

**Working
together for a
brighter future**

Welcome to London Stansted Airport

Welcome

From the Managing Director at London Stansted Airport, **Gareth Powell**

As London Stansted Airport's new Managing Director, I join the business at a time where it is making exciting progress towards a more sustainable future.

As this report demonstrates, despite the challenges posed by the COVID-19 pandemic, we have remained committed to creating a more sustainable future for our airport and local communities.

Our commitment that London Stansted Airport will reach net zero emissions by 2038 is important and in addition to working to reduce our emissions, we have also continued to work with colleagues from across the wider aviation industry to support decarbonisation. We have been pleased to see the continued introduction of new more fuel-efficient aircraft and our airspace modernisation programme was the first to pass Stage 2 of the Civil Aviation Authority's 'CAP1616' process of any major airport. I am also excited to see that Stansted has received consent to construct a large solar farm, enabling London Stansted to generate its own zero carbon energy.

The introduction of a carbon offsetting tool with CarbonClick – available to all passengers, regardless of the airline they are flying with – was another important development. In the short term, high quality offsetting allows us to reduce the overall amount of carbon in the atmosphere, while we remain firmly focused on the innovations which will directly reduce aviation emissions.

Our recovery from the pandemic is underpinned by a focus on Corporate Social Responsibility (CSR). By focussing on education and training programmes, recruitment and inspiring the younger generation through our Aerozone facility we not only improve education, training and employment outcomes for local people but also secure a pipeline of talent to ensure our future success.

As we recovered from the pandemic recruitment has been an important priority this year. Through the London Stansted Airport Academy, we place a focus not only on recruiting but also training local people to succeed in any of the wide variety of rewarding opportunities the airport offers. Since January, our teams have joined eight job fairs and promoted training opportunities and tailored courses to over 5,500 individuals.

After an enforced closure to the pandemic, the whole airport team has been delighted to see our Aerozone education reopen. Between reopening in November 2021 and March 2022, the facility welcomed more than 900 young people from local schools.

Of course, listening to local voices is a particularly important part of our CSR programmes. This means listening to the views of local people to understand what matters most to them and ensuring the airport plays a responsible role in the region it serves. The Stansted Airport Consultative Committee (STACC) is a key component of our engagement programmes and has continued to meet throughout the pandemic. This year we have also heard the voices of a wider audience of local people through an online community survey which is helping shape the evolution of our engagement programmes moving forward.

As I begin this new role, I am excited to see the level of engagement our people have with local communities. Last year airport colleagues gave over 2,000 hours of their time to volunteering programmes which support community organisations.

I am proud of the contribution of each of our colleagues and look forward to seeing the benefits of our new London Stansted Airport Community Trust Fund which will bring lasting benefit to the areas most affected by airport operations.

As our airport returns to normal, we are committed to a sustainable recovery, focused on ensuring the future of London Stansted places prosperity of our environment and communities at its heart and I look forward to driving forward the initiatives set out in this report.



Gareth Powell
Managing Director at
London Stansted Airport

Reflecting on the previous year

Understanding what matters most

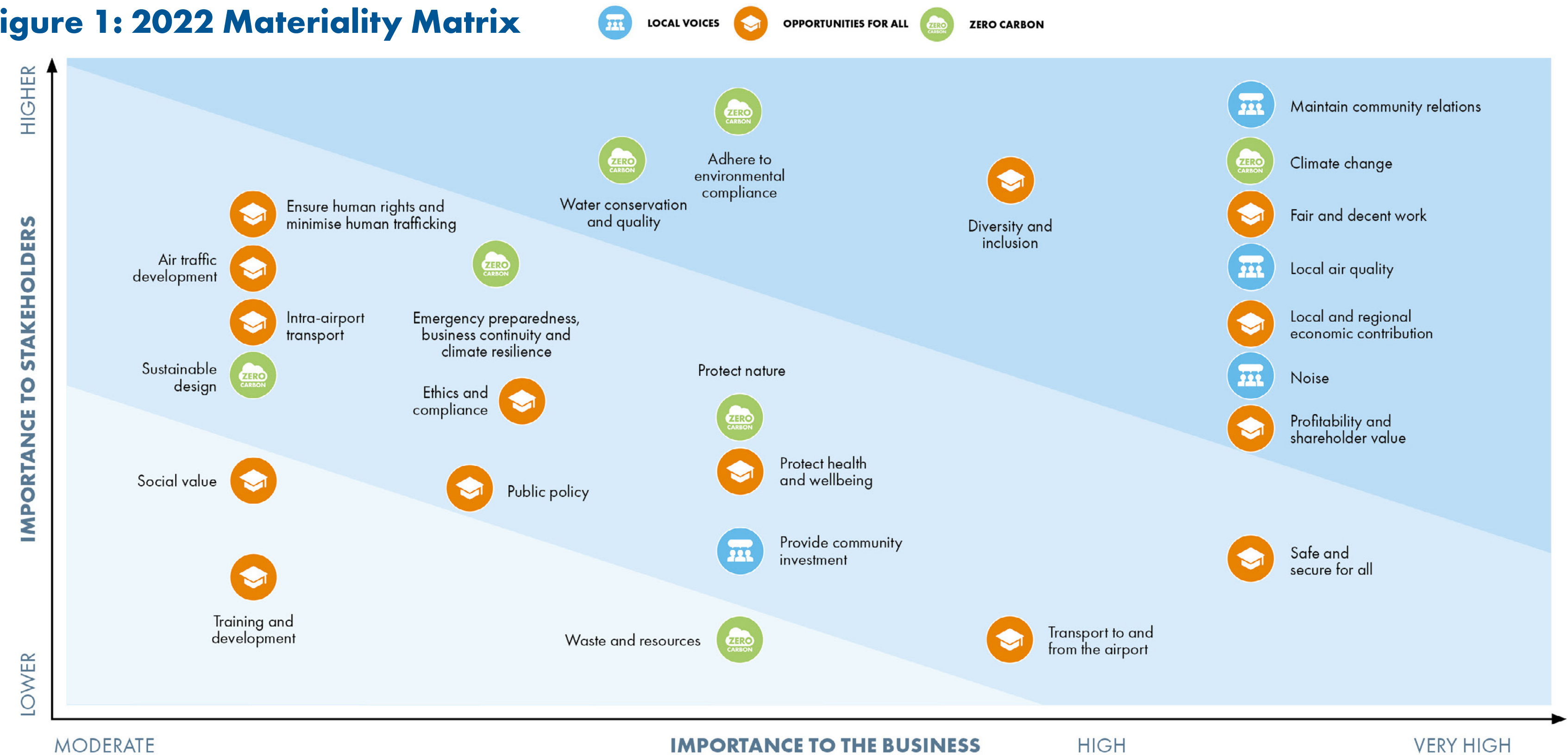
At London Stansted Airport, we recognise that the success of our business, and the benefits it provides, relies on our understanding of the issues that matter most to our stakeholders. Our approach is guided by our Group Corporate Social Responsibility (CSR) Strategy: ‘[Working together for a brighter future](#)’, which was developed by embracing the diversity of thought of our stakeholders, and listening to local communities to identify the issues that matter most to them. We understand that our stakeholders’ priorities can evolve over time, particularly in response to the impacts of the COVID-19 pandemic. Earlier this year we engaged with more than 600 stakeholders, listening to local voices to ensure our CSR Strategy continues to address the most important issues to them, and to understand their trust in our ability to deliver on London Stansted’s CSR commitments.

The results of our stakeholder engagement (summarised in our 2022 Materiality Matrix presented as Figure 1) confirmed that our CSR Strategy remains relevant and addresses the issues that matter most to our local communities. The top six CSR topics identified by stakeholders were: maintaining community relations, climate change, fair and decent work, local air quality, local and regional economic contribution, and noise. While these were the highest priority issues across the Group, we recognise the priorities identified differ at each airport. To ensure we take account of issues specific to the communities closest to our airports, we undertook surveys at each of our airports to capture the views of our local stakeholders.

At London Stansted, in addition to the topics identified across the Group, priority sustainability topics include protecting nature and adhering to environmental compliance. The insights we gathered by listening to our stakeholders will support the prioritisation of relevant CSR topics, as we deliver our Strategy and develop the next iteration of London Stansted’s Airport Sustainable Development Plan.



Figure 1: 2022 Materiality Matrix





Our on site jobs fair held at the London Stansted Hampton by Hilton.

Sharing the benefits of our airport with our local communities

Our long-standing commitment to being a responsible neighbour, coupled with the initiatives set out in our CSR Strategy, provide a robust framework to ensure we maximise the benefits of aviation's recovery from the COVID-19 pandemic. This approach ensures that London Stansted provides great opportunities for all, listens to local voices and makes progress towards operating as a zero-carbon airport – fostering a strong recovery in a sustainable manner.

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

The sunrise over London Stansted Airport's airfield.

Our CSR Achievements

2021/22

In 2020, we published our CSR Strategy for 2020–2025: '[Working together for a brighter future](#)'. This is a summary report of our progress towards delivering the Strategy at London Stansted and our key achievements this year.

More information about our Strategy and the progress we have made in delivering it is available on our [website](#).

Zero Carbon Airports

Concept aircraft designed by the FlyZero Project. These designs represent the UK's future vision for zero-carbon aircraft.



Zero Carbon Airports

Climate change is one of the defining issues of our time. We recognise the role we must play in reducing emissions, preparing for a changing climate and responding to a range of other environmental challenges. London Stansted Airport has a long-standing commitment to tackling climate change and the airport became carbon neutral in 2016, achieving Level 3+ (Neutrality) of the [Airport Carbon Neutral Accreditation](#) programme. Whilst maintaining carbon neutral operations, we are determined to reduce our remaining use of fossil fuels, reduce waste, and optimise the use of resources to protect the natural environment.

In 2021/22 at London Stansted, we were pleased to maintain independent certification to the international environmental management standard ISO 14001 and energy management standard ISO 50001.

Our approach to energy and environmental management creates efficiencies and demonstrates our commitment to excellent environmental stewardship. This year our energy efficiency programmes, combined with a decrease in the number of passengers, enabled us to reduce the airport's electricity consumption by over 290 megawatt hours. Lower passenger numbers, increasing efficiencies and a 6% increase in the proportion of our energy procured from renewable sources, led to a 14% reduction in our gross location-based emissions (measured as 'CO₂e', the carbon dioxide equivalent of our emissions of six greenhouse gases identified in the Kyoto Protocol), and a 23% reduction in our gross market-based emissions (CO₂e).

As we continue to accelerate London Stansted's journey to net-zero carbon and move away from using fossil fuels as a source of energy, we are excited to have received planning permission to construct a 14.3 MW solar farm at the airport. While we progress the decarbonisation of our airport operations, all passengers at London Stansted have the option to offset their carbon emissions through [our partnership with CarbonClick](#), regardless of the airline they are travelling with.

Over the last year, the number of passengers using sustainable transport to access the airport fell from 52% to 50%. This reduction is due to passengers' hesitancy to use public transport during the pandemic and the result of timetable changes to the Stansted Express, which now operates two trains per hour rather than four as it did prior to the pandemic. We have been actively calling for the Department for Transport and Greater Anglia to reinstate four trains per hour.

In addition to reducing emissions from our own operations, we are working to support the reduction of emissions across the UK aviation industry. As a member of the UK Government's [Jet Zero Council](#), we welcomed the launch of the [Jet Zero Strategy](#) in July 2022, when MAG announced five new commitments to drive aviation decarbonisation through education programmes, commercial partnerships and investment in Jet Zero research. Another one of our commitments focuses on airspace modernisation, which offers multiple benefits that include the potential to minimise noise impacts and to reduce aircraft emissions. By playing our part in the national airspace modernisation programme, we are supporting aviation decarbonisation and improving how air traffic is managed. In March 2022, we submitted our airspace change design options to the Civil Aviation Authority (CAA) for approval.

Following submission, London Stansted became the first large airport to pass the 'Stage 2' gateway of CAP1616, which is the regulatory process for changing airspace design. We are proud to be an industry leader in the step to modernising the design, technology and operations of our airspace.

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

In 2021/22, we recorded 98% compliance with surface water consents. Our compliance with trade effluent consent limits was 84%, which includes discharges made under new consent limits which have been introduced by Thames Water. We strive to achieve full environmental compliance and, as we adapt to new effluent consent limits and monitoring methodologies, are working with the regulator to improve performance. The initiatives introduced this year include both training and awareness for our staff and tighter operational controls.

Airport Carbon Neutral Accreditation Programme (Level 3+ Neutrality)



68.6% energy from renewable sources



Zero breaches of air quality limits



A Ryanair Boeing 737-8200 aircraft taxiing to the runway.

Essex Police demonstrating drone equipment to students on a visit to the London Stansted Aerozone.

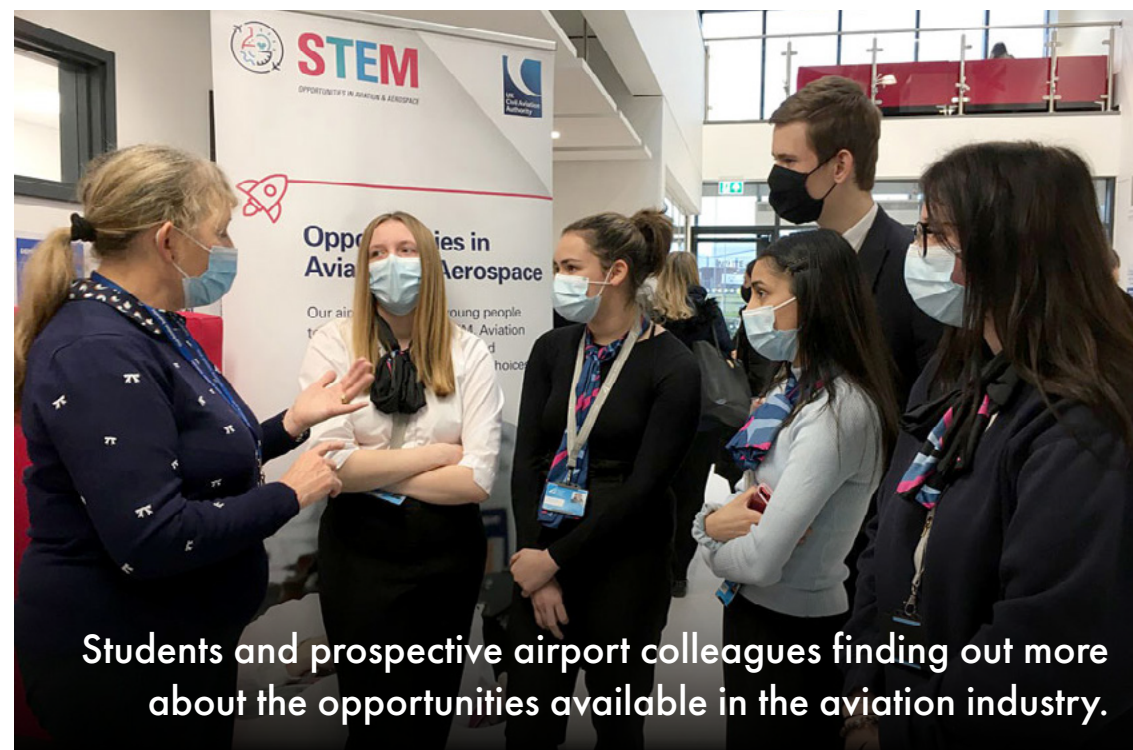
Opportunity For All



Opportunity For All

We recognise that when our people and local communities thrive, so do our airports. At London Stansted Airport we have long promoted quality, sustainable and engaging employment for current and future generations. We are determined to increase the pipeline of talent into our airport, and to inspire the next generation of aviation professionals, through career and education opportunities. The Stansted Airport Employment and Skills Academy, delivered in partnership with Harlow College, offers over 40 fully funded training courses to current and prospective airport colleagues. Last year the Academy engaged with over 5,500 individuals; the team helped to upskill the current workforce, prepare local people for airport-based employment, and connect them with job opportunities.

To further enhance the pipeline of talent into the industry we set up the Stansted Airport College in 2018. The college is the first purpose-built, on-site college at any major UK airport and supports almost 500 students on courses tailored to the aviation industry.



Students and prospective airport colleagues finding out more about the opportunities available in the aviation industry.

In March of this year, Stansted Airport College celebrated over three years of innovative learning opportunities and the contribution graduates from the College are making to our industry. To mark this achievement, the College was delighted to welcome Her Royal Highness Princess Anne, who was taken on a tour of the campus and concluded the visit by presenting three students with special awards for excellence.

To enhance the accessibility of our Academy and College, all participants can take advantage of our airport employee travel scheme, which offers discounts of up to 80% on public transport.

“As a London-based employee at Stansted who commutes to the airport multiple times a week, using my airport travelcard to reduce my train journey costs by up to 80% has made commuting much more accessible and affordable. It is great to work for an organisation who supports their colleagues to make more sustainable choices travelling to work.” – London Stansted employee

Last year, we were delighted that our Stansted Aerozone was able to reopen to pupils in-person in November. The Aerozone boasts an interactive and on-site education facility for young people aged 4 -18, our education team supports schools in our local communities. Since the re-opening, we have welcomed over 900 young people to the facility, up nearly three-fold from our 20/21 numbers, and over 58% of these visits were from priority areas.¹

¹ Priority areas here refers to the areas within a 20 mile radius of the airport, relating to those living closest to our airport.



Her Royal Highness Princess Anne on a tour of the campus to celebrate the contribution the graduates are making to the aviation industry.

The COVID-19 pandemic resulted in a series of restrictions to our usual employability and education events. Whilst the restrictions were in place, our team hosted and participated in online events for local schools, including virtual career insight talks. In March 2022, for example, as part of a Group wide initiative, schools from the local areas took part in a virtual ‘Girls in STEM’ event. Attended by over 500 students from 16 schools, the event sought to break down stereotypes and gender barriers in the aviation industry, as well as showcase the range of roles across the industry. In collaboration with WHSmith, the Aerozone also celebrated World Book Day by donating 500 books to local visiting schools, and £150 vouchers to three local primary schools situated within 15 miles of the airport.

In 2021/22, we increased our focus on diversity and inclusion, adopting a new Diversity and Inclusion Strategy. Launched during National Inclusion Week in 2021, the Strategy focuses on four pillars of activity: to inspire women in aviation, drive equality and diversity at leadership levels, cultivate and grow early talent in the business, and create an equal and inclusive culture where everyone can thrive. To help deliver the Strategy and provide support for all our colleagues, we introduced Colleague Resource Groups including a Women’s Network, Fly with Pride Network, Race and Ethnicity Network, and Men’s Mental Health Network.

Maintaining strong and trusting relationships with our supply chain partners is essential for us to achieve our sustainability commitments. Though our ‘Runway to Recovery’ event, we continued to connect local suppliers with opportunities to enter our supply chain. The event was open to local businesses around airport, providing a platform for them to showcase their value to invite business opportunities and encourage knowledge sharing. As of March 2022, more than 70 suppliers are located within a 25-mile radius of London Stansted, and together they represent 20% of the airport’s suppliers.

A group of volunteers from London Stansted Airport have helped to plant a thousand trees in an area in north-west Essex.

Local Voices



Local Voices

We are committed to listening to local voices – to understand and address the issues which matter most to people living near our airport. Although COVID-19 pandemic restrictions often limited our ability to meet with local communities in person, we successfully delivered an online engagement programme, through the Stansted Airport Consultative Committee (STACC). This meant our stakeholders remained well informed as we progressed through the airspace modernisation programme around London Stansted Airport as part of the overall national programme. This year we hosted a total of four STACC committee meetings attended by 47 members.

For many of our local residents, aircraft noise is the most important airport-related issue. With Government travel restrictions easing and air traffic increasing, this year the number of noise complaints we received grew by over 80% compared to 2020/21. This year our Flight Evaluation Unit have placed a particular emphasis on airline engagement, focusing on noise minimisation as the number of flights increases following the removal of travel restrictions. As well as reporting airlines’ performance against noise abatement measures in noise league tables published on our [website](#), our Flight Evaluation Unit continue to investigate and respond to enquiries from local communities. London Stansted is also committed to delivering its [Noise Action Plan](#), and this year received approval from the Secretary of State for Transport to reduce departure noise limits. These lower limits were subsequently introduced in May 2022.

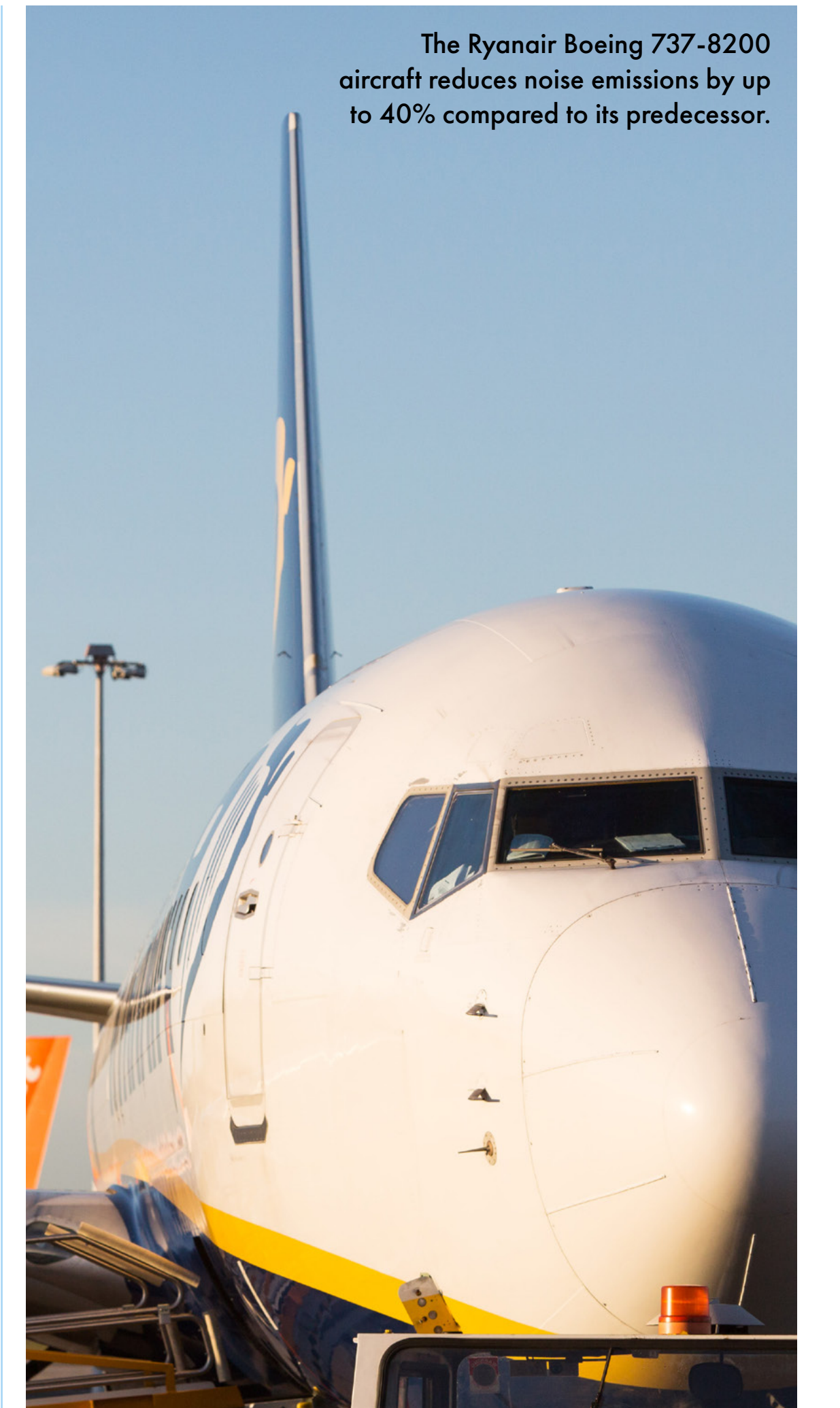
At London Stansted, we are committed to continually improving how we share information with and listen to our local communities. The results of a recent community survey, which included contributions from over 420 local people, have already helped inform our recent engagement activities, including the launch of a new electronic newsletter the Community Flyer in the Summer of 2022. We are also working to ensure we listen to a more diverse range of voices, and earlier this year we held a focus group to support the development of a new Youth Forum. The new Youth Forum will be introduced in the coming months and will help ensure we hear more from younger people who are currently underrepresented in our community work.

We recognise the value that volunteering can provide to our local communities, colleagues and our business through increased engagement. As such we encourage our colleagues at London Stansted to volunteer their time to local causes, offering two days paid volunteering time to colleagues each year. Unfortunately, due to ongoing public health restrictions throughout the past year, we were unable to deliver many of our planned charitable and volunteering events. The number of hours volunteering undertaken by our staff reduced by 79% compared to the previous year. We are actively working to increase participation and the impact of our volunteering programmes and this will be a key focus for this year.

£18,880 charitable donations provided 

420 local contributors to our community survey 

£150,000 to be provided to the new Community Trust annually 



The Ryanair Boeing 737-8200 aircraft reduces noise emissions by up to 40% compared to its predecessor.



St Clare Hospice received a donation of £11,000 from the Stansted Community Trust.

London Stansted Airport Community Trust

2021/22 marked the final year of London Stansted Airport's Community Trust. The Trust, funded by Stansted Airport since 2005, has awarded more than £1 million worth of grants within the local area since its inception. As passenger numbers are set to grow at London Stansted, so is our funding commitment to the local community. Due to the increased funding allocation and revision of the funding criteria, a new trust has been established. The Trust will receive a contribution of £150,000 each year from London Stansted Airport for the next 10 years.

The fund will support initiatives that mitigate the impacts of living close to the airport, including improving the health and quality of life of local communities.

Charities and established local groups within a 10-mile radius of the airport will be able to apply for grants of up to £5,000, with the option to apply for an annual Flagship Award of £50,000. The Trust ended its final year with over £6,000 provided in small grants and a final award of £11,000 to St Clare Hospice.

"We are delighted to receive this cheque from Stansted Airport Community Trust. A donation of £11,605.26 could cover the cost of running our community nursing services for a week. Our Clinical Nurse Specialists and Hospice at Home team, work hand in hand with local families, ensuring they receive the best advice, symptom management and personal care whilst in the comfort of their own home. Last year our Clinical Nurse Specialists supported 892 people through 868 face to face visits and made 4,124 supportive phone calls. None of this would be possible without the support of our local community. Thank you." - St Clare Hospice

The application window for the first phase of grants is scheduled to open in September 2022, with plans for the first award to be issued in November 2022. Further information will be available on our website in due course.

Zero Carbon Airports

Key

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)	
CLIMATE CHANGE	All of MAG's airport operations will be net zero carbon by no later than 2038.	Our airport infrastructure will operate on renewable energy by 2030, with new and replacement infrastructure running on renewable energy from 2025 and our fleet comprising 100% ultra-low emission vehicles by 2030.	Total energy use (kWh, 'SECR Scope')	62,208,693	53,327,780	48,436,605	1	-9.7	↑
			Energy from renewable sources (% 'SECR Scope')	70.4	63.1	68.6	1	8.7	↑
		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')	14,714	11,647	10,002	1	-14.1	↑
			Gross market-based emissions (tonnes CO ₂ e, 'SECR Scope')	3,525.1	3,777.0	2,896.5	1	-23.3	↑
			Gross market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0.120	0.636	0.22	1, 2	-65.4	↑
			Carbon offsets (tonnes CO ₂ e, 'SECR Scope')	3,525.1	3,777.0	2,896.5	1, 3	-23.3	↓
			Net market-based emissions (tonnes CO ₂ e, 'SECR Scope')	0	0	0	1, 3	0	↔
			Net market-based emissions intensity (tonnes CO ₂ e per traffic unit, 'SECR Scope')	0	0	0	1	0	↔
PROTECTING THE ENVIRONMENT	Protecting the environment must be central to every plan we make.	Environmental management at each of our airports will prevent pollution and continue to be certified to the international standard ISO 14001 and our energy management will be certified to ISO 50001 by 2022.	Major operational sites with environmental management systems certified to ISO 14001 (%)	100	100	100		0	↔
			Major operational sites with energy management systems certified to ISO 50001 (%)	100	100	100		0	↔
			Samples within surface water discharge consent limits (%)	100.00	95.2	97.9	4	2.8	↑
			Samples within trade effluent discharge consent limits (%)	81.8	87.0	84.1	4	-3.3	↓
			Total breaches of air quality limits (number)	0	0	0		0	↔

¹ The scope of reported energy use and emissions aligns with the Government's Streamlined Energy and Carbon Reporting requirements. Our Energy and Emissions Report provides more information about our carbon footprint.
² We measure carbon intensity against traffic units, which are defined by the International Civil Aviation Organisation (ICAO) as equivalent to 1,000 passengers or 100 tonnes of freight.
³ Our airport operations are carbon neutral and hold Airport Carbon Accreditation at Level 3+ (Neutrality). As we work towards our net zero carbon goal, we continue to offset residual emissions. Full details of our carbon offsets are included in our MAG Greenhouse Gas Emission Report 2021/22.
⁴ 2021/22, we recorded an environmental permit compliance rate of 97.9% with our surface water discharge consents and 84.1% with our trade effluent consents across the Group. To meet our target to achieve full environmental permit compliance, we have implemented a number of mitigation and control measures across our airports. The number of consented activities increased this year, and we are working with our sewage undertaker to improve compliance.

 **Zero Carbon Airports** continued

Key

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)	
ELIMINATING WASTE	We are committed to reducing waste, promoting recycling and eliminating landfill.	By 2021, we will send no waste to landfill.	Total waste (tonnes)	6,522	1,630	2,070	1	27	↓
			Waste intensity (tonnes waste per traffic unit)	0.2	0.3	0.15	2	-50	↑
			Waste segregated for recycling on-site (%)	New KPI	11.2	33.0		194.6	↑
			Waste diverted from landfill (%)	100.0	100.0	100		0	↔
SURFACE	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 (%)	63.0	63.0	60.4	3	-9.3	↓

¹ The increase in total waste (tonnes) can primarily be attributed to the return of commercial activity, PPE and changes to regulations on cabin waste.

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

³ Over the last year, the proportion of passengers using sustainable transport to access the airport fell. This reduction is due to passengers' hesitancy to use public transport travel during the pandemic and the result of timetable changes including to the Stansted Express, which now operates two trains per hour rather than four pre-pandemic. We actively promote sustainable transport options to our passengers and we have been actively calling for the Department for Transport to reinstate four trains per hour. Our sustainable surface access data has been restated for this year and our previous reporting period to reflect an updated methodology based on best-practice guidance including the GRESB and Sustainable Aviation (2022) definitions of 'sustainable travel'. The definition includes public transport, car sharing and low impact transport. Data collection methods remain the same enabling use of most recent and complete datasets across our business.

Opportunity For All

Key

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)		
SAFETY	Safety is our overarching priority; we will set out our Safety Plan and regularly track and report progress.	Through 'Vision Zero', our approach to safety, we target zero harm.	Reportable safety incidents (number of RIDDOR incidents)	3	0	4	1	0	↔	
			Lost time injury accidents (number)	10	3	12	1	300	↓	
		We will ensure that, by 2025, at least 50% of leadership appointments are promotions or internal candidates.	Leadership roles filled through internal promotion (%)	63.9	5.6	1.4	2	-75	↓	
INCLUSIVE CUSTOMER SERVICE	We will ensure that our service for passengers with reduced mobility responds to customer needs.	Our service for passengers with reduced mobility will achieve a minimum Civil Aviation Authority rating of 'Good'. Performance targets are listed against each indicator.	Assistance provided	Pre-notified departing passengers: assistance provided within 30 minutes of making themselves known at a designated point (% , target = 100)	100.0	92.2	99.9	3	8.4	↑
				Non-notified departing passengers: assistance provided within 45 minutes of making themselves known at a designated point (% , target = 100)	100.0	94.1	99.8	3	6.1	↑
				Pre-notified arriving passengers: assistance provided within 20 minutes of 'on chocks' (% , target = 100)	98.7	97.6	97.0	3	-0.6	↔
				Non-notified arriving passengers: assistance provided within 45 minutes of 'on chocks' (% , target = 100)	99.9	98.2	99.7	3	1.5	↑
				Guest satisfaction as defined by the Civil Aviation Authority in CAP1228: (average rating, 1 = very poor, 5 = excellent, target = 3.5 good)	3.7	-	-	3	0	-

¹ The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) results showcased an increased in the overall reportable number of incidents and lost time injury accidents for the reporting year. None of the incidents were recorded as fatalities or specified injuries (regulation 4) to workers as classified under RIDDOR 2013. The increase in lost time injury accidents was primarily due to increased activity at our airports as we recovered from the pandemic.

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

³ The COVID-19 pandemic has required additional controls to ensure the safety of passengers receiving additional assistance and the staff who provide these services. These requirements have combined with volatile airline schedules and load factors, meaning that waiting time performance has fluctuated. With low passenger numbers and as a result of the COVID-19 pandemic, guest satisfaction surveys were not undertaken at London Stansted Airport this year.

Opportunity For All Continued

Key

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)		
EDUCATION, SKILLS AND EMPLOYMENT SUPPORT	We will ensure that all local people feel able to take advantage of the education and employment opportunities offered by the airport at every stage of their lives.	We will support at least 60,000 young people between 2020 and 2025.	Young people's education directly supported (number)	9,324	85	2,648		3,015.3	↑	
		By 2025, we will ensure that at least 40% of those attending MAG Connect Aerozones are from priority areas and priority schools.	Education support provided to young people from identified priority areas and priority schools (%)	New KPI	77.3	57.5	1	-25.6	↓	
	We will create quality opportunities for work and break down barriers for everyone in our community.	Our MAG Connect Airport Academies will support everybody who approaches us, assisting a minimum of 7,500 people between 2020 and 2025.	People supported by MAG Connect Airport Academy (number)	New KPI	801	64	2	-92.0	↓	
		By 2025, at least 10% of the people supported by our MAG Connect Airport Academies will be from groups defined as 'disadvantaged'.	Support provided by MAG Connect Airport Academy to groups defined as 'disadvantaged' (%)	New KPI	27.1	98.4	3	263	↑	
		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 (%)		30.0	2.3	14.1	4	513	↑
			People placed into employment by MAG Connect Airport Academies (number)		307	81	9	4	-88.9	↓
SUPPORTING LOCAL BUSINESSES	We will create opportunities to improve local economic prosperity and infrastructure.	Our spend will benefit local businesses.	Goods and services purchased from local suppliers (% of suppliers located within 25 miles)	18.0	18.0	20		11.1	↑	

¹ Priority schools and priority areas are those within a 20-mile radius of London Stansted Airport (those most impacted by our operations).

² 'Support' is delivered face to face and virtually and includes a range of skills and education services such as formal training, employment inductions, CV guidance, job referrals, assisting with job applications, mock interviews, providing information on access to traineeships and apprenticeships, career talks to schools and colleges, outplacement support, and signposting to external agencies and charity/community groups.

³ The measure considers those who have any form of disability or an illness or condition that makes it more difficult for them to secure employment, homeless people, or those who only recently secured housing, people who have not worked for a long period of time (over 1 year), parents returning to work and young people who have been in care. Due to the public health measures in 21/22, the number of people supported by the MAG Connect Airport Academy decreased and help was directed towards support staffing changes at London Stansted.

⁴ The number of people placed into employment by the MAG Connect Airport Academy remained low compared to pre-pandemic levels, this was due to shifting our focus to supporting staff through redundancies during the height of the pandemic. Towards the end of 21/22 we saw an increase in the number of vacancies advertised at our airports, our MAG Connect Airport Academies are committed to providing support to individuals to gain successful employment with East Midlands Airport or our onsite partners. This measure does not include the important support our Airport Academies have provided over the last year to those leaving the aviation industry.

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	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)	
INVESTING IN THE COMMUNITY	We will ensure that the communities around our airports share the benefits from living near an airport.	All of our senior leadership team will support and participate in volunteering programmes.	Leadership volunteering participation (%)	New KPI	13.1	14.7	1	12.2	↑
		Our long-term ambition is that 30% of colleagues participate in volunteering programmes.	All colleague volunteering participation (% including leaders)	19.5	5.1	3.9	1	-23.5	↓
			Time given to volunteering activities (hours, all colleagues)	11,807	9,994	2,072	1	-79.3	↓
		We will maintain our community funds, ensuring they provide effective investment in local communities.	Community fund grants awarded (£)	49,125	50,000	6,000	2	-88	↓
			Groups/initiatives receiving community fund grants (number)	94	4	27		575	↑
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)	90	36	27	3	-25	↓

¹ Due to ongoing public health restrictions throughout the past year, we were unable to deliver many of our planned charitable and volunteering events. The number of hours volunteering undertaken by our staff reduced by 79.3% compared to the previous year. We are actively working to increase participation and the impact of our volunteering programmes and this will be a key focus for this year. Also, it has not been possible to facilitate our usual programme of community engagement opportunities. We remain committed to our local communities and will reintroduce community engagement plans which reflect COVID restrictions and airport activity.

² The total for community fund grants awarded appears lower in 2021/22 as the Community Fund at London Stansted Airport has been dissolved. This year a Community Trust will take its place.

³ We remain committed to our local communities and will reintroduce community engagement plans which reflect COVID restrictions and airport activity.

Local Voices Continued

Key

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

ISSUE	STRATEGIC CSR OBJECTIVE	TARGET	INDICATOR	2019/20	2020/21	2021/22	NOTE	YEAR-ON-YEAR CHANGE (%)	
NOISE MANAGEMENT	We will minimise the impact of noise on local people.	We will deliver our Noise Action Plans and report progress publicly.	Departing flights within preferred noise routes (%)	99.7	99.6	99.8		-0.2	↔
			Departing flights performing continuous climb departure (%)	74.3	86.5	84.6	1	-2.2	↓
			Arriving flights performing continuous descent approach (%)	94.7	92.3	94.2	2	2.1	↑
			Area of daytime noise footprint (57 dB LAeq 16hr, km ²)	28.5	11.8	15.7	3	33.1	↓
			Population within daytime noise footprint (57 dB LAeq 16hr, number)	2,500	500	1,100	3	120	↓
			Area of night-time noise footprint (57 dB LAeq 8hr, km ²)	10.8	4.9	8.2	3	67.3	↓
			Population within night-time noise footprint (57 dB LAeq 8hr, number)	450	50	200	3	300	↓
			Complaints received (number)	14,043	4,926	9,050	3	83.7	↓
			People submitting complaints (number)	608	428	376		-12.2	↑
			Aircraft movements per complaint (number)	13.8	11.5	13		13.04	↑

¹ Our traffic levels for 21/22 were significantly lower due to the pandemic and public health restrictions. This increased our continuous climb departure numbers across all airports and we expect this number to decline as traffic returns to normal levels.

Our Airspace Modernisation project aims to address this issue.

² Our long-term monitoring of Continuous Descent Approach (CDA) demonstrates that compliance is highest amongst passenger airlines who are based at the airport and more familiar with local airspace.

³ This year, the number of flights from our airports significantly increase as we recovered through the global pandemic. As such, the size of our noise contours and the number of people within them also increased. Stansted Airport increased markedly from June to over 9,000 for the year, with over 7,000 of those complaints recorded by one person. We continue to deliver our Noise Action Plans (NAPs) with the aim of minimising the impact of noise. We will continue to work with our partner airlines to minimise the use of noisier aircraft types, particularly at night.