard every day to bring new ideas into reality, and I am confident that this work will continue into the final year of our current Strategy and beyond.



Ken O'Toole
Group Chief Executive



Knowing what's important

– Our materiality assessment

Our business strategy

MAG’s strategic framework outlines seven priorities for the Group to deliver sustainable growth in shareholder value. The framework sets out how we will tackle challenges and realise opportunities as we grow our business, highlighting what we need to do to connect our customers to the world and provide the appealing airport experiences and innovative travel services they want.

Our strategy, under the priority of ‘sustainable future for all’, also commits us to playing a full role in decarbonising aviation and meeting customer needs by developing a diverse team of people who are committed to service delivery, operational excellence, innovation and achieving sustainable growth.

More information on our strategy can be found on pages 18-19 of our [Annual Report](#).

Our values



Safe hands:
The safety and security of 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 create a safe space for people to do their best work.



People at our core:
We are all united by a shared purpose to connect people with the world. 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 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.



Power of teamwork:
We believe 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.



Sustainable future for all:
We are committed to growing a more sustainable future. We are working with others to drive sustained progress towards helping the UK aviation industry achieve net-zero emissions by 2050. We are supporting and contributing to the regions where we operate, developing sustainable initiatives with our communities to benefit people and the planet.

Our materiality assessment

To inform the development of our current CSR Strategy, we conducted a materiality assessment in 2018, engaging extensively with stakeholders to understand what matters most to them. Since then, we have completed periodic reviews of our materiality assessment to ensure our approach to the delivery of our CSR Strategy continues to be relevant and addresses the issues most important to our stakeholders. In 2020, and again in early 2022, we repeated the materiality assessment to gauge our stakeholders’ opinions and their levels of awareness and trust in relation to our ability to deliver on our commitments.

The 2022 update to our materiality matrix, shown in Figure 1, identified climate change, fair and decent work, local air quality, and local and regional economic contribution as the highest priority issues at this time. While equity, diversity and inclusion (ED&I) did not feature among priority topics for our local communities, we recognise the significance of these issues for both our current and future employees and are dedicated to fostering a workplace where everyone can thrive. The 2022 review provided reassurance that the three pillars of our Strategy – Zero Carbon Airports, Opportunity for All and Local Voices – address the right issues.

As we look ahead to the development of our next strategy, we are once again engaging with stakeholders to ensure that our vision for the future of our airports aligns with what matters most to them.

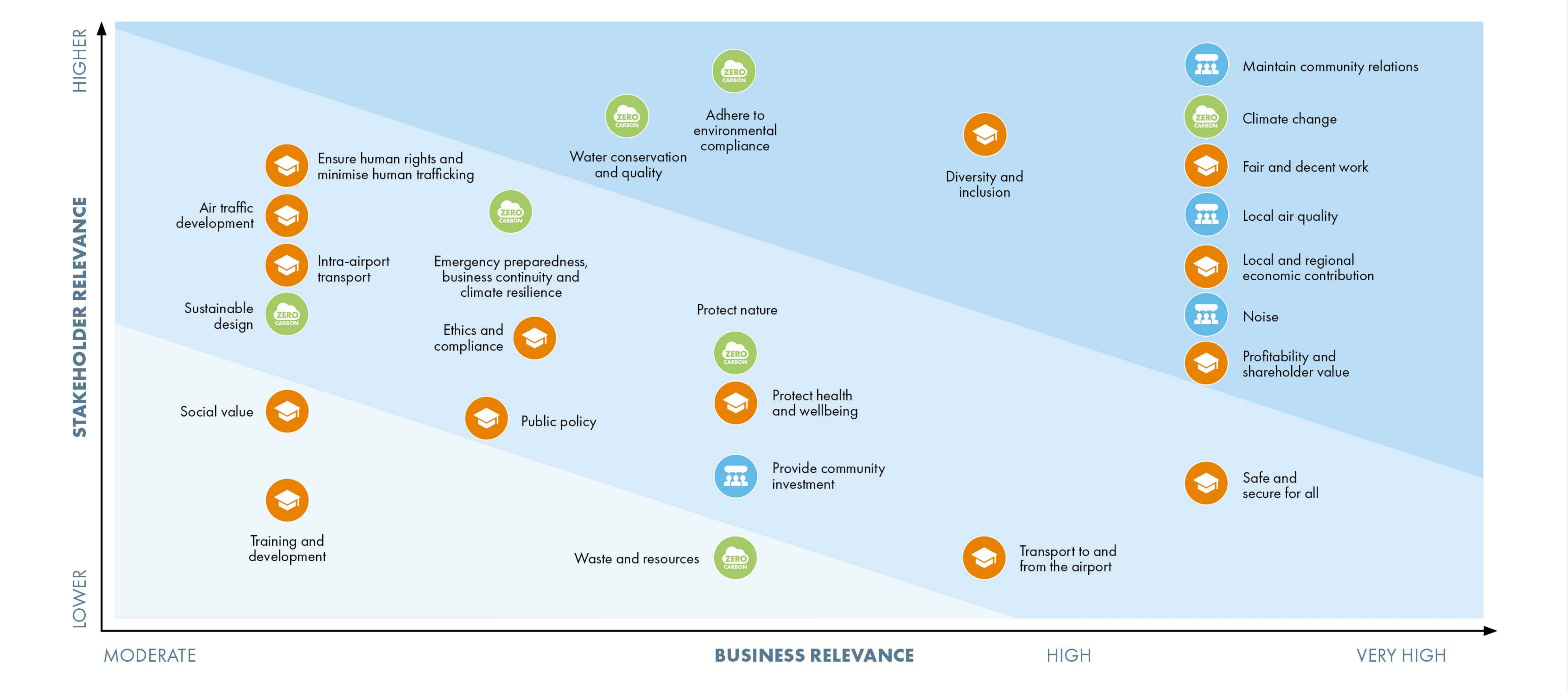


Figure 1: MAG Group Materiality Matrix

 LOCAL VOICES

 OPPORTUNITY FOR ALL

 ZERO CARBON AIRPORTS



Governance



We strive to uphold the highest standards of corporate governance and compliance. Our reporting aligns with the Wates Principles, which we have adopted as MAG’s corporate governance code.

Our CSR Committee oversees the development and implementation of our CSR Strategy with the objective of embedding sustainability throughout our operations. The Committee, led by non-executive director Cath Schafer, is responsible for ensuring we meet our CSR commitments effectively. More information on our approach to governance is available in our [Annual Report and Accounts](#).



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’s) 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.

Last year we reported the financial impact to MAG of the most material climate risks for the first time. In this reporting year we have further enhanced reporting against financial impacts in relation to risk. We have further enhanced 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 38 of our [Annual Report](#).

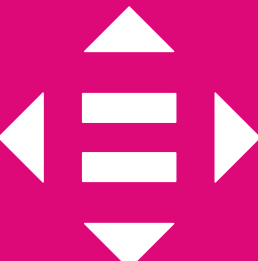
We also voluntarily report to the GRESB, a global ESG benchmark,, and have maintained our 5-star rating. This helps us monitor, assess, benchmark and improve our ESG performance. Most recently, MAG gained a Gold standard EcoVadis rating, achieving the highest possible rating, and placing the Group in 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 commitment to the United Nations Sustainable Development Goals

We support the United Nations Sustainable Development Goals (UN SDGs) and seek to contribute to achieving an equitable and sustainable future for all by creating positive impacts for our local and regional economies and environments, and for society as a whole.

While our CSR Strategy contributes to multiple UN SDGs, we have identified specific areas where we can make the most difference:

UN SDG	Explanation	How MAG is contributing
8 DECENT WORK AND ECONOMIC GROWTH 	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	We employ thousands of people across our airports, supporting jobs in the North West, East Midlands, the East of England and London as well as indirectly in our supply chains. In November MAG was accredited as a Real Living Wage employer, gaining formal recognition that all 7,500 people directly employed by MAG receive at least the Real Living Wage and will continue to do so. Our award-winning education and employment schemes help develop a skilled pipeline of workers for the industry, support local employment and inspire the next generation of aviation professionals. Introductions this year included the industry leading Manchester Airport Operations Apprenticeship Programme, and our new partnership between East Midlands Airport and Nottingham College. This year, our MAG Connect Airport Academies engaged with more than 14,900 people, providing employment and skills support to job seekers in the communities surrounding our airports. Our support for the development of sustainable aviation fuel (SAF) and hydrogen fuel production in the North West and East Midlands region could help to create thousands of green jobs.
10 REDUCED INEQUALITIES 	Reduce inequality within and among countries	As well as being a Real Living Wage employer, we support the financial wellbeing of our colleagues by offering discounts on public transport services to and from our airports, including 80% discount on the Stansted Express train service. We are committed to creating a more diverse organisation and have a number of targets in place to increase representation, across gender, race and age groups.
11 SUSTAINABLE CITIES AND COMMUNITIES 	Make cities and human settlements inclusive, safe, resilient and sustainable	We launched Noise Action Plan consultations in our local communities. In October we introduced the Jet Zero Curriculum in our MAG Connect Aerozones, supporting our commitment to aviation decarbonisation as well as education and skills. Our airports enhance regional and national economic connectivity.
13 CLIMATE ACTION 	Take urgent action to combat climate change and its impacts	Our airports retained their carbon-neutral status in 2023/24. Our overall rate of emissions reduction in FY24 was 26%. During the year we made a commitment to establish near-term targets through the Science Based Targets Initiative (SBTi) to demonstrate tangible progress towards our 2038 goal of net zero operations. We continue to contribute to the UK Government’s Jet Zero Council. We have enhanced our assessment and reporting of climate-related risks and opportunities for our business in line with TCFD recommendations – see our Annual Report.

Our Corporate Social Responsibility (CSR) Strategy



We are committed to contributing to a thriving, sustainable aviation industry that is a positive force for the UK economy.

We articulate our sustainability ambitions for 2020-2025 in our CSR Strategy, 'Working Together for a Brighter Future', structured around three priorities: creating Zero Carbon Airports, ensuring Opportunity for All and supporting the communities and regions that we serve through engaging with Local Voices. These reflect our dedication to forging a better future for everyone, establishing a sustainable legacy, and operating as a socially and environmentally responsible organisation.

Our sustainability progress in 2023/24

In the penultimate year of our CSR Strategy, we once again delivered on our holistic approach to sustainability, executing a strong programme of activity across all three pillars.

In the year from 1 April 2023 to 31 March 2024, MAG served 61.3 million passengers, equivalent to 103% of pre-pandemic (FY20) levels. The delivery of our CSR Strategy has been central to driving a sustainable recovery for MAG since 2022 and had seen us make progress in ensuring our business is prepared for a net zero future.

Over the course of this year, we have continued to be a leading voice on aviation decarbonisation, publishing research in partnership with sustainability experts ICF. This has made an important contribution to the debate about the best use of household waste which would other not be recycled and sent for incineration, strengthening our argument that it should be used to make Sustainable Aviation Fuel (SAF) to drive the creation of a world leading SAF industry in the UK. Our enduring partnerships with Sustainable Aviation (SA), Airports Council International (ACI) and the Government's Jet Zero Council mean MAG is playing a central role in influencing the future net zero policy.

We have remained dedicated to creating education and employment opportunities this year, inspiring the next generation of aviation professionals through our new Jet Zero Curriculum, and supporting people in our local communities to pursue long and fulfilling careers in our business with new partnerships including that between East Midlands Airport and Nottingham College.



Over the reporting period, working closely with our local communities to ensure they are heard and supported has remained a focus. This year we sought to expand the range of voices we listen to, primarily through the activities of our airport Youth Forums, which are now shaping our future approach to sustainability. We continue to take seriously our role as a good neighbour, consulting this year on Noise Action Plans (NAPs) with communities surrounding London Stansted and East Midlands Airports.

This year we retained our five-star rating from the Global Real Estate Sustainability Benchmark ESG rating programme, and in May 2023 once again featured in The Financial Times' assessment of European Climate Leaders, the only airport operator to have done so for three consecutive years.

In April MAG also achieved a Gold rating from EcoVadis - one of the world's leading providers of business sustainability ratings. The Group achieved the highest possible rating on its first time submitting ESG data for the FY23 & 24 to the platform. Achieving this rating places MAG in the top 5% of more than 130,000 companies assessed globally against sustainability criteria.



Looking back at our achievements

In 2023/24, we continued our work to decarbonise our airports, provide fulfilling opportunities to our colleagues, and listen and respond to the needs of our local communities.

Zero Carbon Airports



We are committed to going beyond our carbon neutral status to reduce our remaining use of fossil fuels, collaborating with our partners to reduce waste and emissions associated with our operations. Beyond our business, and we will continue to work with the wider aviation industry to create a more sustainable future.

UK's first **carbon neutral** airport group in 2016.

Published our **net zero** road map to 2038.

Committed to setting near-term **decarbonisation targets** in line with the Science Based Targets initiative (SBTi).

100% of our electricity for UK operations is from renewable sources.

70% of our energy is from renewable sources.

All three of our airports are **ISO 14001** and **ISO 50001** certified.

East Midlands Airport became a partner of the **East Midlands Hydrogen Cluster**.

Opportunity For All



We strive to create quality employment, in an environment that is safe, inclusive and diverse, in which colleagues have opportunities to fulfil their potential and better meet customer needs. We seek to extend our influence beyond our business, collaborating with all partners on our airport sites to ensure high standards are upheld.

Six employee resource groups celebrating equity, diversity and inclusion.

More than **5,500** young people visited MAG Connect Aerozones.

More than **14,900** people supported through our Airport Academies.

More than **300** employment events held or arranged.

Launched the new **MAG Jet Zero Curriculum** educating young people about Sustainable Aviation Fuel.

MAG was formally accredited as a **Real Living Wage** employer.

Launched a new **Employment Charter**.

£7.5 million generated for SMEs at Meet the Buyers events.

Local Voices



We work to engage with and respond to the views of the people living near our airports, addressing noise and other issues, and providing opportunities for local people and businesses. We seek to build trust with our communities and to improve their quality of life.

More than **£790,000** donated to local charitable organisations and community groups through our airport Community Funds.

Hosted the first ever **Youth Summit** at East Midlands Airport, bringing together all three of our airport Youth Forums.

Consulted on **Noise Action Plans** for all three of our airports.

86% MAG leaders volunteered in their local communities.



CAVU

Founded just over two years ago through the union of MAG-O, MAG-USA and a number of acquisitions, CAVU operates as one of MAG’s divisional businesses, alongside its three airports.

CAVU has a mission to be the number-one airport product and services company in the world, with a vision to make airport travel seamless and enjoyable for passengers, and more profitable for the businesses that serve them.

Operating under the same set of corporate priorities as MAG, CAVU has begun to establish its own bespoke initiatives, which support the delivery of MAG’s CSR Strategy.

Throughout this reporting year, CAVU colleagues have participated in a range of activities which support MAG’s CSR objectives.



Colleagues have been participating in a range of local, national and international volunteering activities. In March 2024, colleagues from CAVU’s e-commerce and marketing division volunteered with the charity, The Bread-and-Butter Thing, a nationwide charity with a mission to provide access to nutritious and affordable food to low-income families and building strong communities to encourage the reduction of food waste. The CAVU team spent the day unloading, sorting and date-checking donated food, stocking the shelves in the warehouse and food club. In June 2023, colleagues also took time out of their working day supporting the National Trust to clean up green spaces at Quarry Bank Mill.

In support of MAG’s charity partners Medcare, The Children’s Society, Magic Breakfast and Blessings in a Backpack, more than 30 CAVU colleagues took on the Yorkshire Three Peaks Challenge in September 2023. This initiative, together with a sponsored walkathon and bake sale at Manchester Airport, CAVU raised more than £4,900.

Colleagues also took time to hold talks at MAG Connect Aerozones to inspire young people about careers within the aviation, leveraging the expertise within CAVU to promote digital and technology-based career paths for the future of the sector.

Across the reporting period, CAVU worked to establish its own global ED&I Forum. The Forum will be chaired by Rosie Macadie, a member CAVU’s Executive Committee, and will be made up of 18 representatives from both the UK and US. The Forum has been established to explore a global approach to inclusivity which reflects the diversity of each country.

As MAG develops its new Sustainability Strategy in 2025, CAVU will continue to build its contribution to the delivery of MAG’s strategic aims, so that it can make its own contribution to creating a sustainable future.



Zero Carbon Airports

The decarbonisation of our airports and the wider aviation sector is one of MAG’s strategic priorities, sitting at the very centre of how our business operates.

This year, we have continued to ensure our approach to decarbonisation is robust and working effectively to meet our commitment to a sustainable future for all.

Our commitments

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

MAG supports the objectives of the Paris Climate Agreement and understands the role the aviation industry must play in achieving them. We are dedicated to supporting the Agreement’s goal of limiting global temperature rise to well below 1.5 degrees Celsius.

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.

Achievements in 2023/24

During the year we continued to pursue innovative ways of realising our Zero Carbon Airports programme, and to support the wider industry in the following ways:

- Announced our commitment to setting near-term targets through the Science Based Targets Initiative (SBTi) to demonstrate that our approach is robust.
- Published research with sustainability experts ICF, which found that using the 27 million tonnes of household waste generated annually in the UK to make Sustainable Aviation Fuel (SAF) would be at least five times better for the environment than burning the waste to generate electricity.
- Worked with the North West Hydrogen Alliance to plan how a future supply of hydrogen fuel could be used in the North West and at Manchester Airport.
- Announced East Midlands Airport’s role in the newly established ‘East Midlands Hydrogen’, an industry-led initiative that is the UK’s largest inland hydrogen cluster.
- Continued to make progress on our Future Airspace Change (CAP1616) project, with East Midlands Airport moving into Stage 3 of the process.
- Achieved certification to of ISO 14001 and ISO 50001 across MAG which recognised MAG’s positive approach to environment and energy management.

- Maintained our carbon-neutral status certified by the Airport Carbon Accreditation Level 3+ for all three of our airports.
 - Made our first purchase of green gas as part of a commitment to get more gas from renewable sources.
- In 2016, we became the first UK airport group to be certified as carbon neutral and we have a long-standing commitment to addressing the emissions associated with our operations. Our flagship commitment to net zero carbon operations by no later than 2038 demonstrates our commitment to reducing our reliance on fossil fuels.
- We welcomed the launch of the UK Government’s Jet Zero Strategy in July 2022, making five Jet Zero pledges in support. The Strategy sets out the Government’s approach to maintaining the wide-ranging benefits that aviation brings to the UK, while reducing the sector’s carbon emissions to net zero by 2050. In 2023/24, we introduced the Jet Zero Curriculum in our MAG Connect Aerozones, which teach young people about the role of SAF in aviation decarbonisation.



Climate change

We monitor and report publicly on our GHG emissions, which we disclose annually. Our carbon footprint is calculated in accordance with internationally recognised best practices, such as the Greenhouse Gas Protocol and UK Government guidance on emissions reporting. To ensure the accuracy of our reporting, our GHG emissions are independently verified by TUV Nord GmbH.

To provide a transparent report, our carbon footprint includes both location-based emissions (which represent the average emissions intensity of the UK energy grid) and market-based emissions (which highlight the impact of our procurement decisions).

Although the transition to net zero is complex, we recognise the need to cut our remaining reliance on fossil fuels. During this transition, we are committed to fully offsetting our operational emissions using high-quality carbon offsets to compensate for our residual carbon emissions. Offsetting of currently unavoidable emissions will in the short term reduce the overall environmental impact of our business. As we move towards our 2038 target, we will need to introduce new measures including purchasing offset removals to ensure we can secure our net zero future.

Emissions

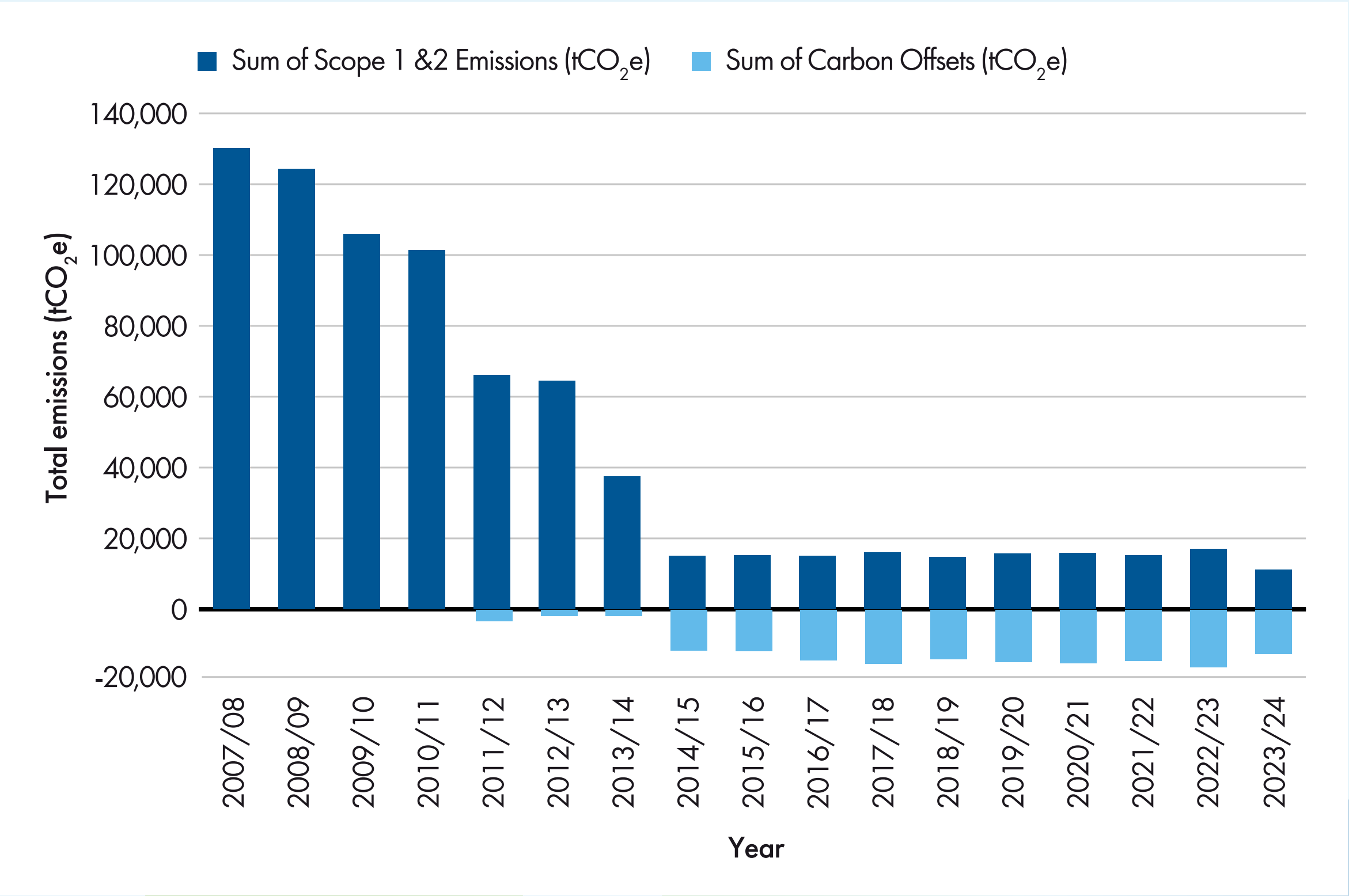
In line with our 2006 commitment to carbon neutrality and our 2020 commitment to net zero carbon, we continue to implement sustainability initiatives, monitor our emissions data, and strive to make further progress in our journey towards net zero. Our energy and carbon disclosures are aligned with the requirements set out in the UK's Streamlined Energy and Carbon Reporting guidance.

In recent years, our emissions have been affected by wider trends. In 2020/21, there was a significant reduction in both Scope 1 and Scope 2 emissions, attributed to the Covid-19 pandemic and the resultant reduction in commercial activity and number of passengers travelling through our airports. However, as economic activities gradually resumed and passenger numbers increased, emissions began to rise in the years 2021/22 and 2022/23.

Emissions from outbound flights across our airports were 399,373 tCO₂e. These insights enable us to assess our indirect impacts and inform strategies to reduce them. We provide more information on our work to reduce aviation's climate impact below, and then move on to the other scope 3 emissions.

Our Scope 3 emissions arise from our value chain and are therefore mostly out of our direct control. However, we recognise that we have an ability to influence these emissions and they represent a crucial aspect of our environmental impact. We acknowledge the significance of addressing waste-related emissions, with waste contributing 1,181 tCO₂e to our overall footprint. We have a commitment to send zero waste to landfill and will explore future opportunities to turn waste into SAF. Since business travel generated 1,551 tCO₂e, we understand the value of efficient transportation in our commitment to reducing employee-related emissions.

Figure 2: Our greenhouse gas emissions



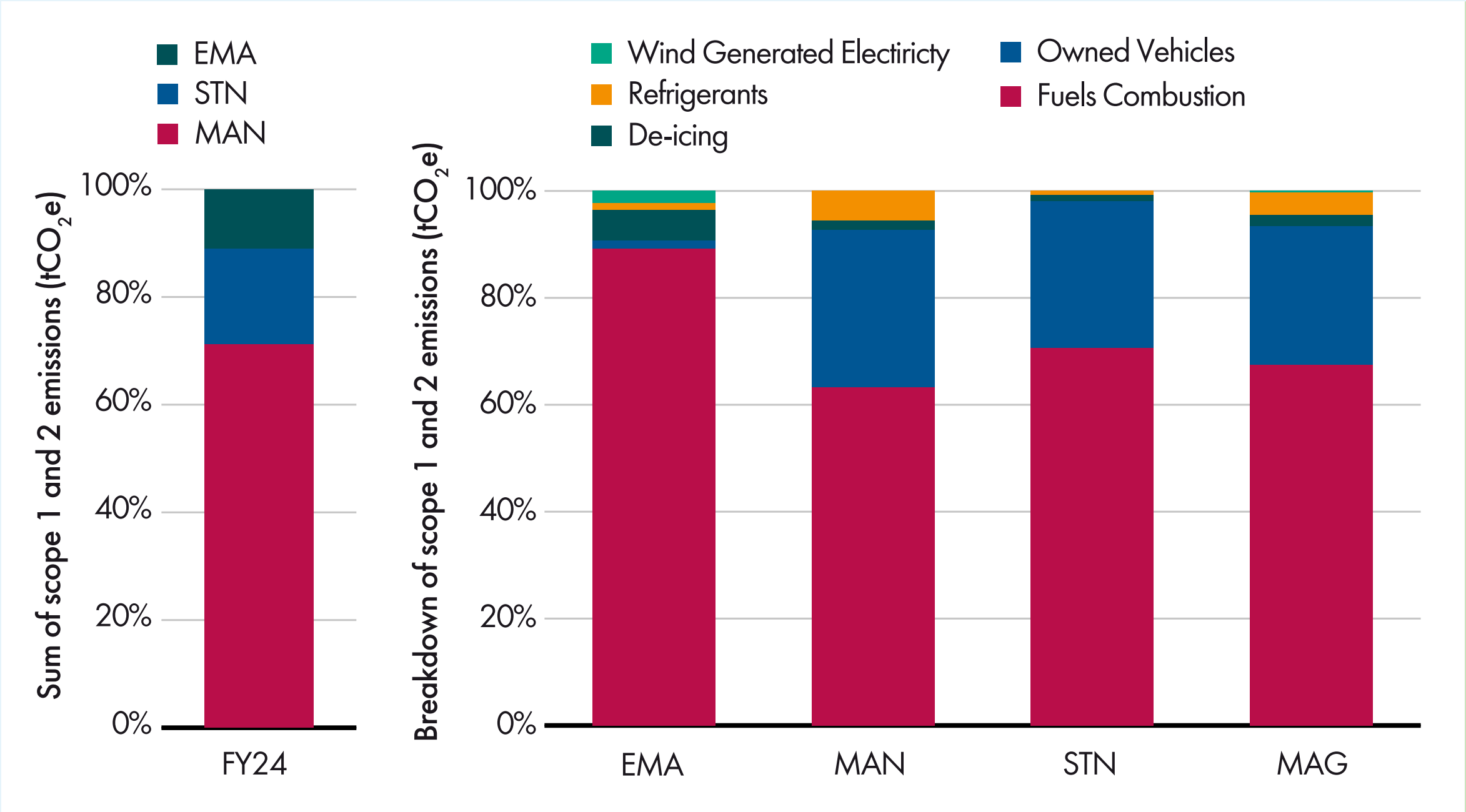


Employee commuting had an impact of 67,216 tCO₂e and home working contributed 1,159 tCO₂e. In 2022, we expanded our successful Sustainable Transport Fund scheme from London Stansted to all of our airports to fund improvements to public transport and cycling and walking options. Our funds are supported through a levy on passenger car parking and drop-off charges. We also encourage our colleagues to travel to work using more sustainable methods of transport through discount schemes on public transport. As part of our aviation-specific emissions, the landing and take-off cycle (which accounts for emissions locally at our airports from flight operations below 3,000 feet above the airport) generated 581,578 tCO₂e. Beyond our local area, we implement multiple initiatives that help reduce emissions across the wider aviation networks.

Across this reporting period, we saw our location-based emissions increase year-on-year to 39,450 tCO₂e. This can be attributed to factors including a continued increase in passenger numbers across the Group – this year serving the equivalent of 103% of 2019/20 levels – as well as a change to emissions reporting methodology, which now takes into account the use of de-icer and refrigerants in our operations. You can learn more about this in our [Emissions Report](#).

With the formation of MAG’s decarbonisation programme and a new governance structure, the Group is confident that emissions will now reduce year-on-year under the new methodology.

Figure 3. Scope 1 and 2 emissions by airport (left) and by source (right) (FY24 data)



Activity in 2023/24

Over the course of this year, we have introduced programmes to drive forward our plans for a net zero future at MAG. In March 2024, we submitted our commitment to setting near-term targets through the Science Based Targets Initiatives (SBTi), which will ensure our approach to emission reduction remains credible, robust, and directly aligned to the scientific analysis available to the aviation sector. These targets, relating to our commitments around Scope 1 and 2 emissions, will undergo accreditation by SBTi over the coming year.

Alongside this, we launched a new decarbonisation programme across MAG, which devolved ownership of decarbonisation initiatives to leadership teams at each of our airports.

We continued to be active members of the Government's Jet Zero Council, working in partnership with ministers to drive forward company- and industry-wide progress towards net zero. MAG also continues to work with industry partners through Sustainable Aviation (SA). Through SA MAG has helped to make the case for a domestic SAF industry via the creation of a revenue certainty mechanism. If successful, this would allow the industry to meet net zero by 2050 and could create 60,000 new jobs.

Airspace Modernisation

In November, East Midlands Airport joined our other airports obtaining approval from the Civil Aviation Authority to move into 'Stage 3' of the Airspace Change Process. The Airspace Change Process is part of the Terminal Airspace Redesign delivery element of the Airspace Modernisation Strategy. MAG's contribution constitutes substantial progress towards delivering the national programme. At the time of publication, Manchester Airport and East Midlands Airport are progressing Stage 3 work. Stansted Airport is awaiting the consultation and decision on a new model whereby a single entity is responsible for designing UK airspace, a UK Airspace Design Service (UKADS).

Sustainable fuels

New, 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 in particular Sustainable Aviation Fuel (SAF) playing the greatest role in decarbonising flying.

SAF, which is made from feedstocks such as household waste, can currently reduce aircraft emissions by up to 80%, and is in use across the sector already. MAG recently welcomed the Government's decision to introduce a SAF mandate in the UK from January 2025, which will mean that 10% of the fuel used by aircraft by 2030 should be SAF.

We also welcomed the introduction of a SAF Revenue Certainty Mechanism, which will ensure that the cost of fuel remains competitive and create favourable conditions for the creation of a successful UK SAF industry.

Across our airports, 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 September East Midlands Airport announced its role in the newly established 'East Midlands Hydrogen' – the UK's largest inland hydrogen cluster. The partnership with East Midlands Hydrogen will connect supply and demand through a new, 100% hydrogen pipeline, which could supply East Midlands Airport with the 700,000 litres of liquid hydrogen it is expected to need by 2050 to fuel next generation aircraft.

In November, Manchester Airport worked with the North West Hydrogen Alliance to plan how a future supply of hydrogen fuel could be used in the region, with a focus on its use as aircraft fuel. This work complements the partnership we formed with HyNet in 2022, with the aim of securing a supply of hydrogen technology to the airport from the mid-2030s to ensure our airport is well placed to deliver future decarbonisation technologies.

In March, Ryanair announced that it was purchasing 1,000 tonnes of SAF for use on its aircraft operating in and out of London Stansted.

Most recently, Jet2 confirmed that they would begin using blended SAF at London Stansted Airport over the summer 2024 season. The airline purchased approximately 650 tonnes of SAF from Shell Aviation, which will be used to add a 1% SAF blend into several departing flights to destinations across Europe. By commencing use of SAF in 2024, the airline has prepared its operation ahead of the introduction of the UK Government's SAF mandate, which will be in place from 1 January 2025.



ICF Research - using household waste to make SAF

In March, we published research conducted by transport sustainability experts ICF which found that using the 27m tonnes of annual UK household waste to make Sustainable Aviation Fuel (SAF) would be at least five times better for the environment than burning the waste to generate electricity.

The researchers concluded that if all the waste intended for incineration were used to make SAF, the carbon saving would be equivalent to the emissions of at least 46 million people flying from London to Madrid every year.

New permissions from the Department for Environment, Food and Rural Affairs (Defra) now means that local authorities now have the choice to send their household waste – which would otherwise not be recycled – to be made into SAF. This could support the creation of a thriving SAF industry in the UK, which could create up to 60,000 new green jobs. Doing so would assist in achieving the UK’s target of net zero aviation by 2050.

Energy and environmental management

We continue to work towards minimising the carbon intensity and energy consumption of our operations. Through a series of targeted energy efficiency projects at our airports, we have implemented initiatives such as adjusting our heating and replacing lighting in our car parks and on our airfield at Manchester Airport. After falling between 2020 and 2022, our energy consumption has – as forecast – risen back to pre-pandemic levels, as our commercial activities increased in line with operational norms. However, our energy -per- passenger metric has fallen over this reporting period, highlighting the increased efficiency of our operations.

Our approach to environmental management is certified in accordance with international standards. Our Environmental Management System (EMS) and Energy Management system (EnMS) is fundamental to how we operate, and this year MAG enhanced its independent certifications. Across the reporting period, we moved from airport specific EnMS accredited approach, to a Group system.

MAG now holds an external verified EMS & EnMS certified in accordance with the international standard ISO 14001 and ISO 50001.



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.

Waste volumes are directly correlated with passenger numbers, and as they increased year-on-year in 2023/24 our waste volumes rose by 10% compared with 2022/23. Despite this increase, 86% of this waste from our airports was diverted away from landfill, up from 83% in the previous year. Both London Stansted and East Midlands Airport diverted 100% of their waste from landfill, and we are making good progress to ensure Manchester Airport sends zero waste to landfill in the coming months, as we work to unlock capacity at waste to energy sites surrounding the airport.

Across 2023/24 MAG's total water consumption decreased from 1,524 megalitres to 1,368 megalitres. We recorded an environmental water permit compliance rate of 95% with our surface water discharge consents and 92% with our trade effluent consents across the Group. We have implemented mitigation and control measures across our airports to meet our target of achieving full environmental permit compliance.

At London Stansted Airport, we recorded 93% compliance with surface water consents and three breaches, and 93% for trade effluent consents with six identified minor breaches. At Manchester Airport, we recorded a compliance rate of 94% for surface water discharges, and 100% for trade effluent consents, and 97% and 85% respectively at East Midlands Airport.

Since last year, East Midlands Airport has been working in collaboration with the Environment Agency (EA) in relation to alleged surface water permit breaches and received notification that, due to the historical failure to meet the requirements of our permit, the EA was proceeding with legal action. In August 2023 we were notified that the airport was facing prosecution for these alleged historical failures, with the court process ongoing at the time of writing.

East Midlands Airport has an asset management plan in place to identify and implement improvements to the surface water system. So far, we have invested £5m in delivering these improvements, and are making good progress towards more positive outcomes in the near future.

To improve compliance at all of our airports, we will focus on increasing awareness of water discharges and our controls, as well as operational controls and compliance monitoring systems. We will also continue to work proactively with the Environment Agency and sewage undertakers.



Air quality

In line with our commitment to maintaining good air quality standards across our airports, we monitor and report on air quality on an ongoing basis, and work with our airline and service partners to identify and implement opportunities to improve this. Examples include encouraging airlines to taxi at our airports with one or more of their engines shut down, and fixed electrical ground power rather than higher emission auxiliary units. During the year, we recorded one breach against the Government's air-quality limits. Further information is available in our air-quality reports, which are published online at: [Manchester Airport](#), [East Midlands Airport](#) and [London Stansted Airport](#).

We recognise the impact that road traffic has on air quality at our airports, and more widely across the UK. To mitigate this, we have implemented surface-access initiatives to reduce emissions and minimise the impact of airport-related emissions on local communities. Under the Sustainable Transport Fund (STF) introduced previously, 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. These initiatives reflect our commitment to fostering a more environmentally responsible approach to transportation.

At Manchester Airport, we offer four weeks of free travel on public transport to colleagues joining the organisation, in partnership with Stagecoach and Metrolink. The airport also offers use of Transport for Greater Manchester's Local Link service which offers flexible transport options in areas surrounding the airport where public transport is limited.

Following the disappointing news of the cancellation of the Northern leg of HS2 between Birmingham and Manchester, we were pleased when in March it announced that the Government would be taking forward plans to develop Northern Powerhouse Rail (NPR) between Liverpool and Manchester, with a station at Manchester Airport. We continue to work closely with regional stakeholders - through the Manchester-Liverpool Rail Board – and national Government to ensure this critical rail infrastructure is delivered so that our passengers and colleagues can benefit from improved public transport links.

We have also continued to fund the Airport Commuter Centre at London Stansted and the Travelcard scheme that provides staff discounts for travel. London Stansted's bus network fund continued to support the X10 service, linking the airport with Basildon, and at East Midlands Airport, we subsidise the 'Airline 9' bus service.

As our partnerships with operators continue to grow, we expect to see a pipeline of additional projects emerge as part of the STFs at each of our airports.

Biodiversity and nature conservation

Protecting nature and promoting biodiversity is an important part of MAG’s commitment to sustainability and we recognise the responsibility that comes with operating our airports – two of which are situated near protected habitats. We strive to work collaboratively with our local communities on the preservation and restoration of nature at and surrounding our airports.

MAG’s Conservation Strategy is set to be published in 2025. The Strategy will set out how we intend to continue the management and responsible stewardship of our natural assets. The Conservation Strategy will also outline MAG’s approach to the emerging national policy to deliver biodiversity net gain.

Enhancing biodiversity across our airports is an important priority for MAG, and we benchmark our activities robustly across all three of our airports every five years with the next review set for 2025. We believe that by taking this approach, we can assess the biodiversity of our airports effectively and create plans to improve where necessary.



Looking forward

Under the newly elected Labour Government, MAG welcomed the introduction of a revenue certainty mechanism for Sustainable Aviation Fuel (SAF) and will continue to work in collaboration with Ministers and industry partners to deliver net zero aviation by 2050. We will pay close attention to the outcomes of COP29 in Baku and will continue to review, monitor and update our progress towards the achievement of our target of Zero Carbon Airports by 2038. In the final year of our current CSR Strategy ‘Working together for a brighter future’ we will continue to:

- Evolve our zero carbon transition plans and associated emission trajectories as we work to achieve our target of net zero by 2038.
- Refresh and submit our fourth Climate Change Adaptation report for our airports to DEFRA.
- Assess opportunities to adopt low-carbon technology and renewable energy alternatives and set an annual emission reduction target.
- Review our plans against evolving climate-related requirements and disclosures on an ongoing basis.
- Develop our Conservation Strategy and respond to new mandatory requirements to deliver biodiversity net gain.
- Continue the development of our 14.3 MW solar farm at Stansted Airport.
- Continue our work around embodied carbon, based on our pilot project as part of the Manchester Airport Transformation Programme.
- Continue to collaborate with industry, national and regional partners to progress the decarbonisation of aviation.
- Evaluate opportunities to achieve zero waste to landfill across the Group.
- Continue our work to reduce single-use plastic in our lounges.



Opportunity For All

We believe aviation is a sector in which people can forge long-lasting and varied careers, where they have the opportunity to gain experience and train in a wide range of new skills.

We also recognise that many of the communities we serve experience barriers to opportunities, for a number of complex reasons. That is why we believe that, as significant employers our airports have an important role to play.

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

The wide-ranging and engaging opportunities we offer help realise the economic potential of the regions we serve.

Education and employability

MAG is industry leading in its approach to creating education and employment opportunities for the communities surrounding its airports, driven through its MAG Connect Aerozones and Airport Academies.

MAG’s Aerozones are on-site education facilities at each of our airports, providing schools with free interactive experiences to children from the ages of 4-18, inspiring them about the various careers on offer within the aviation sector.

Our Airport Academies provide a free hub for anyone – from entry level to senior roles – to begin, progress or change their career within the aviation sector. Airport Academy courses include pre-employment and upskilling courses across aviation, including diversity and inclusion, customer services and mental wellbeing.

Each of our airports has a strategic relationship with a partner college to devise and deliver free, tailored and fully accredited courses relevant to the aviation industry.

Over the past year, across our three airports, the MAG Connect scheme has:

Supported the education of **more than 17,500 children** and young people aged four to 18.

Launched the **Jet Zero curriculum** in our Aerozones, teaching young people about the role of Sustainable Aviation Fuel (SAF) in decarbonising the aviation sector.

Welcomed more than **5,500 young people** to our on-site Aerozones.

Formed new a new partnership between the East Midlands Airport Academy and **Nottingham College**.

Continued to provide free fully-accredited **pre-employment training for more than 14,900 jobseekers** across our catchment areas, and free upskilling training for the existing colleagues.

Organised multiple onsite jobs fairs to **enable local jobseekers to connect** with onsite employers and secure roles at MAG’s airports.



New EMA Aerozone and Academy

Our new Aerozone and Academy premises at East Midlands Airport opened in March, and has already welcomed more than 200 young people, highlighting the important role these facilities play to local schools and adult learners.

Alfred, who attended the new Academy and secured a new job as a Customer Helper at Jet2 said:

“I would absolutely recommend this course for anyone looking to get into the Aviation Industry and anyone who is looking to try new and exciting career options.”



About the new Aerozone, Helen Woodhouse, Careers Lead at Farnborough Spencer Academy said:

“It opened up the different possibilities for future employment and gave an awareness of different job roles which they hadn't thought of before.”

Little Book of Travel Tales

As part of World Book Day celebrations, MAG released a new edition of the Little Book of Travel Tales, building on the successful roll out of the first Group-wide book last year. The activity travel book was filled with illustrations, poems and short stories produced by local school children. The competition was open to schools within a 15-mile radius of all three of MAG's airports, with 17 winners having their work published. Copies of the book were handed out to children travelling through MAG's terminal buildings over the Easter holidays.



Jet Zero education launch at Aerozone

In October we launched the Jet Zero Curriculum in our MAG Connect Aerozones. This initiative supports our commitment to education and skills and our work on aviation decarbonisation, while delivering one of the pledges we made in relation to the Government's Jet Zero Strategy.

The first part of the curriculum is designed to educate thousands of students from across the regions we serve about Sustainable Aviation Fuel (SAF), its production and role in the decarbonisation of aviation, using an interactive game format to convey the content in an engaging way. Further modules are planned for the future, and will cover topics such as airspace modernisation, zero emission aircraft and carbon removals.



Employment and training opportunities

We seek to provide high-quality, engaging and rewarding employment, and recognise the importance of engaging with our local communities as part of our proactive approach to talent acquisition.

In November we were pleased to be accredited as a Real Living Wage employer, in recognition that everyone employed directly by MAG, now and in the future, receives at least the Real Living Wage.



We are keen to inspire people at the early stages of their careers, to provide a pipeline of talent for our organisation while making a meaningful contribution to the communities we serve. Our wide range of apprenticeship programmes and graduate roles attract a diverse pool of applicants representative of our local areas, and include mentoring, training and the chance to work with experienced colleagues on live projects. Our close partnerships with schools, colleges and universities help us to identify and attract applicants and provide important pathways for young people to pursue careers in fields such as motor transport, engineering, firefighting, and airport operations.

A key addition during the year was the launch at Manchester Airport of a pioneering airport operations apprenticeship scheme. This two-year paid scheme is delivered in partnership with Trafford College at Manchester Airport Academy. Students have the opportunity to experience diverse elements of airport operation including landside, security and airfield operations and, upon successful completion, will be offered permanent roles at the airport. The scheme at Manchester Airport is designed as a pilot, with a view to rolling this out at both London Stansted and East Midlands Airports in the future.

In October, East Midlands Airport announced the launch of a new Academy programme in partnership with Nottingham College. Each year, up to 200 people will be offered free, two-week pre-employment and upskilling training to equip them with the skills they need to take up jobs ranging from ground crew, baggage handling, security, customer service, or roles within hotels, car parks or logistics.



In September 2024 MAG 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. To date, two students have been accepted onto a full CAA, Airline Transport Pilots Licence programme while the rest continue with their studies.

Our MAG Connect Airport Academies have also continued to offer pre-employment and skills support to job seekers, with more than 14,900 people upskilled and supported into new careers during the reporting period.

Across the year, our academies trained and placed into employment more than 250 people and organised and attended more than 300 employment events, attended by thousands of people, to support MAG and on-site employers with their vacancies.

During the year we also invested in the training of our colleagues, both to develop the skills we need within MAG and to position our organisation as an employer of choice.

One of these initiatives was our ‘Lead the Way’ programme, which works to upskill first-time leaders within the organisation and focuses on basic leadership behaviours. Across the reporting period, approximately 480 colleagues took part in the six-module programme, and after assessing feedback the course scored a positive NPS score of 5.1 out of 6.

Flexibility

We recognise the role of flexibility in creating a healthy work-life balance for our colleagues, increasing job satisfaction and fostering wellbeing.

We offer a variety of full-time and part-time shift patterns for our operational and passenger-facing colleagues, working with trade-union representatives in our shift allocation processes to ensure we maintain 24/7 operations while balancing the needs of our colleagues.

Colleagues in office-based roles have access to flexible and hybrid working arrangements, using technology to remain connected with team members and the wider business to ensure the delivery of high-quality service to passengers.

Colleague recognition scheme

As part of MAG's 'We are the Journey Makers' programme, this year we launched a new colleague recognition scheme with a similar scheme in operation within CAVU, aligned to its values.

The scheme includes e-cards for peer-to-peer recognition and quarterly awards where colleagues can nominate peers for demonstrating MAG's core values. During the year 10,299 e-cards were sent and 1,822 award nominations were made across the Group.

More than 300 e-cards and nominations were made relating specifically to MAG's 'Sustainability for All' value. These nominations recognised colleagues commitment to and delivery of work which supports the sustainable vision for the future of our business.

To celebrate our colleagues, we hosted awards evenings at each airport which showcased all of the work being done across our business in line with our core values.

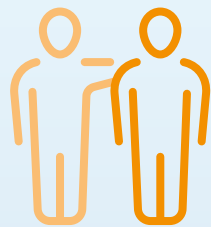
Colleague resource groups

Colleagues indicating interest are encouraged to join one or more of our Colleague Resource Groups (CRGs), which play a key role in raising awareness of key issues and driving change within MAG.



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.



EmbRACE (Race & Ethnicity)

The EmbRACE CRG 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.



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.



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.



Mental Health

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



Parent & Carers

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



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 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 our CEO Ken O'Toole, MAG's ED&I Forum meetings are attended by our Colleague Resource Group chairs and members of the Executive Committee.

Over this reporting period, we held an ED&I Masterclass for MAG's 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 the 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. Our training includes mandatory ED&I modules, Line Manager Diversity training, Allyship training and First Line leader training. Other initiatives to attract and retain the best talent from all backgrounds include coaching and mentoring to inspire and enable under-represented groups within our workforce to achieve their potential.

We also hold unconscious-bias training for all hiring managers, alongside the use of diverse recruitment panels, monitoring the diversity of talent development plans, and nurturing a culture and working environment that promote the retention of diverse talent.

CAVU has also worked to establish its own global ED&I Forum, made up of representatives from both the UK and the US, and will report on its progress in our next Report.

In line with UK Government regulations, we also report any difference in average and median pay between men and women, expressed as a percentage of the average male earnings. Our most recent Gender Pay Gap Report, for the period between April 2023 and April 2024, showed a median hourly pay gap of 1.1% and a mean hourly pay gap of 12.4%. Our full Gender Pay Gap Report can be found [here](#).

Across MAG there are several targets in place to fulfil our ambition of becoming a more diverse organisation.



These include:

50% leadership representation of female colleagues by 2033

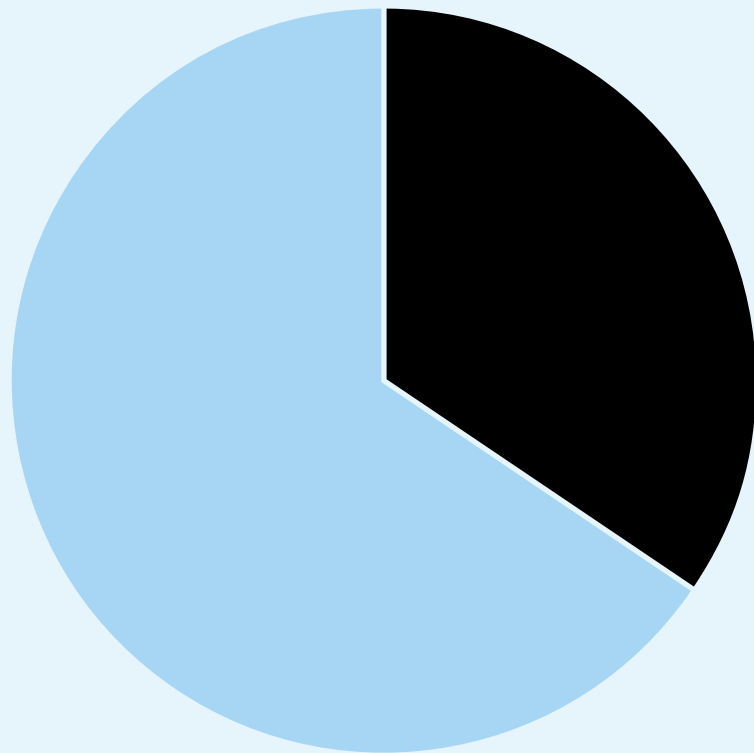
12% leadership representation of ethnic minority colleagues by 2026

12% leadership representation of colleagues under 25 by 2025

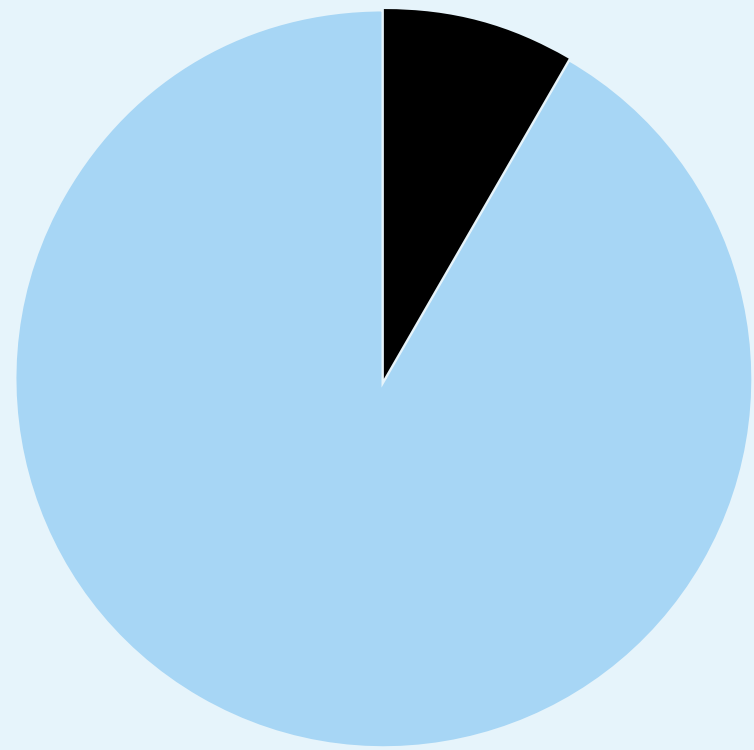
Gender parity in leadership recruitment by the end of FY25

We continue to monitor progress against our objective and implement targeted initiatives to support its achievement.

MAG Current ED&I Representation



34.6% Female representation at leadership level compared to 31.8% in 2021



8.4 % Black, Asian or minority ethnic background representation at leadership level, compared to 5% in 2021

Health, safety, and wellbeing

Maintaining a safe environment is MAG’s top priority and at the core of decision making. Our commitment to acting with honesty, responsibility and accountability is demonstrated by our core business value of being a pair of 'safe hands’.

We adhere to international health and safety standards and hold ISO 45001 Health & Safety Management certification. We are proud to have been recognised with a distinction in the British Safety Council International Safety Awards 2024.

We continue on improvement work to deliver our current three-year health, safety and operational resilience strategy ‘Vision Zero 2: The Next Chapter’, published in April 2022.

Vision Zero 2 is a transformational programme that builds upon the strength of our preceding Vision Zero health-and-safety approach. The programme unifies efforts across all our airports. Our revised strategy establishes clear goals to significantly reduce reportable injuries across MAG.

In 2023/24, we recorded 21 RIDDOR reportable incidents. While we have recorded an increase in RIDDOR reportable incidents in this reporting period, we have performed root cause and trend analysis to target areas of improvement. This has lead to several new measures being introduced, including a series of Group-wide standards that make our approach to compliance and resilience industry-leading.

We remain committed to regular colleague engagement, ensuring that our people are well-equipped with the skills to identify and manage risks to health and safety risks.

Enhancing our wellbeing offering, in January we launched a free GP service for all MAG colleagues to facilitate access to healthcare.

Our work to support the mental health of colleagues includes our partnership with mental wellbeing tool, Ripple. MAG is the first group of airports in the UK to launch the Ripple Plugin, redirecting harmful searches on MAG devices & anyone using MAG WiFi to messages of support and mental health resources.

Our Mental Health CRG hosted a ‘Let's Talk About Mental Health’ panel discussion to mark Mental Health Week 2024.



Sustainable procurement

The Opportunity for All pillar of our CSR Strategy extends to our supply chain partners, with suppliers of all sizes contributing to our regional economies.

As part of our work to make a positive impact on our local communities and economies, in 2023/24, 24% of our supply chain expenditure was with suppliers based within a 25-mile radius of our airports. By law, MAG is not able to stipulate criteria for suppliers based on size or locality, since the Utilities Contracts Regulations 2016 require fair and open competition for all contracts advertised over published thresholds for goods, works and services. We do, however, encourage local and SME engagement for smaller contracts and, via tiering, with our main appointed contractors.

Building on our Gold standard EcoVadis ESG certification, MAG is currently working to transform its approach to supply chain management, to ensure that its procurement processes are compatible with the sustainable future it is working towards. In 2023, we launched a procurement transformation programme with the aim of digitally assessing the sustainability MAG’s supply chain, and ensuring that third parties reach the same high scores for their sustainability credentials as MAG.





Meet the Buyer events

We recognise our power to connect small businesses to major clients and our influence to boost the local economies around our airports.

In FY24 we hosted Meet the Buyer events at all three of our airports – with an event held at East Midlands Airport for the first time. Meet the Buyers allows small and medium size businesses close to our airports to learn more about the opportunities to join our extensive supply chain. In total, more than 500 businesses participated in the Meet the Buyers programmes, which generated more than £7.5 million in new contracts for local businesses.

Modern slavery

MAG strives to do what we can to eliminate modern slavery in our business and supply chain, and our most recent statement is available [here](#).

To complement our Modern Slavery Champions Network, our Modern Slavery Working Group includes members from MAG’s procurement, capital delivery and operations teams, as well as the UK Border Force and local police forces. We recognise the importance of collaboration to ensure we proactively address risks and mitigations to eliminate modern slavery.

Our partnership with the Slave Free Alliance is ongoing, as are regular audits of our supply chain partners, which have identified no instances of modern slavery.

Outside of our direct operations and supply chain, we recognise the risks related to human trafficking through our airports and support the United Nations Blue Heart Campaign.

Looking forward

As our CSR Strategy enters its final year, we continue work towards achieving our commitments.

We will continue to:

- Host Meet the Buyer Events at our airports.
- Work to eradicate modern slavery by collaborating with our suppliers, Government and external organisations.
- Enhance the training offered free of charge by our MAG Connect Airport Academies, nurturing our talent pipeline and inspiring future aviation professionals.
- Improve our facilities to enhance accessibility for passengers travelling through our airports.
- Partner with Fantasy Wings to support and inspire young people from ethnically diverse backgrounds and women into the aviation industry.



Local Voices



Recognising our deep connections with our neighbouring communities, we seek to listen to the perspectives of local stakeholders through our community engagement programme and share the results of our success with the regions we serve.

While living in proximity to an airport brings opportunities for employment and other benefits, this can also present challenges. We are keen to be recognised as good neighbours by the communities and businesses surrounding our airports, and to nurture longstanding positive relationships with them by seeking opportunities to work with our neighbours and identify ways to deepen our engagement.

Community engagement

Our hybrid approach to outreach work and engagement with communities seeks to maximise accessibility and reach, combining the benefits of in-person and online contact to interact with and support a wider pool of stakeholders and organisations.

During the year, our Airport Consultative Committees - which provide a key forum for listening to local voices and supporting the management of our Community Funds – met 37 times, with more than 450 attendees.



MAG Youth Summit

For the aviation sector to thrive into the future, we need to cater to diverse needs and aspirations. The Youth Forums we established last year at each of our airports provide a platform for people aged 16 to 25 from various backgrounds to share their thoughts and ideas on topics relating to our airports and CSR Strategy. Their creation has strengthened our ability to engage with a broad spectrum of people from our communities, ensuring a more rounded representation of perspectives to help shape the future of our airports.

The focus of the Youth Forum programme this year has been sustainable aviation, with themes including Sustainable Aviation Fuel (SAF), carbon removal and capture, and zero emissions flight technology.

In March, we hosted our inaugural Youth Summit, which brought together 70 young people from the Youth Forums across all three of our airports to East Midlands Airport to discuss how we are making aviation more sustainable and to generate ideas to help us shape our Sustainability Strategy for the next five years. After the event participants unanimously felt they had learned more about aviation sustainability and gained confidence in expressing their views on the future of aviation.



Noise minimisation

As a responsible business, we recognise the importance of working with our neighbouring communities to minimise noise and other environmental impacts.

We recorded 17,920 complaints in relation to noise during the reporting period, 16% lower than the previous year. It was encouraging to see a reduction in complaints at Manchester Airport, after working with NATS colleagues in Air Traffic Control to minimise the impact of non-standard departures. This was achieved by revising procedures that keep aircraft on their usual departure tracks where possible.

At East Midlands Airport we worked with airline partners to cease operations of the noisiest aircraft models at night, which aided the reduction in complaints.

Complaints at London Stansted increased by 50% (from 8,845 to 13,313), due to an additional 7,300 complaints submitted from a single source over the reporting period. Withstanding those complaints, overall the airport received 55% fewer complaints.

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 operations are mindful of the local environment. In 2023/24, we saw a significant increase in aircraft movements as passenger numbers returned to pre-pandemic levels and registered an increase in our airports’ noise footprint by 11% for the daytime 57dB LAeq noise contour.

With our airports once again serving passenger numbers matching those seen in 2019/20, we anticipate an increase in our noise contour compared to 2022. However, the wider use of modern, quieter aircraft means that MAG’s noise contour should remain below pre-pandemic levels in the future. At Manchester Airport, 23% of operating aircraft are next generation Airbus Neo and Boeing Max models, which are up to 50% quieter than legacy specifications.

We work closely with our airlines and air traffic control partners on the implementation of our Noise Action Plans. A key outcome of this approach includes improving the adoption of noise-efficient ‘continuous climb’ operations and ‘continuous descent’ approaches. Last year, 97% of aircraft departing East Midlands Airport, 95% at Manchester Airport and 84% at London Stansted Airport were able to achieve a ‘continuous climb’ departure. For aircraft arriving at our airports, 91% adopted a continuous descent approach at East Midlands Airport, 89% at Manchester Airport, and 96% at Stansted Airport.

Noise Action Plans

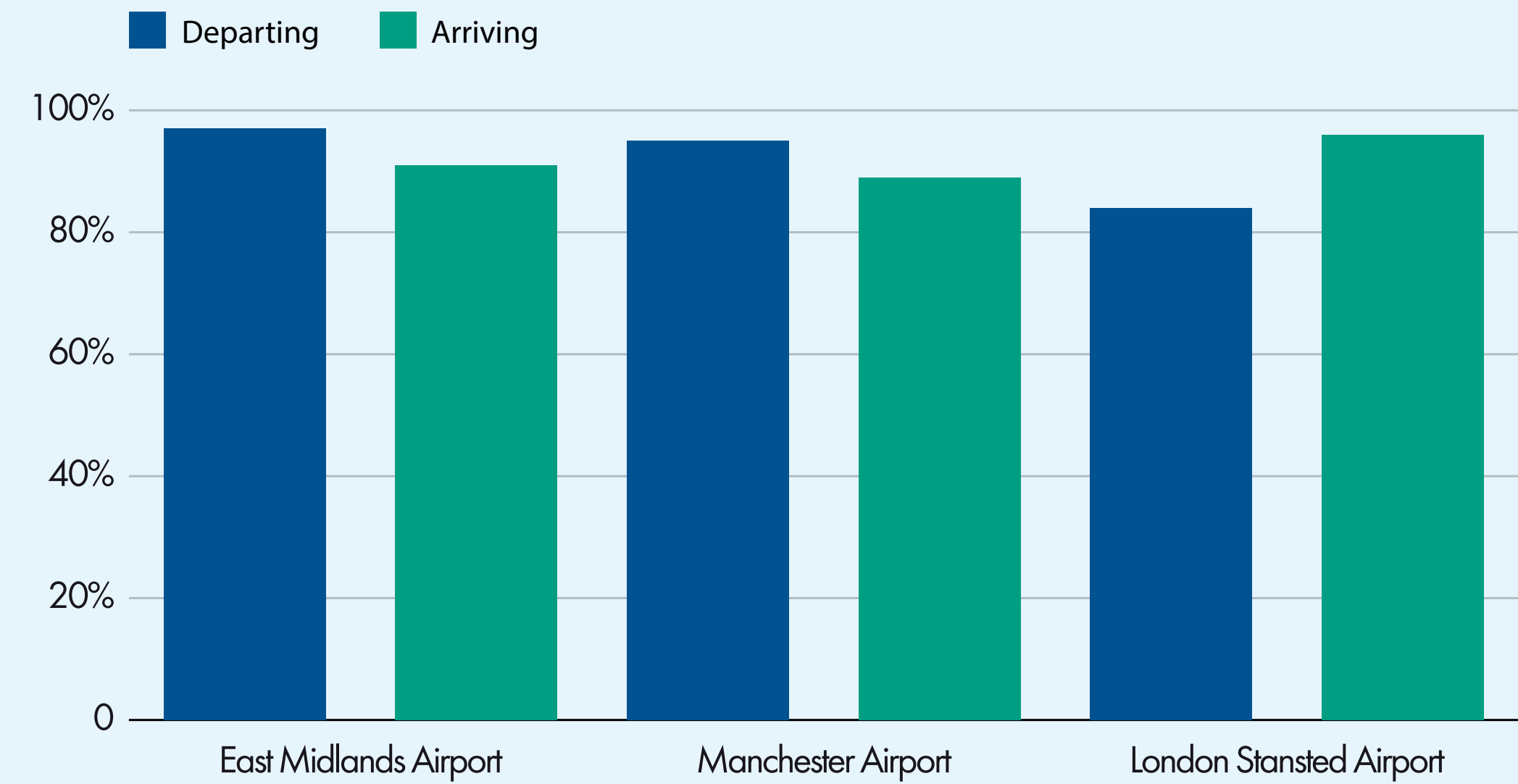
Over this reporting period, we have made progress in publishing and consulting on our draft Noise Action Plans (NAPs), which sets out our long-term commitment to minimising the impact of noise on our local communities covering the 2024-2028 period. Developed in partnership with our airport consultative committees and neighbouring communities, our NAPs provide a tailored framework of actions to minimise disturbance at each of our airports. The plans set out a list of ambitious targets and controls on aircraft noise, such as restrictions on the use of the noisiest types of aircraft at night and the provision of sound insulation grants to affected residents.

The Noise Action Plans (NAPs) were a key part of our engagement this year. We issued consultations to community members to hear their views on how our airports operate and how our proposals on aircraft noise and airspace usage affect their lives.

In autumn 2023 after a period of public consultation, we submitted draft NAPs for East Midlands and London Stansted Airports. These documents have now been approved by The Department for Environment, Food and Rural Affairs (Defra) and are awaiting ministerial adoption.

Consultation for the Manchester Airport NAP commenced on 5 July 2024 and concluded at the end of September. At the time of publication, we are reviewing the results of the consultation feedback, submitting the document to Defra for approval

Figure 4: Percentage of departing aircraft that were able to achieve a ‘continuous climb’ departure



Each NAP contains a number of new commitments to manage and, where possible, reduced noise. These include restrictions on the noisiest types of operating at night, additional noise monitors at London Stansted, and the development of an online community portal to provide local residents, or those wishing to move near one of our airports, with information about aircraft activity down to a postcode level.

Community Funds and volunteering

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 commitment for 100% of our leadership population to volunteer each year. During the reporting period, 86% of leaders volunteered, up from 24% in 2022/23. The total figure across MAG colleagues was 19%, up from 10% last year.

Our Community Funds form a core element of our support to local communities, and this year we are proud to have donated more than £750,000 to charities and community groups across the North West, East Midlands, London and East of England. In March, we were pleased to officially open the winning entry of the Manchester Airport Eco-Garden competition, which received £25,000 funding from the airport's Community Trust Fund in 2022. The school's winning design incorporates a sustainable community allotment, growing produce for use in cooking classes, a forest school designed to attract native plants and wildlife, and an open-air classroom complete with a weather station for use in science and geography sessions.



London Stansted this year gave its £50,000 Community Fund Flagship Award to a community wellbeing charity in Stansted Mountfitchet. The award has helped to fund the renovation of its aging building in the village, so that the charity can continue to serve the community for decades to come.

We have also continued to support Low Carbon Grants at East Midlands Airport this year, aligning the commitments we make to our local communities with our work on reaching net zero carbon operations by 2038.



Laptops and books to Ghana

A primary school in Bunkpurugu, Ghana, received a donation of books and laptops thanks to a joint initiative between East Midlands Airport and a primary school in Long Eaton.

The school wanted to send more than 200 books and eight new laptops to Ghana but wasn't sure how to transport the items.

Thanks to the school's relationship with East Midlands Airport, having been a recent recipient of the airport's eco-garden funding, contact was made with DHL Express who collected the shipment from Long Eaton and flew it to Ghana.



The Big Spring Clean

As part of MAG’s commitment to protecting and improving local areas, this year Manchester’s community team worked in collaboration with Manchester City Council (MCC) to clean up spaces surrounding the airport. Falling under the Council’s ‘The Big Spring Clean’ initiative, we identified priority areas for litter picking - including Thorley Lane, Woodhouse Road, Runger Lane and Wilmslow Road – and saw more than 20 volunteers from across the airport – including Manchester Airport Managing Director, Chris Woodrooffe take time out of their days to remove litter which had built up. Thanks to this successful joint initiative around fifty bags of litter were collected, with each session registered on the official ‘Keep Manchester Tidy’ website.

Lee-Ann Igbon, Executive Member for Vibrant Neighbourhoods, Manchester City Council said:

“Manchester Airport’s support for the ‘Great British Spring Clean’ initiative this year has been fantastic. It is clear that the airport is committed to improving the environment in the areas closest to it, and it was hugely encouraging to see a range of colleagues, including its Managing Director, taking part in litter picks across our ‘Great British Spring Clean’ campaign. Manchester City Council looks forward to continuing its work with Manchester Airport in their commitment to improving the local community.”

Looking forward

In support of the Local Voices pillar of our CSR Strategy, we will continue to:

- Work to support local initiatives through grants and volunteering.
- Engage with neighbouring communities, including through our Airport Consultative Committees and Youth Forums - discussing issues that matter most to local stakeholders.
- Encourage participation in volunteering by raising awareness of opportunities in the communities in which our colleagues live.
- Offer mitigation and support to those most impacted by our operations.





Performance

MAG overview

Zero Carbon Airports

Key

↑ Improved year-on-year performance

↔ No significant year-on-year change

↓ Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2021/22	2022/23	2023/24	NOTE	YEAR-ON-YEAR
CLIMATE CHANGE	All of MAG’s airport operations will be net zero carbon by no later than 2038.	Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Total energy use (kWh, ‘SECR Scope’)	178,574,586	195,787,016	190,191,087	1, 2	-2.9% ↑
			Energy from renewable sources (% ‘SECR Scope’)	59.4%	62.0%	69.6%	1	12.6% ↑
		Maintain carbon neutral operations whilst transitioning to net zero carbon by no later than 2038.	Gross location-based emissions (tonnes CO ₂ e, ‘SECR Scope’)	35,327	38,155	38,763	1, 2	1.6% ↓
			Gross market-based emissions (tonnes CO ₂ e, ‘SECR Scope’)	12,488	14,610	11,114	1, 2	-23.9% ↑
			Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, ‘SECR Scope’)	0.44	0.24	0.19	1, 3	-20.8% ↑
			Carbon offsets (tonnes CO ₂ e, ‘SECR Scope’)	12,488	14,610	11,114	1, 4	-23.9% ↑
			Net market-based emissions (tonnes CO ₂ e, ‘SECR Scope’)	0.0	0.0	0.0	1, 4	0.0% ↔
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, ‘SECR Scope’)	0.0	0.0	0.0	1, 3, 4	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.	Major operational sites with environmental management systems certified to ISO 14001 (%)	100%	100%	100%		0.0% ↔
			Major operational sites with energy management systems certified to ISO 50001 (%)	33.3%	66.6%	100%		33.3% ↑
			Samples within surface water discharge consent limits (%)	92.0%	96.7%	94.8%	5	-2.0% ↓
			Samples within trade effluent discharge consent limits (%)	85.6%	95.6%	92.4%	5	-3.4% ↓
			Total breaches of air quality limits (number)	0	0	1	6	- ↓

¹ The scope of reported energy use and emissions aligns with the Government’s Streamlined Energy and Carbon Reporting requirements. Our Energy and Emissions Report provides more information about our carbon footprint. Our energy and emission performance have been restated for 2023/24 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. In accordance with the Airport Carbon Accreditation Application Manual 14, we have also included new emission categories to include refrigerants, airfield and aircraft de-icer emissions. Our dedicated MAG Greenhouse Gas Emissions Report can be found [here](#).

² 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.

³ 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.

⁴ Our airport operations are carbon neutral and hold Airport Carbon Accreditation at Level 3+ (Neutrality). As we work towards our net zero carbon goal, 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](#).

⁵ To meet our target to achieve full environmental permit compliance, we have implemented several mitigation and control measures across our airports. Please see the Waste and Water section of our CSR Report for more details about these initiatives.

⁶ We had one breach of government air quality strategy objectives for Ozone (O³) at our Manchester Sharston site. This exceedance of the annual limit value is comparable to many other urban background monitoring stations within the government’s automatic urban and rural nation network in the UK. Ozone is formed from atmospheric reactions between Volatile Organic Compounds (VOCs) and Nitrogen Oxide in the presence of sunlight, this can be largely due to transboundary sources which the UK has little control over.

MAG overview

Zero Carbon Airports

Key

↑ Improved year-on-year performance

↔ No significant year-on-year change

↓ Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2021/22	2022/23	2023/24	NOTE	YEAR-ON-YEAR
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)	6,397	12,217	13,430	1	9.9% ↓
			Waste intensity (tonnes waste per traffic unit)	0.22	0.20	0.20	2	0.0% ↔
			Waste segregated for recycling on-site (%)	26.4%	25.6%	26.6%		3.9% ↑
			Waste diverted from landfill (%)	87.4%	83.9%	85.5%	3	2.9% ↑
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 (%)	31.4%	30.0%	31.0%		3.3% ↑

¹ The total waste generated across our airports increased by 9.9% as passenger numbers continued to increase and become more reflective of pre-pandemic levels. Please see the Waste and Water section of our CSR Report for more information on how we are diverting waste from landfill.

² We measure waste intensity against traffic units, which are defined by the International Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight.

³ As of March 2024, 100% of waste from Manchester Airport is now diverted from landfill, which means MAG Airports (Manchester, East Midlands and London Stansted Airports) now send no waste to landfill.

MAG overview



Opportunity For All

Key

↑ Improved year-on-year performance

↔ No significant year-on-year change

↓ Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2021/22	2022/23	2023/24	NOTE	YEAR-ON-YEAR	
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)	7	17	21	1	23.3% ↓	
			Lost time injury accidents (number)	25	19	19		0.0% ↔	
		We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Leadership roles filled through internal promotion (%)	46.4%	27.7%	32.4%		17.0% ↑	
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%	99.7%	99.9%	2	0.2% ↔
				Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (% , target = 100)	100%	97.5%	100%	2	2.6% ↑
				Pre-notified arriving passengers: assistance provided within 20 minutes of ‘on chocks’ (% , target = 100)	97.6%	95.7%	99.6%	2	4.1% ↑
				Non-notified arriving passengers: assistance provided within 45 minutes of ‘on chocks’ (% , target = 100)	99.4%	99.3%	100%	2	0.7% ↔
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	3.7	n/a	4.2		n/a ↑

¹ While we have recorded an increase in RIDDOR reportable incidents, we have performed root cause and trend analysis to target areas of improvement, leading to several new measures being introduced, including a series of new Group-wide standards. We will closely monitor and report the outcomes from these new arrangements, which we believe are industry leading.

² 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 and East Midlands Airport as ‘Very Good’ and Manchester as ‘Good’.

MAG overview

 Opportunity For All

Key

↑ Improved year-on-year performance

↔ No significant year-on-year change

↓ Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2021/22	2022/23	2023/24	NOTE	YEAR-ON-YEAR
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)	9,632	18,662	17,799	1	-4.6% ↓
		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 ⁷ (%)	76.0%	62.6%	59.0%	2	-5.8% ↓
	We will create quality opportunities for work and break down barriers for everyone in our community. Aerozone.	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)	10,757	12,525	14,977		19.6% ↑
		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’ (%)	17.2%	28.9%	52.4%	3	81.3% ↑
		By 2025, 80% of people completing a MAG Connect Airport Academy programme will be successful in gaining employment with MAG or an on-site partner.	Proportion of people supported by MAG Connect Airport Academies and finding employment (%)	4.0%	28.9%	40.6%		40.5% ↑
			People placed into employment by MAG Connect Airport Academies (number)	97	247	273		10.1% ↑
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)	26.0%	24.0%	24.0%	4	0.0% ↔

¹ ‘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.

² ‘Priority schools and priority areas’ are those within a 15-mile radius of our airports (those most impacted by our operations).

³ ‘Disadvantage Groups’ include: those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment; homeless people, or those who only recently secured housing; people who have not worked for a long period of time (over one year); parents returning to work; and young people who have been in care.

⁴ MAG cannot by law stipulate criteria for suppliers based on size or locality due to required compliance with the Utilities Contracts Regulations 2016 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. We held three “Meet the Buyer” events in FY24, where local SME’s can make appointments to discuss business opportunities with our Tier 1 contractors, to encourage regional proximity for subcontracted work.

MAG overview

Local Voices

Key

↑ Improved year-on-year performance

↔ No significant year-on-year change

↓ Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2021/22	2022/23	2023/24	NOTE	YEAR-ON-YEAR
INVESTING IN THE COMMUNITY	We will ensure that the communities around our airports share the benefits from living near an airport.	All of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	20.7%	25.0%	85.6%	1	242.4% ↑
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% (%, including leaders)	4.2%	9.8%	18.5%	1	88.8% ↑
			Time given to volunteering activities (hours, all colleagues)	5,495	4,414	9,844	1	123.0% ↑
		We will maintain our community funds, ensuring they provide effective investment in local communities.	Community fund grants awarded (£)	£299,838	£985,272	£793,786	2	-19.4% ↓
			Groups/initiatives receiving community fund grants (number)	149	242	254		5.0% ↑
ENGAGING LOCAL VOICES	We are dedicated to addressing the local issues which matter most to people living near us.	Provide opportunities in different settings to meet people living near our airports.	Community engagement opportunities provided (number)	148	272	284		4.4% ↑

¹ We encourage colleagues to use up to two days a year of paid volunteering time, and actively encourage them to use it. Our 2025 target is for 100% leaders and 30% all colleagues to volunteer.

² There's been a 19.4% reduction in the total financial value of community grants awarded, this is mainly due to lower levels of QC4 aircraft flying at night at East Midlands Airport, as a result of the additional controls we have introduced, please see our Noise Action Plans for more detail.

MAG overview

Local Voices

Key

↑ Improved year-on-year performance

↔ No significant year-on-year change

↓ Year-on-year performance has worsened

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2021/22	2022/23	2023/24	NOTE	YEAR-ON-YEAR
NOISE MANAGEMENT	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans and report progress publicly.	Departing flights within preferred noise routes (%)	94.4%	94.9%	93.7%		-1.3% ↓
			Departing flights performing continuous climb departure (%)	90.5%	92.1%	92.1%		-0.0% ↔
			Arriving flights performing continuous descent approach (%)	90.5%	92.3%	91.8%		-0.5% ↔
			Area of daytime noise footprint (57 dB LAeq 16hr, km2)	35.3	53.4	59.4	1	11.2% ↓
			Population within daytime noise footprint (57 dB LAeq 16hr, number)	10,900	28,100	28,900	1	2.8% ↓
			Area of night-time noise footprint (57 dB LAeq 8hr, km2)	22.7	31.0	30.4	1	-1.9% ↑
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	4,200	11,000	12,100	1	10.0% ↓
			Complaints received (number)	15,878	15,438	17,920		16.1% ↓
			People submitting complaints (number)	1,437	1,372	1,714	2	24.9% ↓
			Aircraft movements per complaint (number)	60.4	27.0	25.0		-7.4% ↓

¹ This year the number of flights from our airports significantly increased compared to 2022/23. As such, the size of our daytime noise contours and the number of people within them also increased compared to last year. We continue to deliver on our Noise Action Plans and work collaboratively with airlines, air traffic controllers and our consultative committee to keep the environmental impacts of activity at our airports to a minimum.

² The total number of complaints and complainants has risen in FY24, this is mainly due to an increase in aircraft movements.

Assurance Statement



We will continue to work collaboratively with those in our industry, local communities and beyond, so we welcome your views and suggestions. Please contact us at CSR@magairports.com.

