



Ken O'Toole
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CEO, London Stansted Airport

As our business continues to thrive and grow, I am delighted to see our corporate social responsibility (CSR) strategy continue to make a lasting difference. With the development of our new arrivals terminal, London

Stansted's role in the South-East will expand and so too must our commitment to supporting our local area.

As a company, we have set out how we intend to grow in a responsible and sustainable way, and year on year we continue to meet this commitment, report our progress and drive improvements through our CSR strategy. Sharing the benefits of our business with the local community is important to us. This year, our on-site Employment and Skills Academy has trained 155 people and placed 705 people in employment across the airport site. I am proud to say, too, that our own people are showing their personal commitment to our CSR agenda, with almost 14% of our employees supporting local community projects giving a total of 4,478 hours this year. We have an exciting year ahead, as our partnership with Harlow College

has just received planning permission to build a new technical skills college at the airport – the first of its kind at any airport in the country.

Tackling the environmental impacts that result from the operation of the airport and aircraft continues to be a fundamental part of our CSR programme. Minimising the environmental impacts of our operations is fundamental to our growth. London Stansted Airport is now accredited to both ISO14001 and ISO50001, internationally recognised environmental and energy management standards. We are proud that we have achieved carbon neutral status for the first time.

We are always looking for ways to improve our CSR programme and I would be interested in hearing your views about our CSR programme, please send them to stn_communityrelations@stanstedairport.com



OUR BUSINESS

Our commitment to responsible business is long standing. We seek to take a long-term approach that makes the sustainability of our operations part of our core business. Our CSR strategy recognises the importance of responsible growth and our desire to be a trusted neighbour. We focus on growing our business whilst supporting regeneration, job creation and prosperity. Our strategy is founded on sustained engagement with the community.

Stansted is the fourth largest airport in the UK and the key freight hub for London and the South East, supporting 11,920 jobs across 200+ companies and contributing £730m to the regional economy and over £1bn to the UK economy as a whole. Over the last year our airlines have provided flights to over 190 destinations across Europe

and North America enabling passengers to fly for business, holidays or to simply visit friends and family abroad.

We recognise that small businesses make a significant contribution to the local and regional economy and we are committed to sourcing locally when we can. To support the growth of local small and medium sized businesses, the airport facilitates 'Meet the Buyers' events which enable businesses to pitch their products or services to senior buyers from large organisations. We were thrilled with the success of the 2016 event which has generated £4.7million worth of contracts for local businesses.

Our plans to make full use of our single runway and the investment in a new terminal for arriving passengers is the next step in ensuring Stansted will be able to fulfil its potential serving London, the South East and the East of England. In the next 10 years, we expect Stansted to add more capacity to the London system than Heathrow

and Gatwick combined, providing extra flights for both passengers and freight. This will provide more destinations for local people and also enable the business community to better access the global marketplace.



OUR COMMUNITY

We pride ourselves on being considerate members of the local community and are committed to supporting and listening to our stakeholders. Our aim is to build lasting, collaborative relationships with our neighbours, striving to understand the issues that are most important to them. Led by our community relations team, airport colleagues regularly hold local meetings and provide 'drop in' meetings for our neighbours. This year our teams have been busy, holding 16 outreach meetings.

Our investment in education and skills is long-standing. We have consistently invested in support at every level, from our Aerozone to support those of school and college age to gain a better insight to the world of work, to our apprenticeship and graduate schemes, right through to our Employment and Skills Academy, which help people of all ages and levels find the job with us that's right for

them. Earlier this year, over 1,200 job seekers passed through the doors of the Stansted Airport Jobs Fair held in February. The event, was held for the first time at the Civic Centre in Harlow with almost 40 airport companies attending, showcasing almost 400 full-time and part-time positions.

This year, the airport won a top award for its work in supporting young people and helping them find jobs at the airport. The airport received the Employer Skills Award in the larger employer category at the South East Local Enterprise Partnership (SELEP) Skills Awards. The award recognises businesses that are committed to developing skills and employment opportunities for young people.

We are thrilled that Stansted Airport and Harlow College in partnership with Uttlesford and Essex Councils and the SELEP have recently received planning permission to build a new technical skills college at the airport – the first of its kind at any airport in the country. We believe that by partnering with Harlow College, we will be able

to build up the skill base needed for our continued successful growth, but also benefit Uttlesford district and the wider region by offering more career and training opportunities to local people. Work is expected to start on the site later this year and will be ready to open in time for the 2018 autumn term.



OUR COLLEAGUES

Our colleagues are our greatest asset and we know we must work hard to ensure that we provide a stimulating and engaging environment, so that they can provide our customers with an excellent airport experience. We realise this is an important area for our business and work to continually improve and invest in our teams, as well as providing a safe environment that people feel happy to work in.

Currently around 75% of our workforce live locally and we want to ensure we continue to reflect the region we serve. We are committed to increasing the number of women on our Senior Leadership Team (SLT). We have made progress, with 30% of our

leadership team being women but we will continue to work to increase the figure further.

Airports require an extremely wide range of skills and retaining these skills is important for us. We have an early talent identification programme to help nurture and retain the best talent, which includes apprenticeships and graduate schemes. Over the last four years we have taken on 49 apprentices, with this figure set to increase over the coming years.

As our business grows, we know we must continue with our leading approach to Health and Safety. Growing on the success of Vision Zero campaign, we have recently launched our Airport Resilience scheme.

The aim of which is to:

- Raise the profile and drive improvement of health and safety and resilience across the airport and to all colleagues
- Enhance levels of leadership, emphasis, capability and competence in safety and resilience matters across the airport

This year we are thrilled that our commitment to health and safety has continued to reap rewards, for the very first time we have had zero RIDDOR reportable incidents. Our dedication to this area is externally recognised as we are accredited with the international standard for Health and Safety, ISO 18001.

OUR ENVIRONMENT

We recognise that strong environmental management is important for our vision for growth. Stansted is already accredited to the environmental management standard ISO 14001 and we are pleased that this year, we have become the first airport in the UK to become accredited to the energy management standard ISO 50001. We also now join MAG's other three airports with carbon neutral status. We are pleased to report that we have had zero breaches of air quality limits.

This year we hit our targets for recycling, with 99%* of waste diverted from landfill. To improve overall recycling further, we are concentrating on food waste within the terminal, and have been working with our retail partners to help them and our customers better segregate their food waste. Over the last 12 months we have been trialling a project in partnership with a number of local food

banks to recycle passengers' pre-security surrendered/restricted non-perishable food, drink and toiletry items. Typical items like baked beans, soups and jams have then been checked and sorted by volunteers and transported to food banks in neighbouring districts. The food bank in Harlow has been the most active partnership area with approximately 2,400kg of donated items during the initial trial period.

We know aircraft noise can be disruptive particularly for those who live closest to an airport, so finding ways to reduce the impacts of noise is a critical element of our environmental work. We work with airlines, air traffic controllers, the government and regulators, as well as local communities, to better assess and understand the effects of aircraft noise so that we can continue to build programmes of work which seek to contain noise to an acceptable minimum. We have trialled the use of modern innovative GPS or performance based navigation techniques for departing aircraft which enable them to

fly more accurately, with the aim of further reducing the number of people who are impacted by noise. The award winning trial on the Clacton departure route, a successful partnership between our Consultative Committee, airlines and air traffic control, has now become permanent and is helping to reduce the impacts of noise in the villages to the south of the airport.



* This includes the re-use, recycling, recovery and composting of waste.

<p>11,920 EMPLOYEES ACROSS 200+ COMPANIES</p>	<p>705 PEOPLE WERE PLACED INTO EMPLOYMENT ON-SITE</p>	<p>4,135 YOUNG PEOPLE VISITED THE AEROZONE</p>	<p>2,343 JOB SEEKERS ATTENDED THREE AIRPORT JOB FAIRS</p>	<p>6,598 YOUNG PEOPLE'S EDUCATION WAS SUPPORTED</p>
<p>52% OF PASSENGERS USE PUBLIC TRANSPORT</p>	<p>99% OF ALL DEPARTING AIRCRAFT FLEW WITHIN OUR NOISE PREFERENTIAL ROUTES</p>	<p>30% OF OUR LEADERSHIP TEAM ARE WOMEN</p>	<p>ZERO RIDDOR REPORTED ACCIDENTS</p>	<p>4,478 COMMUNITY HOURS WERE VOLUNTEERED BY 13.6% OF EMPLOYEES</p>

NOTE: Data has been externally assured as part of the production of the MAG CSR Report 2016/17. Our performance measured against our CSR key performance indicators and progress against the previous year is detailed in the digital version of this summary report found at stanstedairport.com.



KEY PERFORMANCE INDICATORS

KPIs	INDICATOR	2015-16	2016-17	PERFORMANCE
OUR BUSINESS				
By 2017 our aim is to support 550 local people into work per year.	Number of people placed into employment within the airport site.	791	705	-10.9%
By 2017, we hope to generate £2 million worth of new contracts for local businesses.	Value of contracts generated for local business (£) per annum.	£1m	£4.7m	+370.0%
OUR ENVIRONMENT				
Reduce climate change emissions.	Total net CO ₂ emissions (tonnes).	3,044 ¹	0	-100%
Reduce climate change emissions.	Carbon emission per traffic unit.	1.0	0.75	-25%
Reduce our absolute energy demand by a further 5% in the next 5 years.	Total energy consumption (MWh).	53,118	51,848	-2.4%
Maintain at least 50% mode share to public transport to the end of 2019.	% of passengers using public transport (data collected in annual years 2014 and 2015).	51%	51.9%	+0.9%
Grow rail mode share from 22% to 25% by the end of 2019.	% of passenger using rail transport (data collected in annual years 2014 and 2015.)	26.0%	28.5%	+2.5%
Limit and reduce the number of people significantly affected by aircraft noise.	% of departures within preferred noise routes.	99.3%	99.3%	0.0%
Limit and reduce the number of people significantly affected by aircraft noise.	% Flights using continuous descent approach.	94.2%	93.6%	-0.6%
Limit and reduce the number of people significantly affected by aircraft noise.	Number of complaints per 1,000 air traffic movements.	5.1	34.4	+574.5%**
Send no waste to landfill after 2018.	% waste recycled/recovered (waste diverted from landfill).	98.8%	99.4%*	+0.6%
Ensure we protect the natural environment by operating responsibly within environmental limits.	Samples within water discharge consent limits (%).	90.0%	76.9%	-13.1%
Ensure we protect the natural environment by operating responsibly within environmental limits.	Samples within effluent discharge consent limits (%).	100.0%	88.6%	-11.4%
OUR COLLEAGUES				
Employ a certified and systematic management of health and safety.	RIDDOR*** reportable accidents.	1	0	-100%
OUR COMMUNITY				
Encourage and support our people to participate in voluntary work.	Employee volunteering hours.	3445	4478	+30.0%
Increase colleague volunteering from 2% to 30% by 2019.	Percentage of employees who volunteered (%).	15.9%	13.6%	-2.3%
Invest in our local communities.	Total community investment through Stansted Airport Community Trust.	£80,793	£88,699	+9.8%

¹ We have restated emissions 2015/16 to make use of the most recent consumption data available and to apply the correct Defra emissions.

* This includes the re-use, recycling, recovery and composting of waste.

** This increase was due to a change of usage of airspace.

*** RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences.

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