



Andrew Cowan

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Divisional CEO, Manchester

For eight decades, our development has gone hand-in-hand with the fortunes of those living and working in the region we serve. Manchester is now one of Europe's top 20 airports, at a time when the North is increasingly competing strongly with the world's most

significant economic powerhouses. Today, we offer flights to destinations across the globe – from Hong Kong to Houston and Singapore to San Francisco – as airlines from all corners of the world embrace the strength and diversity of the Northern market

Work is underway to transform Manchester Airport so that it provides the aviation facilities and infrastructure that the North will need in the coming decades to succeed in the global market place. This £1 billion investment is being privately funded at no cost to the tax payer.

Manchester Airport has grown to 26 million passengers in 2016 and 27 million in 2017; travelling to more than 210 destinations worldwide. We support enterprise, growth and economic activity in our region adding £1.2 billion to the NW economy. We are delighted to report that our

community activity continues to benefit many local people, with over 6000 community hours, from 440 of our colleagues. Additionally, we provide benefits in cash and in kind to our local communities amounting to £1.2 million, and over 5 years more than £6.6 million.

I am particularly proud of the work our colleagues do to support employability. These initiatives will be further enhanced over the coming years by our transformation programme. This project will serve as a catalyst for driving up skill levels in key occupations, as well as inspiring future generations about a range of careers they could pursue. The construction phase of the scheme will see around 1,500 jobs created, up to 150 of which will be apprentices.

Building understanding and trusting relationships are key to us knowing exactly what the important issues are locally; so that we can respond where we can. It is for this reason that stakeholder management is given a high priority by my Community Relations Team. We welcome feedback and we urge all of our stakeholders to engage with us.



OUR BUSINESS

JOBS FAIR

Effectively a small town Manchester Airport (MA) employs approximately 1000 people per 1 million passengers supporting jobs from a post office through customer service and security to flight crew and management. We expect our current 27 million passengers to reach 35 million by 2030.

Our ambition is to recruit talented people from our local community; many of whom can easily access our site by public transport. We recruit and support those who are not quite 'work ready' with the following programmes.

Over the last year we have held a main Airport Jobs Fair and local events in the Boroughs of Trafford, Manchester, Stockport, Tameside, Salford and Oldham. Around 4,500 job seekers visited these events; to find out about job opportunities across the site and apply for current positions.

AIRPORT ACADEMY

Our Airport Academy, based in our Rail Station, helps people in communities around the Airport find employment on our site. Specialist

advice, training and support have helped 551 people gain qualifications between April 16 and March 17; 469 have gone into work. The Academy team all go the extra mile to help people make that step into the work place encouraging and supporting in the training period and later during the move into work.

Ola Dosunmu got a job at Manchester Airport after being unemployed for three months. Ola wrote to us to thank Airport Academy for their support she said "They assisted me to secure a job yesterday which made me very happy I believe they deserve an award!".

PURE INNOVATIONS

For some people finding work is more difficult than others so we have teamed up with Pure Innovations. This is an organisation that helps people with learning disabilities and those returning to work after a long-term health condition to find the right job and to keep that job. In 2016, we were delighted that 9 people went into work through this course. A further 11 students came on board at the end of 2016. We are delighted

to report that of these 7 students have already moved into paid work working in our hotels, shops and directly for Manchester Airport.

MANCHESTER TRANSFORMATION

Works are now underway to transform Manchester Airport so that it provides the aviation facilities and infrastructure that the North will need in the coming decades.

The Transformation Programme will provide the additional capacity needed to cater for further growth in direct air services to the world's most popular leisure destinations and most important business markets.



OUR ENVIRONMENT

CARBON NEUTRALITY

Manchester Airport is now officially carbon neutral following a decade's worth of research and over £7.5 million investment and innovation in energy efficiency, including the installation of over 25,000 low energy LED lights across the four MAG airports. Collectively our initiatives have reduced the amount of energy we use by the same amount as 10,000 homes use each year despite increases in passenger numbers. We won the carbon reduction or off-set programme of the year at the Better Society 2017 Awards.

ELECTRIC VEHICLES

We demonstrated an all-electric aircraft turnaround using an electric tug, baggage belt and cargo tug instead of the usual diesel-powered equipment. The project showcased how the new equipment can reduce emissions and give a quieter, cleaner working environment on the airfield.

FOOD WASTE RECYCLING

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WORKING TOGETHER

The success of our Collaborative Environmental Management group, bringing together our pilots and air traffic controllers in delivering both environmental and operational benefits has continued. This year, there has been an increased focus on continuous descent approach performance, where aircraft approach the airport in a gradual descent rather than in steps. This reduces noise levels on the ground and aircraft fuel use and

emissions. Early signs are that this emphasis has paid off in turning around what was an emerging downward trend and compliance levels are once again on the increase.

ENERGY EFFICIENCY PROJECTS

One of our projects this year was the replacement of around 1,500 LED light fittings within Terminal 3 multi-story car park. The car park was one of our first LED lighting projects 6 years ago but improvements in the technology mean that we will achieve a further 20% energy reduction from the replacement project. We've also reached the milestone of completing the project to connect Terminal 1 and 3 lighting and heating systems to our flight schedule system so that lighting and heating levels are automatically adjusted depending on the how busy individual areas are within the terminal.

Overall, this year, energy efficiency schemes have saved 611,516 kWh on electricity and 131,898 on gas which equates to the average yearly energy consumption of 190 houses in the UK.



OUR COLLEAGUES

Over 6000 community hours, from 440 of our colleagues have been invested over the year. Colleagues have used their language skills to support initiatives in Schools, showcased our business at Jobs Fairs and transferred their work place skills to support local Schools as Governors.

SALVATION ARMY APPEAL

Colleagues across Manchester Airport supported the Salvation Army Christmas Appeal. Our service partners also pitched in and so a full box van of gifts was delivered. This incredible response meant that local children woke up on Christmas morning with a gift under the tree.

BRING YOUR CHILD TO WORK DAY

The Community Relations Team hosted 25 children of colleagues for Bring your child to work day. The children worked in teams touring our site to learn about Airport security and prohibited items, they visited our

Science Stand and tried out the Virtual Reality goggles to view the future of Manchester Airport in 3D, had an Apron Tour, lunch at the Grain Loft and spent the latter part of the day at the Airport Fire station.

WORK EXPERIENCE

During the year we have hosted 44 young people on work experience placements. This included children of our colleagues and from local Schools/Academies. Our week long work experience placements group together students grouped to spend time with a variety of departments such as Car Parks and the Fire Service. They enjoy exclusive tours of the airfield, baggage handling systems and the Manchester Transformation Project. Our service partners such as National Air Traffic Services (NATS) and Greater Manchester Police also play host to give a fully rounded experience of our business. At the end of the week the group make a presentation about their experience to a senior manager.

AUTUMN LEAVES AND AFTERNOON TEAS

Wythenshawe residents 'of a certain age', were again able to attend our popular Autumn Leaves events; more than 300 retired residents enjoyed entertainment and a 3-course lunch. In Mobberley, Knutsford and Heald Green we treated 140 guests to afternoon tea, entertainment, a raffle and games of Bingo.

COMMUNITY CHALLENGES

In March volunteers contributed 45 volunteer hours pond clearing, litter picking and clearing overgrown areas at Crowlands Road Wythenshawe. The event provided an excellent team building opportunity for Operations Teams from Environment and Health and Safety. Over the year 103 colleagues participated in 8 similar community challenges.



OUR COMMUNITY

STAKEHOLDER ENGAGEMENT

OUTREACH

Over the year we have held 64 Outreach events, providing 414 hours of availability in your community. Members of the Manchester Airport Community Relations Team are on hand to have focused one-to-one conversations with residents about their individual concerns. To help visitors who work; 64 hours were outside the standard working day.

MANCHESTER SCIENCE WEEK

Volunteers from across the Airport hosted a science zone during the Week of Science. Members of the public could find out more about how the airport works, from how an x-ray scans baggage to the importance of wind direction in allowing aircraft to safely land and depart.

MEETING STAKEHOLDERS

Over the year almost 100 stakeholders at our regular Parish and Borough Council meetings have been brought up to speed on Airport developments

and our £1 billion Transformation Programme, as well as updates on Government and CAA Airspace Consultation changes. These sessions provide an opportunity for Councillors to share with us any areas of concern, and provide our community team a chance to tell Councillors what activities we have been doing in their community.

EDUCATION

More than 9,000 young people have benefited from our education projects from Nursery to A-Level. Here are just a few examples:

WORLD BOOK DAY

Accessing information is key to learning and work. Forty-eight colleagues supported World Book Day, reading to over 2000 children, in eight Primary Schools in Wythenshawe, Knutsford and Heald Green. The volunteers read their chosen book and talked about how they use reading in their work.

JOB SHADOW

Over 100 pupils from Knutsford and Manchester Health/Enterprise Academies got a taste of Airport life and work by shadowing various roles around the Airport. Pupils visited areas such as Customer Services, IT, Car Parks, PR, Bussing, Airfield Operations and the Fire Service. Other students spent time with our Airport Community Network Partners World Duty Free, Morgan Sindall and Laing O'Rourke.

FUTURE INNOVATION

Our business is all about innovation and technology; 120 A-Level students with a passion for Science, Technology, Engineering and Maths learned more about our business at an event held at Radisson Blu Hotel Manchester Airport. Short lectures given were given by esteemed Academics from the three Manchester Universities. Industry specialists, Laing O'Rourke, Jacobs and Pascall and Watson offered interactive workshops, and Jet2 promoted their engineering apprenticeships.



WEB RESOURCES

Community manchesterairport.co.uk/community
 WebTrak manchesterairport.co.uk/webtrak
 Trust Fund manchesterairport.co.uk/communitytrustfund
 Education magworld.co.uk/education
 Airport Academy manchesterairportacademy.co.uk
 Transformation mantp.co.uk

WANT TO KNOW MORE?

Freephone 08000 967967
 Email community.relations@manairport.co.uk
 Twitter @MAComRels

KEY PERFORMANCE INDICATORS

KPIs	INDICATOR	2015-16	2016-17	PERFORMANCE
OUR BUSINESS				
By 2018 we will increase colleague engagement by 15% from 2014/15.	Overall colleague engagement score.	N/A	56%	+16% for those who volunteer
	Colleague in volunteering engagement score.	N/A	72%	
Offer training, through Airport Academy, for 350 unemployed people and find work on our site for 300 people.	Number of people placed into Training through Airport Academy.	175	571	+226%
	Number of people placed into employment through Airport Academy.	172	469	+172%
OUR ENVIRONMENT				
Waste diverted from landfill.	% of total site waste that is recycled or recovered.	71%	70%	-1%
Compliance with surface water discharge consents.	% of samples that comply with our Environment Agency environmental permit.	98%	98%	No change
Compliance with national air quality objectives.	Number of breaches of national air quality objectives.	0	0	No change
Reduce climate change emissions by increasing efficiency and obtaining energy from renewable sources.	Total electricity and gas use (MWh).	100,863	103,898	+3%
	Electricity from renewable sources.	100%	100%	-
	Net carbon emissions.	0	0	-
	Gross carbon emissions per traffic unit.	1.63	1.38	-15%
We will limit and try to reduce the number of people affected by noise from airport operations.	% departures within preferred noise routes.	96%	96%	-
	% of flights using continuous descent approach.	90%	89%	-1%
	Number of complaints per 1,000 air transport movements.	3.9	6.4	+2.5%
OUR COMMUNITY				
5000 children to benefit from support.	Number of young people's education directly supported.	9850	9162	-7%
Colleagues to contribute 6000 volunteer hours to the community.	Employee Volunteer Hours.	6103	6411	+5%
25% of colleagues contributing volunteer hours.	Number of employees who volunteered (%).	394	440	+1%
	Percentage of employees who volunteered (%).	17%	16%	+1%
Continue to support the Community Trust Fund with £100,000 plus income from fines.	Total community investment through community fund.	£118,686	£124,825	+5%
Building on our community impact studies, we will devise a new metric and measure and report the degree to which we are trusted.	Good neighbour feedback (%) from community impacts studies.	79%	66%	-13%