As our business continues to thrive, I am delighted to see our corporate responsibility commitments also continue to bear fruit and make a lasting difference.

In the three years since MAG acquired Stansted, our operation has grown significantly. With runway capacity now scarce in the South East and ambitious plans to make full use of our single runway planned for the future, we must be mindful of both the opportunities and challenges this may present to the communities around the airport. 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. 2015-16 has been our best year yet at Stansted in helping local people into employment. Our on-site Employment and Skills Academy has trained 243 people and placed 791 people in employment across the airport site. Furthermore, we continue to inspire younger generations through our bespoke and award winning education centre – Aerozone – which has welcomed 2,509 students from over 80 local schools and colleges.

I am proud to say, too, that our own people are showing their personal commitment to our CSR agenda, with 15% of our employees supporting local community projects for a total of 3,445 hours this year - a significant achievement, having started from 2% just three years ago. Our progress in these areas has earned Stansted the prestigious ‘CommunityMark’ independent accreditation this year.

Managing the environmental impacts of our airport operation is also fundamental to our growth. Stansted has this year become the first airport in the UK accredited to ISO 50001, an internationally recognised energy management standard. Working in partnership with local people, we have also been awarded a National CSR Award for a new pioneering trial that reduced the number of people overflown by up to 85%. These examples form just part of our continual efforts to drive down our environmental impact and this year we have seen an 8% reduction in carbon emissions at Stansted, through the introduction of new technology and more energy efficient ways of working.

As we look to the future, we will continue to build on this successful record and we welcome your views on how we can make further improvements. Please get in touch with the team with your ideas at stn_communityrelations@stanstedairport.com
OUR APPROACH TO CSR

London Stansted Airport (‘Stansted’) is a growing business committed to sharing its success with its people and the communities around the airport.

Our approach focusses on sharing the benefits of our growth with local communities, whilst minimising any impacts on the environment. We are extremely proud of our commitment to Corporate Social Responsibility (CSR) and have achieved significant milestones this year:

– The opening of our Aerozone education centre, a £600,000 investment which has already surpassed visitor targets;
– We have been awarded the prestigious Business in the Community (BITC) Community Mark accreditation;
– We became the first airport in the UK to be awarded ISO 50001 for energy management; and
– We were awarded the Best Individual Community Project at the 2016 National CSR Awards for our collaboration with our Consultative Committee, NATS and easyJet, trialling modern GPS techniques to reduce noise impacts on local communities.

OUR CSR STRATEGY
Stansted Airport’s CSR strategy recognises the importance of responsible growth and our desire to be a trusted neighbour. It is founded on sustained engagement with the whole community, focussing on growing our business at the same time as supporting job creation and prosperity.

Our vision for growing the business remains unchanged. As our ambitions materialise, we remain committed to making positive impacts from the development of the airport. We are committed to working in partnership and believe it is important to support the things that really matter. It is only by working in a targeted, collaborative way that we will deliver the greatest value and make the best use of our resources.

STAKEHOLDER ENGAGEMENT
Stansted has a large footprint and therefore we understand we need a focused and strategic approach to community engagement in order to make sure we keep up to date with any concerns local stakeholders may have about our operations. It also allows us to demonstrate the value we are adding to the economic growth and prosperity of the region, as well as creating an open channel for people to feed back to us.

OUR STRATEGIC CSR OBJECTIVES
Our progress is reported against each section of these strategic objectives and through our KPIs detailed on page 14.

OUR PROGRAMME OF WORK

Our Environment: We will make the best use of natural resources and minimise the environmental impact of our operations

Our Community: By building enduring relationships with our local communities, we will seek to understand the issues that are important to them and use our combined skills and resources to work together for our mutual benefit

Our Colleagues: Keeping them safe at all times, we will support and develop our people so they consistently deliver high performance

Our Business: Working in the spirit of partnership, we will maximise our social and economic contributions in the regions we serve

stanstedairport.com
ECONOMIC CONTRIBUTION
Stansted Airport is a catalyst for economic growth and jobs in both London and the East of England. As one of London’s major airports, we also play a wider role in strengthening the national economy. Stansted is now one of the fastest growing airports in Europe, handling over 23 million passengers in the past 12 months and having the highest share of pure freight traffic of any London airport.

It is important that we demonstrate our commitment to growing the business sustainably; this not only helps us realise our ambitions, but also strengthens the local communities where we are located.

GROWING THE LOCAL ECONOMY
We are the largest single site employer in the East of England, providing jobs for over 11,600 people across 200+ on-site companies. This year Stansted’s direct economic contribution to the region was £675 million. When taking into account the jobs in our supply chain and those supported by the wages earned in relation to the airport, this figure increases to more than £1 billion – something we are very proud of.

Small businesses (SMEs) make a significant contribution to the local and regional economy. In order to support the growth of local SMEs, Stansted facilitates ‘Meet the Buyer’ events which enable businesses to pitch their products to senior buyers from across the region. Stansted has been holding ‘Meet the Buyer’ events since 2001. Last year the event generated £1 million for local businesses.

LONDON STANSTED EMPLOYMENT AND SKILLS ACADEMY
There is a clear benefit to our region if we employ local people. However, some people experience barriers which prevent them from accessing jobs or careers at the airport. To help support these people, in 2008, we set up the London Stansted Airport Employment and Skills Academy. The Academy provides both a service to anyone looking for work at the airport and a bespoke recruitment service to airport employers. Last year, we placed 791 local people into roles at the airport – a 64% increase from 2014-15.

For individuals, the Academy provides an accredited ‘Preparation for Work’ training programme, providing support with job searches, interview techniques and CV development. Once students have completed the course, our Academy team help them apply for suitable roles across the airport site.

SUPPORTING CUSTOMERS
This year we have focused on gaining a better understanding of our customer base. Our research will form the basis of an improved customer strategy which seeks to provide a more personal, interactive customer experience. We want every passenger to enjoy the same ease of access at all our airports, so we work in consultation with disability organisations to provide accessible facilities for people with a range of needs. Specialist travel advice is published on our websites and passengers are able to book assistance in advance. In November 2015, Stansted was the first major London airport to launch a pan-disability access guide in partnership with the charity, Disabled Go.

OUR PERFORMANCE
EMPLOYMENT
...as the largest single site employer in the East of England we employ...
...people across 200+ on-site companies

CONTRIBUTIONS
...our airport directly contributes...

£1 billion
...annually to the regional economy

STANSTED AIRPORT
...is one of the fastest growing airports in Europe, handling over...

23 million
...passengers in the past 12 months

ACADEMY TRAINING
...last year we placed...

791
...people into roles at the airport through the Skills Academy
**OUR COMMUNITY**

Stansted has a long history of working in partnership with local communities; being a responsible neighbour is an integral part of our way of working.

Our aim is to build long lasting, collaborative relationships with our neighbours, striving to understand the issues that are most important to them.

Therefore we are thrilled that this year Stansted has been awarded a prestigious BITC Community Mark, an independent accreditation which gives recognition to the work we do in the local area.

**ENGAGING WITH OUR LOCAL COMMUNITIES**

Through open and focused communication, we are able to demonstrate the value our airport brings to local communities and show how we are managing our operations sensitively to minimise impacts. Led by our community relations team, airport colleagues regularly hold local meetings and provide ‘drop in’ opportunities for our neighbours. These provide opportunities to listen to any issues and concerns there may be in relation to our operations. This year our community relations team has been busy, holding 11 outreach meetings in towns and villages around the airport.

**SUPPORTING EDUCATION**

Supporting young people in their learning is important if we are to develop the prosperity of the region and our business. This year, we were extremely proud to launch Stansted’s Aerozone facility, a new aviation-themed education centre designed to inspire young people. It aims to boost skills in STEM subjects – science, technology, engineering and maths – and show students the wide range of exciting careers to be had in aviation. Since it opened in June 2015, Stansted Aerozone has been hugely popular, welcoming just over 2,500 visitors.

In addition, we have developed long-term partnerships with a number of local schools and colleges to support the development of our future workforce. With the help of people at every level of our business, we are actively supporting students with their studies. We offered 33 school work placements this year to our partner schools, giving young people a taste of working life and highlighting future opportunities. We also offer practice interview sessions to help them achieve the careers they want in addition to tailored mentoring sessions to support year 11 students. This year, Stansted has directly supported the education of 4,737 young people.

**VOLUNTEERING**

We encourage our colleagues to demonstrate our values by contributing to our local communities. By offering their skills on a voluntary basis, not only do they help strengthen ties with the areas close to where they live and work, but they also benefit from increased levels of engagement.

Throughout 2015-16, 3,445 Stansted volunteering hours were given by 15% of Stansted colleagues. Our strategic target is to encourage 30% of our workforce to volunteer.

**AIRPORT COMMUNITY NETWORK**

As part of our on-going commitment to keep our airport at the heart of the community, Stansted has established an Airport Community Network (ACN). The aim of the ACN is to bring airport businesses together to deliver a shared community programme, by working together we can achieve a greater impact. A key component of the network is a specialist website to support the initiative and provide a hub for information.

**OUR PERFORMANCE**

**EMPLOYEE VOLUNTEERING**

...Stansted colleagues volunteered a total of...

3,445 hours

**COMMUNITY FUNDS**

...Stansted have funded 109 local community groups with...

£128,890

**EDUCATIONAL VISITS**

...Stansted has directly supported the education of...

4,737 young people in 2015-16

...with 2,509 benefiting from visits to...

aerozone STANSTED
OUR ENVIRONMENT

We recognise that strong environmental management is important for our vision for growth. Stansted is accredited to the environmental management standard ISO 14001 and we are delighted to this year become the first airport in the UK accredited to the energy management standard ISO 50001.

REDUCING NOISE IMPACTS FROM AIRCRAFT

For those living closest to the airport and its flight paths, aircraft noise can be disruptive. We continue to seek to reduce this in order to minimise the impacts on our local communities, whilst also supporting those who experience the greatest noise by providing grants for sound insulation. Our track record in reducing the size of our noise footprint, whilst simultaneously increasing flights, continues to reflect best practice.

An opportunity was recently identified to help reduce the number of people affected by aircraft noise in certain areas close to Stansted, which involved using modern GPS (global positioning system) navigation techniques new to UK aviation. In partnership with the Stansted Airport Consultative Committee, the airport agreed to conduct a trial with a number of industry bodies including the Civil Aviation Authority (CAA), NATS (air traffic control provider) and easyJet. We used modern GPS navigation techniques for departing aircraft which would better enable them to fly more accurately. The results from the trial demonstrated that participating aircraft directly overflew up to 85% fewer people.

We were delighted that Stansted won Best Individual Community Project at the 2016 National CSR Awards for this partnership.

ENERGY EFFICIENCY AND CARBON MANAGEMENT

We believe that understanding the areas we can improve and make more efficient is important to our success. To that end, we have implemented a programme of investment in smart metering which helps us make informed decisions on how and where we can best reduce energy consumption. Throughout the first stage of the redevelopment of our terminal building, we installed LED lighting in the international departure lounge. All future building work will seek to reduce the energy needed to provide heating and cooling, low energy lighting and modern control mechanisms to help reduce our impact still further.

GROUND TRANSPORT

We are committed to delivering a high quality and reliable transport infrastructure with sustainable travel choices for every person seeking access to our airports. Our airport has a surface access strategy which seeks to encourage the use of public transport. Over 51% of air passengers use public transport at the airport and over five million passengers use bus and coach services to travel to and from it. All airport employees are offered the opportunity to purchase an 80% subsidised travel card or take advantage of our cycle to work scheme.

We continue to work jointly with our partners through the Stansted Area Transport Forum to encourage travel by the most sustainable method. We are also an active member of the Government appointed West Anglia Rail Taskforce, which is campaigning to see improvements to the railway between London and Cambridge.

COLLABORATIVE ACTION

It is important that our work is integrated with that of our industry partners and we are active partners in ‘Sustainable Aviation’, a coalition bringing together major stakeholders from across the aviation industry. The coalition has enabled the industry to set out an authoritative and compelling long-term view on finding collaborative ways of improving the sector’s environmental performance.

AIR QUALITY

…there were zero breaches of air quality limits

* This is the 24hr measure for runway 22 only. We do not measure CDA on runway 04 due to no published CDA procedure. This is due to airspace constraints to the south west of the airport in the London traffic management area.

OUR PERFORMANCE

ENVIRONMENT

…we are certified to the environmental management standard ISO 14001...

AIRCRAFT COMPLIANCE

…with noise preferential departure routes

GROUND TRANSPORT

…with continuous descent approach

AIRCRAFT COMPLIANCE

99%

94%*
HEALTH AND SAFETY
Here at Stansted, health and safety has always been high on our agenda. To this end, in 2012, we launched the strategic campaign ‘Vision Zero’ which was developed after substantial consultation with stakeholders and committed us to achieving zero fatalities, disabling injuries, long-term harm to health injuries and lost time due to injuries by 2017. The success of Vision Zero at Stansted has led to the roll out of the programme across the whole of our airports group. We look forward to reporting back on the full impact of the campaign in next year’s report.

FUTURE PROOFING OUR WORKFORCE
Employing and retaining the best people helps to drive our business forward, so it’s important that we provide the right training and opportunities to enable our workforce to develop. Across our group, 27% of leadership promotions are through internally developed candidates, meaning their experience and knowledge of our business can be passed on to others.

Our early talent strategy incorporates apprenticeships, internships and our graduate development programme. The purpose is to support our talent pipeline in order to develop skilled professionals and the leaders of the future.

DIVERSITY
Diversity and inclusion is integral to the success of our business. We have a diverse customer base and we must ensure that we understand and can meet the needs of everyone who passes through our airport. At a group level, we set stretching targets and have committed to increase the number of women in leadership positions by 10% each year to 2020.

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### OUR PERFORMANCE

#### KEY PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>OUR KEY PERFORMANCE INDICATORS</th>
<th>INDICATOR</th>
<th>2013-14</th>
<th>2014-15</th>
<th>CHANGE %</th>
<th>PERFORMANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BUSINESS</strong></td>
<td>By 2017 our aim is to support 550 local people into work every year</td>
<td>Number of people placed into employment within the airport site</td>
<td>481</td>
<td>791</td>
<td>64%</td>
</tr>
<tr>
<td></td>
<td>By 2017, we hope to generate £2 million worth of new contracts for local businesses*</td>
<td>Value of contracts for local business (£) per annum</td>
<td>£1.9m</td>
<td>£1m</td>
<td>-53%</td>
</tr>
<tr>
<td><strong>COMMUNITY</strong></td>
<td>Encourage and support our people to participate in voluntary work</td>
<td>Employee Volunteer Hours</td>
<td>1,291 hrs</td>
<td>3,445 hrs</td>
<td>167%</td>
</tr>
<tr>
<td></td>
<td>Increase colleague volunteering from 2% to 30% by 2019</td>
<td>Percentage of employees who volunteered (%)</td>
<td>8%</td>
<td>15%</td>
<td>88%</td>
</tr>
<tr>
<td></td>
<td>Invest in our local communities (£100k per annum)</td>
<td>Total community investment through community funds</td>
<td>£106,046</td>
<td>£128,890</td>
<td>22%</td>
</tr>
<tr>
<td><strong>COLOSSES</strong></td>
<td>Employ a certified and systematic management of health and safety</td>
<td>RIDDOR reportable accidents</td>
<td>3</td>
<td>1</td>
<td>-67%</td>
</tr>
<tr>
<td><strong>ENVIRONMENT</strong></td>
<td>Reduce climate change emissions</td>
<td>Total net CO₂ emissions (tonnes)</td>
<td>8,124</td>
<td>7,597</td>
<td>-6%</td>
</tr>
<tr>
<td></td>
<td>Reduce climate change emissions</td>
<td>Carbon emission per traffic unit</td>
<td>1.3</td>
<td>1</td>
<td>-23%</td>
</tr>
<tr>
<td></td>
<td>Reduce our absolute energy demand by a further 5% in the next 5 years</td>
<td>Total Energy Consumption (MWh)</td>
<td>57,113 Mwh</td>
<td>53,118 Mwh</td>
<td>-8%</td>
</tr>
<tr>
<td></td>
<td>Maintain at least 50% mode share to public transport to the end of 2019*</td>
<td>% of passengers using public transport (data collected in annual years 2014 and 2015)</td>
<td>51%</td>
<td>51%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>Grow rail mode share from 22% to 25% by the end of 2019*</td>
<td>% of passengers using rail transport (data collected in annual years 2014 and 2015)</td>
<td>23%</td>
<td>26%</td>
<td>3%</td>
</tr>
</tbody>
</table>

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Our emissions are calculated based on data gathered for voluntary emissions reporting and compliance with the CRC Energy Efficiency scheme and EU ETS. UK Government Conversion factors for Company Reporting published by Defra and DECC in 2015 were used with historic emissions re-calculated where required. We have chosen an intensity measurement against a traffic unit, which is defined by the International Air Transport Organisation (IATA) as equivalent to 1,000 passengers or 100 tonnes of freight.

All data within the KPI table, except where indicated*, has been externally audited as part of the verification process for our MAG CSR Report 2015-16, which contains a verification statement.

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We are interested in hearing your views about our CSR programme. Please email your comments to stn_communityrelations@stanstedairport.com
MAG is committed to helping the environment. This document has been printed on CyclusOffset, a 100% recycled uncoated, natural white paper and the carbon produced in its production and delivery has been compensated for by planting trees here in the UK through the Woodland Trust’s Carbon Capture Programme.