



LONDON STANSTED AIRPORT  
CORPORATE  
SOCIAL  
RESPONSIBILITY  
REPORT

# WELCOME TO OUR CORPORATE SOCIAL RESPONSIBILITY REPORT

Over the past year London Stansted Airport has continued to thrive and grow, with record-breaking numbers of passengers passing through our gates, and I am very proud that as we evolve the fundamental principles of our Corporate Social Responsibility (CSR) programme remain at the heart of everything we do.

Sharing the benefits of our business with the local community has always been in our DNA and this year we have continued to make further progress in stimulating local business and employment. Our education facilities at the airport remain trail-blazing; the Employment and Skills Academy has trained 135 people in the last 12 months; 556 people have been placed into employment on-site; and we welcomed our 10,000th visitor to our award-winning education centre, the 'Aerozone'. Our hotly anticipated £11m Stansted Airport College opened on-site in September with over 290 registered students signed up – a first for any UK airport and a vital enterprise in our efforts to bridge the current skills gap in STEM subjects and provide a pipeline of future talent for the airport.

Another initiative that has really captured the imagination has been our 'Meet the Buyers' events and this year it generated an amazing £9.3m worth of future business transactions for local business.

I have also been impressed by the commitment shown by our own people to the CSR agenda, with 16.5% of employees volunteering to support local community projects, giving a total of nearly 5,000 hours of their time.

Managing the environmental impacts that result from the operation of the airport continues to be a priority for us and we have made good progress this year in doing just that. It is encouraging that, despite growing passenger numbers year-on-year, we continue to reduce our environmental impact, having formally achieved Level 3+ accreditation for carbon neutrality. In addition, through a combination of our ongoing partnership with local people and our willingness to adopt pioneering technology, we have continued to reduce the number of people overflown by aircraft and plan to expand this technology to other departure routes going forward.

Looking to the future we expect to make further progress in evolving our CSR strategy to ensure that it keeps pace with the changing needs of both our airport community and neighbours and also seek new ways of baking our social value even deeper into the day-to-day operation of our business.

  
**KEN O'TOOLE**  
 DIVISIONAL CEO,  
 LONDON STANSTED AIRPORT



'Meet the Buyers' has generated **£9.3m+** worth of business transactions

**We are always looking for ways to improve our CSR approach and I would be interested to hear your views – please get in touch any time at:**  
[stn\\_communityrelations@stanstedairport.com](mailto:stn_communityrelations@stanstedairport.com)

## OUR REPORT

Within each of the key subjects of the report, the page is split into three sections.

This report covers our activity during the reporting year 1 April 2017 to 31 March 2018.



### Our approach

This outlines the thinking behind our activity, highlighting why we do what we do.



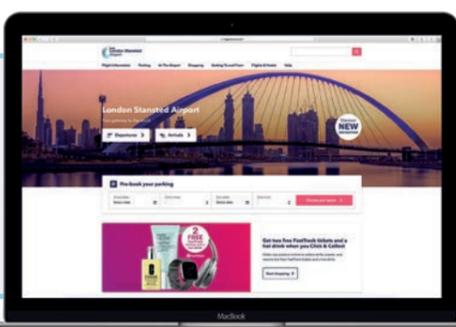
### Our activity

This shows how we translated our thinking into tangible changes across our business.



### Our ambition

This gives a flavour of our ambition, and just some of what we hope to achieve with our new strategy next year.



  
[www.stanstedairport.com](http://www.stanstedairport.com)

*"Growth requires a sustainable and community focused approach, showing our passengers, employees and shareholders the wider benefits of our business."*

**CHARLIE CORNISH**  
 GROUP CHIEF EXECUTIVE, MAG



We've supported  
**100**  
local groups

Providing a total of  
**£140,052**  
in donations

## OUR APPROACH TO CSR

London Stansted is a growing business committed to sharing its success, to make a lasting difference to our local communities. We are immensely proud of our commitment to Corporate Social Responsibility, which recognises the importance of responsible growth and our desire to be a trusted neighbour.

As the major air transport hub in the region, we understand the importance of achieving our growth in a sustainable way. We understand we need to deliver benefits locally, whilst being mindful of our effects on the community and environment.

As we grow, we remain committed to making positive impacts from the development of the airport, working in partnership with local people to support the things that really matter to them.

### OUR STRATEGIC CSR OBJECTIVES

Only by working in a targeted, collaborative way will we deliver the greatest value and make the best use of our resources.

Our four strategic objectives – Our Environment, Our Community, Our Colleagues and Our Business – are designed to promote the long-term interests of our business and colleagues, to endorse transparency, and to support responsible decision-making. Given Stansted's strong heritage in community partnerships, we have also reported on this as a stand-alone section.

### STRATEGIC OBJECTIVES



**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 and use our combined skills and resources to work together for our mutual benefit.

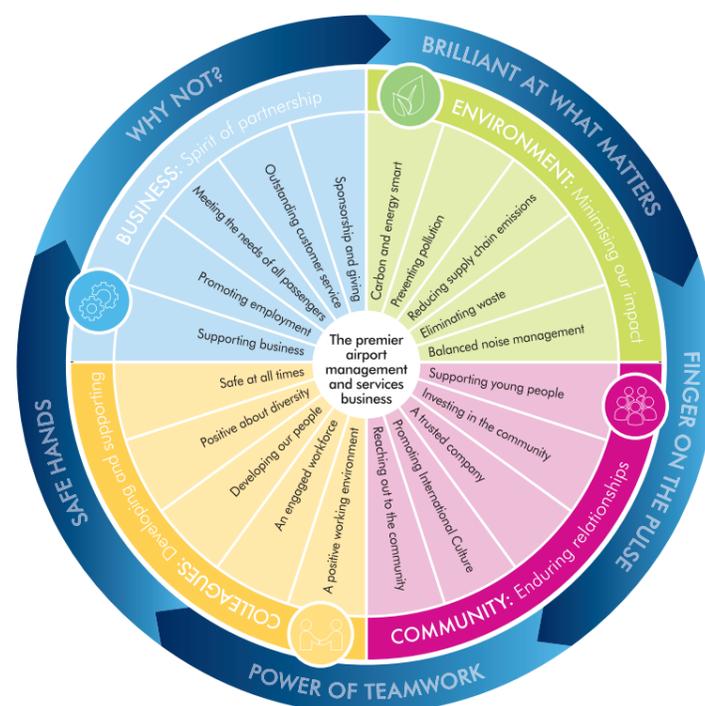


**OUR COLLEAGUES**  
Keeping them safe at all times, we will support and develop our people so they consistently deliver high performances.



**OUR BUSINESS**  
Working in the spirit of partnership, we will maximise our social and economic contribution in the regions we serve.

### OUR PROGRAMME OF WORK



### A NEW APPROACH

Over the course of next year, we will be updating our CSR strategy to reflect the changing needs of the airport community. To help us identify the most important issues to our stakeholders, we have commissioned an independent consultancy to undertake an 'integral materiality review': a much deeper and more extensive stakeholder exercise than we have ever conducted before. We will provide an update of our new strategy in next year's CSR Report.





# BUSINESS AND EMPLOYMENT



## Our approach

London Stansted Airport is a catalyst for economic growth and employment in the East of England, supporting over 12,000 jobs across 200 companies, contributing £850m to the regional economy.

As London's fastest growing airport, we welcomed a record 26.8 million passengers in the year ending June 2018, an increase of 7.6% compared with the previous 12-month period. Firmly positioned as a market leader for short-haul travel across Europe, with over 190 destinations across 38 countries, Stansted serves more scheduled connections to Europe than any other airport in the world apart from Munich.

We want to continue growing the airport, but we are committed to doing so in the most sustainable and responsible way possible. We want the people around us to feel the benefit of living near to an airport, and part of that means supporting regeneration, job creation and prosperity in our local area.

12,000 local jobs across 200 companies



## Our activity

### ECONOMIC CONTRIBUTION

This year Stansted's direct economic contribution to the region was £850 million. When taking into account the jobs in our supply chain and the people supported by the wages earned in relation to the airport, the figure increases to more than £1 billion – something we are very proud of.

This is a really exciting time at Stansted with our £600 million airport transformation project reaching its latest milestone in May, with the opening of eight new hi-tech check-in desks. The works also include upgrades to the airfield, car parks and new upper deck seating areas, which will transform the experience of millions of passengers, and unlock spare capacity to provide an even greater choice of airlines and destinations.

Phase 2 of the transformation project will see the construction of a £130 million Arrivals building, due to open in 2020. The new terminal, with larger immigration and baggage reclaim areas, new retail facilities and improved access, will allow the airport to handle more than 35 million passengers a year.

Following on from this, we have submitted a planning application to Uttlesford District Council to raise restrictions on annual passenger numbers from 35 million to 43 million, enabling us to meet the fast-growing demand predicted over the next decade. Unlocking further capacity will create more choice and competition for customers, and support over 5,000 new jobs at the airport.

### EMPLOYMENT & SKILLS

We are the largest single site employer in the East of England, providing over 12,000 jobs across 200 companies. There is a clear benefit to our region if we employ local people. However, we know that not everyone can access these opportunities.

Through our outreach and employment events we seek to drive recruitment in parts of the community that are currently under-represented at airports, because of factors including cultural difference, lack of awareness, or under-developed transport links.

For example, all our staff benefit from an 80% discount on travel thanks to an airport travel card, making the airport more accessible.

Our recently relaunched – and now in-house – Stansted Employment & Skills Academy was founded to help people of all ages and levels find their perfect job with us. Based in Enterprise House, the Academy works with around 200 employers in the airport community in partnership with Harlow College. It is a one-stop shop for anyone interested in on-site vacancies and provides tailored aviation training programmes and apprenticeship schemes to enable job seekers to gain relevant skills.

Earlier this year, we held one of our most successful job fairs to date. Hundreds of local people turned out as 40 different airport businesses exhibited their career opportunities across more than 700 vacancies. A huge range of roles were advertised, across retail, catering, border control, cabin crew, and many more.

This was just one of the several recruitment events arranged by Stansted Airport throughout the year. Regular job fairs also take place in Harlow and Tottenham, areas which traditionally attract a high number of job seekers. We also have a permanent presence in Tottenham's Job Centre Plus.



*[MAG] are an extraordinary company because they genuinely believe in this. You believe in reaching out to communities, you believe in training our young people to provide that ladder of opportunity, you help me with my jobs and apprenticeships fair we hold every year in Harlow and now you have this fantastic collaboration with Harlow College. You're a really forward-looking, progressive organisation and I'm proud to be associated with you.*

ROBERT HALFON  
MP FOR HARLOW





FLAGSHIP PROJECT

# GROWING THE LOCAL ECONOMY



*Events like this help to raise our profile and prominence among businesses across the region. It is also a great opportunity to speak to other experts who have experience in this niche sector, opening up new avenues and helping to generate new ideas. We have generated £50,000 worth of business so far as a direct result of the event, but there is still potentially lots more to come.*

**BARRY HARPER-SMITH**  
MANAGING DIRECTOR, DMWR



We recognise that small businesses make a significant contribution to the local and regional economy, and we are committed to sourcing locally wherever possible.

To support the growth of local businesses, Stansted facilitates an annual 'Meet the Buyers' event, now in its 17th year. A flagship occasion in the regional business calendar, the event brings together local suppliers and buyers, providing small businesses with a unique opportunity to pitch their products to senior buyers from across the region. Since 2011, these events have generated £21,941,750 worth of business.

Last November, 'Meet the Buyers' welcomed nearly 300 businesses from across the East of England and London, all eager to showcase their products and services and potentially secure new business deals with some of the region's biggest organisations. A range of industries were represented, from construction firms, to local councils and universities.

A record-breaking 46 private and public sector buyers attended the event, an increase by the greatest margin to date. Following the event an amazing £9,308,000 worth of business has been generated for local and regional businesses.

One of the success stories from 2017's event was DMWR, an architectural design business. Experts in the aviation sector, they felt that Stansted's 'Meet the Buyers' event was a great opportunity to meet with buyers in a face-to-face environment.

'Meet the Buyers' events have generated almost **£22m** worth of business since 2011



## Our ambition

Our ambition is to grow the business in a sustainable way, whilst sharing our success with the regional and national economy. We want to support our local communities, be that through work, training, or outreach. At the same time, we want to continue offering our passengers an exceptional service, whatever their needs, so that everyone can benefit from our airport.

Looking forward we have some exciting plans for next year, most notably the continued work on the £600 million airport transformation project. When completed, it will improve facilities and unlock Stansted's full potential to offer more flights and destinations, and provide more opportunities for passengers, business partners and the local community.





# SUPPORTING OUR COMMUNITIES



## Our approach

We pride ourselves on being considerate members of the local community, and being a responsible neighbour is an integral part of our approach to CSR.

We have a long history of working in partnership with local communities, and our aim is to build long-lasting collaborative relationships, with an understanding of the issues that are most important to them. Led by our community relations team, we work with the community in schools, education, sport, employment, skills training, and other projects that have a real impact on people's lives.

Celebrating 10,000 visitors to Aerozone Stansted  
Investing in young people's future



## Our activity

### ENGAGING WITH OUR LOCAL COMMUNITIES

At London Stansted Airport we are committed to staying in touch with our community. We take the opinions of our local communities seriously, and airport colleagues regularly hold local meetings and provide 'drop-in' sessions for our neighbours. These provide an opportunity to listen to any issues and concerns there may be in relation to our operations. Through open and focused communication, we can demonstrate the value our airport brings to local communities and show how we are sensitively managing our operations to minimise our impact.

This year, our team has held 26 outreach meetings in towns and villages around the airport. Our consultation events over the summer were attended by over 700 people and provided us with invaluable feedback. This was an example of community consultation in action – we talked about our plans, we listened, and we have amended our proposals accordingly – thank you to all those who attended.

### SUPPORTING EDUCATION

Our investment in education and skills is long-standing. We know that supporting young people in learning is important if we are to develop the prosperity of the region and inspire the next generation. We have consistently invested in providing this support at every level and are particularly proud of our flagship Aerozone education centre, which celebrated welcoming its 10,000th visitor back in May!

The Aerozone hosts children and young people from schools and colleges in the region around the airport, who come to hear from airport staff and on-site business partners, from airside rangers to cabin crew. The £500,000 purpose-built learning hub aims to boost skills in STEM subjects, to tell the story of the airport's rich history and show visitors the exciting range of careers that are available in aviation. All speakers give up their time voluntarily,

and throughout the year we have a packed schedule of schools – mainly from within 20 miles of the airport.

We also have well established partnerships with a number of schools and colleges in our local area, in which we help to bridge the gap between classrooms and the world of work. We work closely with Forest Hall School, Stewards Academy and Harlow College and support a range of initiatives including careers, mock interviews, mentoring and work experience placements. Last year alone 11,542 young people were supported by the airport's education support programmes.



11,542 young people's education supported last year



FLAGSHIP PROJECT

# STANSTED AIRPORT COLLEGE



As part of our ongoing commitment to keep Stansted at the heart of the community, we are very excited to be opening the Stansted Airport College this September. A joint venture with Harlow College, the £11million Airport College will provide on-site training opportunities for the community surrounding the airport.

The eagerly awaited College is critical to supporting our ambitious future growth plans and is designed to bridge the skills gap in STEM subjects, offering exciting career paths for local young people and providing a pipeline of future talent for the airport.

As the first on-site college of its kind at any major UK airport, this two-storey facility, located on a one-acre site of land made available by the airport, has received two separate £3.5 million grants from the South East Local Enterprise Partnership (SELEP) Local Growth Fund and Essex County Council, and is also supported by a £300,000 grant from Uttlesford District Council.

We were very excited to welcome the Minister of State for Climate Change and Industry, Claire Perry MP, back in November to see the start of the construction phase and also to launch the Government's Industrial Strategy.

Through the creation of this valued and important training facility, we hope to help bridge the technical and engineering skills gap in the county, identified by the Essex Employment and Skills Board. We hope to welcome some of our previous Aerozone visitors to the next stage of their education at the college in the near future!

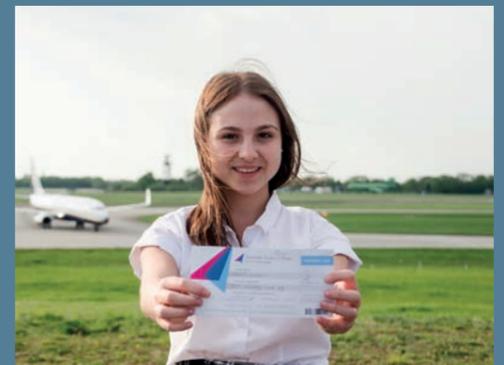
**£11 million**  
purpose-built  
Airport College



## Our ambition

Our ambition is to keep Stansted at the heart of the community, working hard to strengthen and support those areas closest to the airport. Over the next year, we will continue to do this by providing time and resources to education, outreach and training.

The Stansted Airport College will provide 500 young people per year with the skills that employers across the airport need, ensuring that they are ready to start a career with us. We are very excited to be welcoming our first students in September.





# COMMUNITY PARTNERSHIP



## Our approach

We are a big part of local community life and we work hard to strengthen and support those areas closest to the airport. We want to ensure that people across our community benefit as much as possible from their proximity to a major international airport, and we do this by providing funding, time and resources to projects which are important both to local people and to our colleagues.



*Since joining the airport I have been involved in the local school mentoring program, attended career fairs to discuss the great opportunities in engineering and spoken to various groups at the Aerozone about engineering at the airport. As an engineering team we have also painted a classroom in a local school which not only helped the school but also built morale and camaraderie in our group. Whilst acknowledging that everyone is busy, just one hour a month really can help out. I have found this aspect of work extremely rewarding and I would encourage everyone to get involved.*

**ROY ELPHICK**  
ASSETS MAINTENANCE SERVICES DIRECTOR



## Our activity

### COMMUNITY FUNDING

We are delighted that London Stansted continues to play an ever-increasing role in the local community through our charitable actions. This year, we have funded 100 local community group initiatives with £140,052. This has been donated through two categories of funding: the Stansted Airport Passenger Community Fund and the Stansted Airport Community Trust.

The Stansted Airport Passenger Community Fund donates money to local causes within a 20-mile radius of the airport. The money donated by the committee is raised from the unwanted foreign currency of passengers and staff, which is collected in the terminal. Consideration is given to requests from sports clubs, pre-schools and nurseries, junior sports clubs, Brownies, Guides, clubs and other local charities.

In December, the Essex Wildlife Trust was awarded £1000 towards the Rockell's Wood Restoration Project. The project is in an ancient wood near Duddenhoe End and is the last woodland west of the

M11 still to contain a population of Oxlips, a nationally scarce wildflower. The flowers are being threatened by the increase in the deer population, and the money donated is being used to fund temporary fencing that protects them.

The Stansted Airport Community Trust supports capital projects which protect and enhance the social, economic and environmental wellbeing of our community within a 10-mile radius of the airport. It is financed by Stansted Airport and by any aircraft noise fines. Recently, a grant of £2000 was awarded to the animal rescue centre, Mutts in Distress, towards the conversion of a building into a hospital to help sick and injured animals.

### VOLUNTEERING

We encourage all colleagues to demonstrate our values by contributing to local communities. Offering their skills on a voluntary basis not only helps to strengthen ties with the areas in which we live and work, but also has been linked to employee wellbeing and engagement.

Throughout 2017-18, 4,832 volunteering hours were given by 16.5% of Stansted Airport colleagues. Our strategic, Group-wide target is to encourage 30% of our workforce to volunteer, and we continue to provide ample opportunities for our colleagues to get involved.

For example, recently a group of five Terminal and Customer services team managers volunteered in Bridge End Garden. Bridge End Garden is a restored Victorian Grade II\* listed garden located on the north side of Saffron Walden, and open to the public all year round. The team spent the day trimming bushes and pruning a line of tree wisterias – important tasks in the maintenance of the Garden!





FLAGSHIP PROJECT  
CLIC  
SARGENT



We are thrilled to be raising money for CLIC Sargent, our corporate charity. CLIC Sargent is the UK's leading cancer charity for children and young people, and their families. Their specialist care teams provide practical, emotional and financial support, from diagnosis to life after treatment, and, in some cases, bereavement.

Since the start of the year, we have managed to raise over £22,000 for the charity, bringing our total to over £81,000 at the airport since the beginning of the partnership in December 2015.

Our employees have been fundamental to this success and taken on the challenge with spirit, with departments and individuals envisioning active and imaginative ways to raise money. These have included Bake Sales, dress down Fridays, sweepstakes and Tough Mudders, among many others. Even our contractors have got involved, with £2,000 donated from the scrap of 15 tonnes of steel collected from the Echo Compound, which was cleared as part of the Hotel Taxiway Extension Works.

We want to ensure that everybody has a chance to participate, and so hold monthly committee meetings to share fundraising ideas. We also welcome other (non-financial) ways to donate to the charity, such as stamp chumps, books, gadgets and more.

Raised over  
**£81,000**  
for CLIC Sargent since the beginning of our partnership in 2015



### Our ambition

We encourage our colleagues to get involved in and volunteer for projects which are close to their hearts, so we have set the challenging target to increase the proportion of our workforce who take part in volunteering to 30%.

Additionally, we are committed to raising more funds for CLIC Sargent and we are excited to see the ways in which our colleagues will raise funds. For example, the Ultra Challenge Series 2018 will see many of our colleagues partake in a unique physical challenge across England to raise money and support young lives affected by cancer.





# OUR AIRPORT AND THE ENVIRONMENT



## Our approach

At London Stansted, we are committed to minimising our impact on the environment as part of our responsible growth plans. As an organisation, we recognise that climate change is an important global challenge, and with aviation contributing around two percent of international carbon emissions each year, we are committed to playing our part. By working closely with our employees, airlines and on-site businesses, we are striving to reduce our impact.

Achieved  
**Level 3+**  
Accreditation for carbon neutrality



## Our activity

### ENVIRONMENTAL MANAGEMENT

We recognise that strong environmental management is essential for our vision for growth. Stansted is already accredited to environmental management standard ISO 14001, and we are proud to say that we were the first UK airport to be accredited to the energy management standard, ISO 50001.

After many years of hard work to reduce the amount of energy we use, we are delighted to have formally received Level 3+ accreditation for carbon neutrality. This is awarded by the Airports Council International Airport Carbon Accreditation Scheme. Achieving carbon neutrality means that the airport has reduced all emissions under its direct control – a significant achievement!

Since 2011/12, gas and electricity usage have gone down 18% and 8% respectively, despite Stansted serving an additional 10 million passengers a year during the same period. In order to achieve this, a range of energy management measures have been put in place, including the installation of LED lighting, the use of free air cooling and staff engagement campaigns. And, to compensate for the small amount of remaining and unavoidable emissions, we have purchased verified carbon offsets. Collectively, these initiatives have reduced energy and fuel emissions from 25,000 tonnes CO<sub>2</sub>e to zero.

### NOISE ABATEMENT

For those living closest to the airport, aircraft noise can be disruptive. London Stansted has a long-term aim and commitment to manage, and reduce where possible, the effects of aircraft noise on our local communities. Our track record in reducing the size of our noise footprint, despite the airports ongoing growth, continues to reflect best practice.

This year, Stansted Airport has worked with our operators to increase the amount of aircraft using satellite navigation technology to fly our departure routes more accurately. Performance Based Navigation (PBN) has enabled aircraft to follow the centre line of the departure route, reducing the number of people directly overflown on two of our flight paths by 85%. In addition, in response to community feedback regarding helicopter operations, changes were made to published routing instructions to avoid overflight of particular areas. This involved working collaboratively with our based helicopter operators, National Air Traffic Services (NATS) and our local communities.

Throughout this process, we have created frequent opportunities to meet directly with our local communities; hosting meetings, discussions and Q&A's between local residents and relevant staff to ensure our local stakeholders' concerns are taken into consideration wherever possible.

### AIR QUALITY

We are working hard with aviation partners and the wider industry to protect our local air quality. We recognise the need to manage the emissions for which we are directly responsible and to work in partnership with our airport users and tenants to manage air quality impacts. In collaboration, we have developed techniques to help maintain clean, healthy air at our airport and surrounding areas, while supporting policies that will help to protect our local air quality.

In addition, London Stansted is the UK's leading major airport for public transport use, decreasing the amount of harmful car exhaust fumes in and around the airport. Over 50% of our passengers travel to and from the airport by rail, coach and bus – more than Luton, Birmingham, East Midlands and Manchester Airports combined! A high number of our colleagues, 33%, also use public transport, with all staff benefitting from an 80% discount on travel thanks to an airport travel card.

As with previous years, there have been no breaches of air quality limits at our airport, and the trend for air quality has been one of continual improvement.



FLAGSHIP PROJECT

# ESSEX FOOD BANKS



We are proud to say that the airport diverts 100% of its waste from landfill, recycling more than 75%. To improve overall recycling further, we are concentrating on food waste within the terminal, and are very proud to have won a top national award for our support of Essex Foodbanks at the Better Society Awards.



The airport won the 'Waste Management and Recycling Programme of the Year' category at the awards, thanks to our programme of donating items surrendered at airport security to charity. From preserves and spreads to tinned fish, a wide variety of potential donations are regularly left behind.

Although we know this can be disappointing for those travelling, local Essex families have been benefiting with the extra items in their food parcels since 2017. This partnership between Stansted Airport and local food banks has involved a £30,000 investment in recycling equipment and has generated up to two tonnes of donations every month. We are pleased to be able to directly support vulnerable people in the airport's local communities in this way.

This award would not have been possible without our staff offering to go above and beyond to help get these items to the food bank. We look forward to continuing to donate as many items as possible in the future.

**100%**  
of waste diverted  
from landfill



## Our ambition

We will continue to minimise the negative environmental impact of our operations, maintaining our carbon neutral accreditation whilst working hard to reduce waste, noise disruption, and protect local air quality. Continuing in our collaborative approach, we will work with partners to bring in best practice as new ways of protecting the environment emerge, and throughout this process, we will keep an open dialogue with our local communities to ensure that they remain informed of any changes which may affect them.



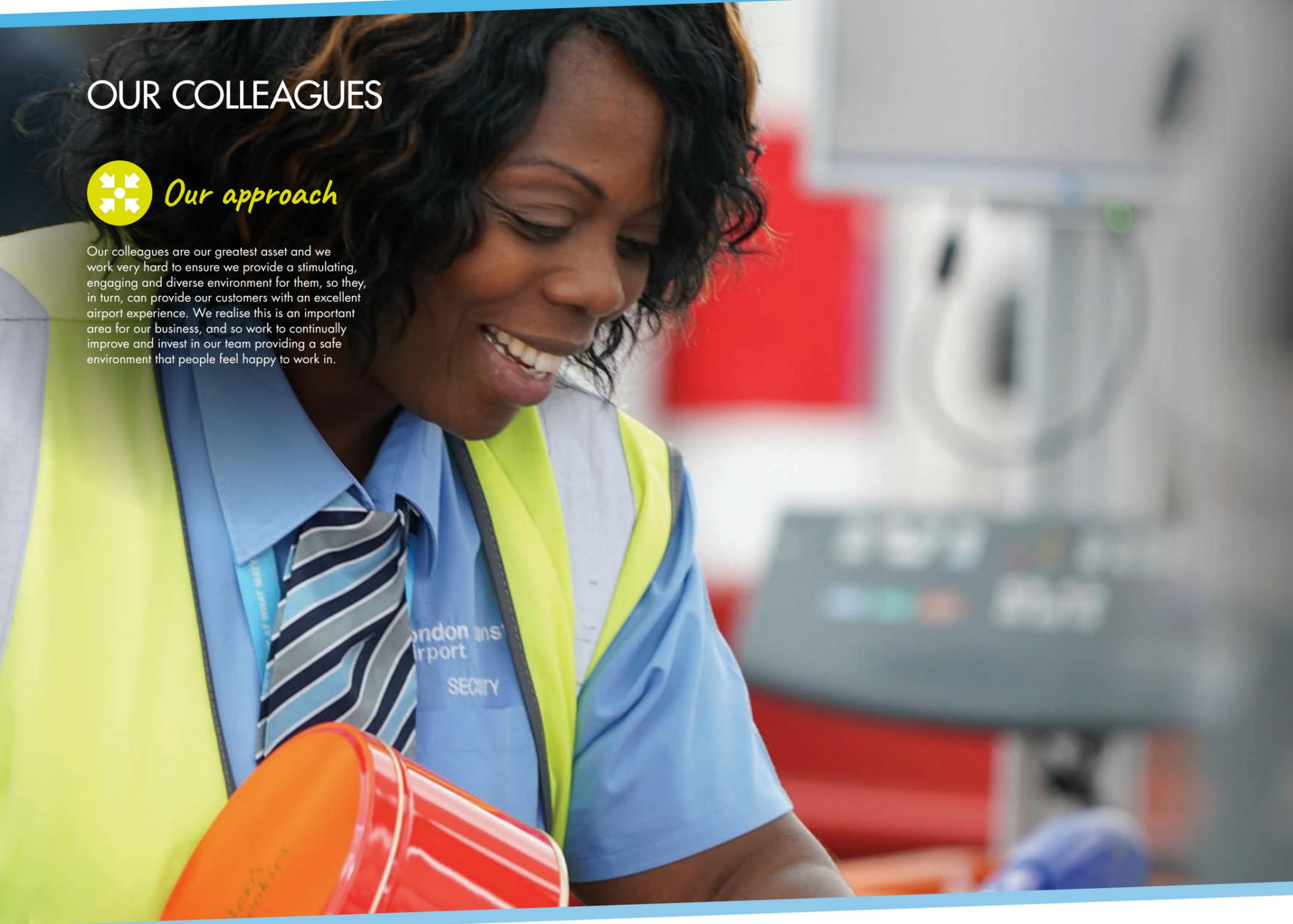


# OUR COLLEAGUES



## Our approach

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



## Our activity

### INCLUSION

We are committed to making London Stansted Airport a great place to work, where every employee is rewarded for the individual effort they contribute to the success of the company, irrespective of gender or ethnicity.

We want our workforce to reflect the region which we serve, and so we actively promote inclusion through workshop training sessions for existing colleagues and all new starters. We are committed to increasing the number of women in our Senior Leadership Team (SLT) and we have made progress, with women making up 23% of MAG senior leadership team, and just over half of our recently appointed 'Heads of' roles within Customer Services & Security – our largest Directorate.

### TALENT

Airports require a wide range of skills, and as a large employer we are committed to providing colleagues with the means to grow and develop. We invest heavily in our people to help them reach their potential, and we have an early talent identification programme to help nurture and retain the best talent.

In March, we celebrated rising stars in the business throughout National Apprenticeship Week. Apprentices form an integral part

of our workforce, and we currently employ 21 apprentices in roles across the airport. With the new college set to open on-site in September, the number of apprentices supported will continue to grow.

In addition to offering a wide range of employment and training initiatives, London Stansted last year became the first airport in England to sign up to the Armed Forces Covenant. We are proud to employ colleagues who have served in the military and are transitioning to civilian life, Reservists and Cadet Leaders. We value our partnership with the MOD and endeavour to attend MOD led recruitment events to highlight the benefits of working to Covenant principles. In August 2018 we achieved the MOD's Employer Recognition Scheme Silver Award.

### HEALTH & SAFETY

We acknowledge that a collective, consistent focus on and positive culture around the management of health and safety is needed to achieve resilience in everything that we do. Our recently launched Airport Resilience Programme has been implemented to develop a golden thread, enhancing levels of leadership, capability and competence in safety and resilience matters across our airport. As the first airport within MAG to successfully implement the Programme, we have been able to achieve visible leadership at all levels, and further improve our health and safety performance.

Our leading and lagging health and safety key performance indicators for FY18 demonstrate our continued progress, with a sharp focus on our newly developed in-house E-learning modules, safe systems of work and robust governance procedures. These new initiatives have not only provided a safer environment for MAG colleagues and customers during a period of rapid growth, but also embedded our strategic aims and objectives for health and safety further, as part of our Vision Zero campaign which was launched in 2012.

With the development of the new ISO 45001:2018, at a Group level we are looking to move from OHSAS 18001 towards accreditation to ISO 45001. This will enable our accreditation to take into account other International and National Standards, further assuring the quality of our occupational health and safety management system.

We provide all employees with an

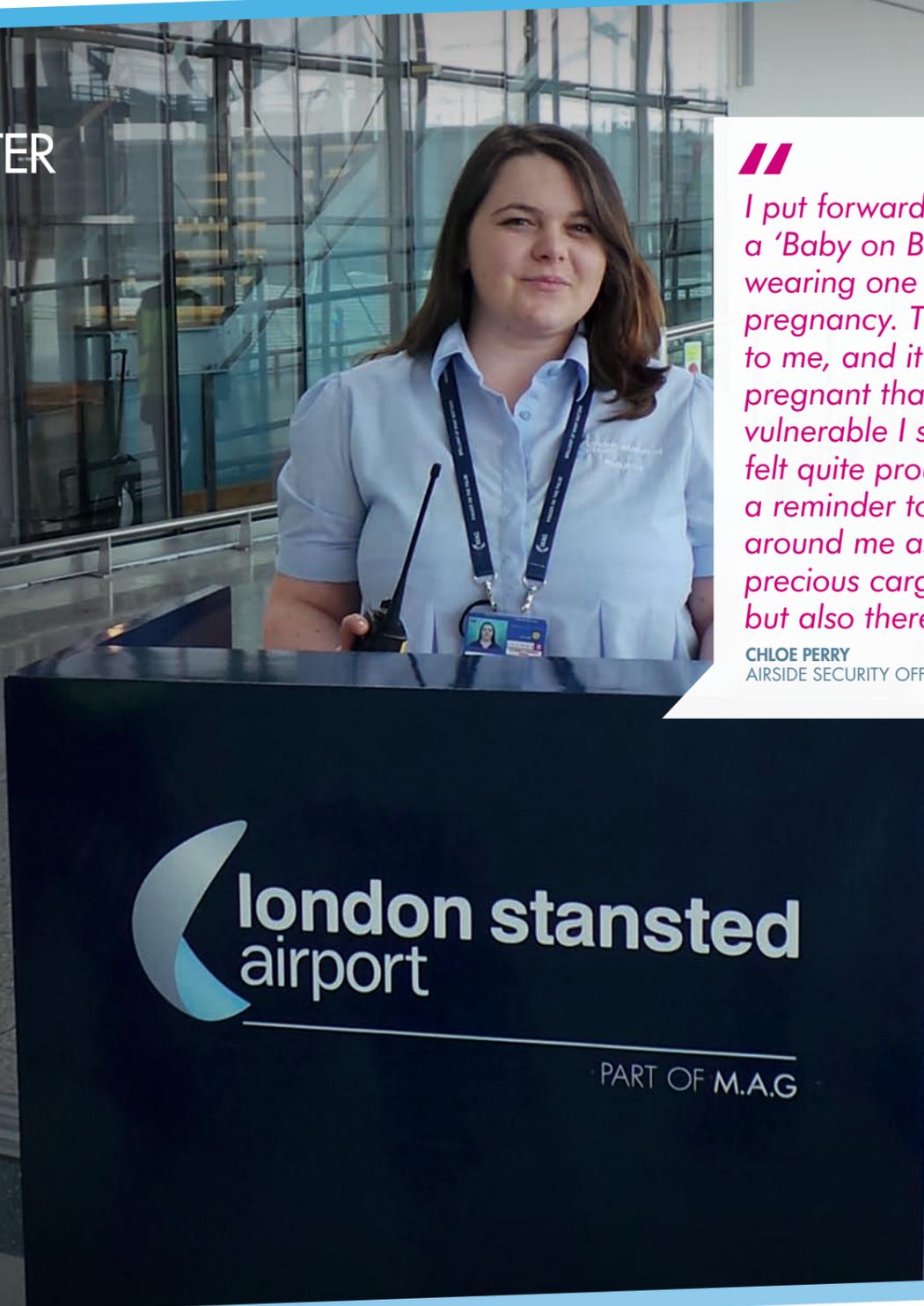
**80%**

subsidised travel card



FLAGSHIP PROJECT

# ALL IDEAS MATTER – A.I.M



*I put forward the idea of wearing a 'Baby on Board' badge after wearing one myself during my own pregnancy. The badge was given to me, and it wasn't until I was pregnant that I realised how vulnerable I suddenly felt. I also felt quite proud wearing it, it was a reminder to others to take care around me as I was carrying very precious cargo. A little bit of fun, but also there doing a job.*

**CHLOE PERRY**  
AIRSIDE SECURITY OFFICER



**london stansted**  
airport  
PART OF M.A.G

We know our people have a unique insight into the business, and we value their input and ideas. Through A.I.M – All Ideas Matter – all staff are encouraged to submit an idea which they believe will improve our business, customer experience or health & safety. All submissions are considered by our panel and the best ideas are nominated for a VIP award. This is our way of saying 'thank you'. To date, over 1000 submissions have been received, 26% of which have been implemented!

Back in 2016, Chloe Perry, Airside Security Office at Stansted Airport, put forward a safety improvement idea through A.I.M – for pregnant colleagues to wear a 'Baby on Board' badge to allow for extra consideration. The idea was adopted and rolled out, and as a result the 'Baby on Boarding Pass' scheme was born, and then grew into something much more: the 'Vision Zero – New & Expectant Mothers Manager's Toolkit'.

After the birth of baby Jasmine, Chloe has now returned to work in Airside Security (STN) and is thrilled to see the new scheme adopted following her original idea:

*"I put forward the idea of wearing a 'Baby on Board' badge after wearing one myself during my own pregnancy. The badge was given to me, and it wasn't until I was pregnant that I realised how vulnerable I suddenly felt. I also felt quite proud wearing it, it was a reminder to others to take care around me as I was carrying very precious cargo. A little bit of fun, but also there doing a job."*

We've had really positive feedback from managers across the business who find the toolkit and guidance helpful, and it is all the more rewarding, knowing that by building on colleagues input successfully, we can come up with new and better ways of working.

1,000+  
submissions  
to A.I.M



## Our ambition

We want to continue to build an inclusive environment where colleagues feel safe, valued, and proud to be part of the business. Achieving gender equality is very important to us, and we will continue to work hard in this area until the gender pay gap is eliminated, and true parity is achieved. In addition, we are looking at further ways we can accommodate colleagues with different needs and personal commitments, such as term-time only contracts.



## KEY PERFORMANCE INDICATORS

- \* This includes the reuse, 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



### OUR BUSINESS

Key Performance Indicator	Indicator	2015/16	2016/17	2017/18	Change	Performance
Our aim is to support 550 local people into work per year	Number of people placed into employment within the airport site	791	705	556	-21.1%	⬇️
Generate £2 million worth of new contacts for local business	Value of contracts generated for local business (£) per annum	£1m	£4.7m	£9.3m	+97.9%	⬆️



### OUR COMMUNITY

Key Performance Indicator	Indicator	2015/16	2016/17	2017/18	Change	Performance
Encourage and support our people to participate in voluntary work	Employee Volunteer Hours	3,445	4,478	4,832	+7.9%	⬆️
Increase colleague volunteering from 2% to 30% by 2019	Percentage of employees who volunteered (%)	15.9%	13.6%	16.5%	+2.9%	⬆️
Invest in our local communities	Total community investment through Stansted Airport Community Trust	£80,793	£88,699	£97,313	+9.7%	⬆️



### OUR ENVIRONMENT

Key Performance Indicator	Indicator	2015/16	2016/17	2017/18	Change	Performance
Reduce climate change emissions	Total net CO <sub>2</sub> emissions (tonnes)	3,044	0	0	0.0%	⬆️
	Carbon emission per traffic unit	1.0	0.75	0.65	-13.3%	⬆️
Reduce our absolute energy demand by a further 5% in the next 5 years	Total Energy Consumption (MWh)	53,118	51,848	57,998	+11.9%	⬇️
Maintain at least 50% mode share to public transport to the end of 2019	% of passengers using public transport (data collected in annual years 2015, 2016 and 2017)	51%	51.9%	50.8%	-1.1%	⬇️
Grow rail mode share from 22% to 25% by the end of 2019	% of passengers using rail transport (data collected in annual years 2015, 2016 and 2017)	26%	28.5%	30.2%	+1.7%	⬆️
Limit and reduce the number of people significantly affected by aircraft noise	% of departures within preferred noise routes	99.3%	99.3%	99.6%	+0.3%	⬆️
	% flights using continuous descent approach	94.2%	93.6%	94.1%	+0.5%	⬆️
	Number of complaints per 1,000 air traffic movements	5.1	34.4**	48.3	+40.4%	⬇️
Send no waste to landfill after 2018	% waste recycled/recovered	98.8%	99.4**	100%	+0.6%	⬆️
Ensure we protect the natural environment by operating responsibly within environmental limits	Samples within water discharge consent limits (%)	90.0%	76.9%	84.0%	+7.1%	⬆️
	Samples within effluent discharge consent limits (%)	100%	88.6%	98.0%	+9.4%	⬆️



### OUR COLLEAGUES

Key Performance Indicator	Indicator	2015/16	2016/17	2017/18	Change	Performance
Employ a certified and systematic management of health and safety	RIDDOR reportable accidents***	1	0	1	+100%	⬇️

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 in 2017 were used with historic emissions recalculated where required. You can find information about our carbon offsets [here](#).

**NOTE:** Data has been externally assured as part of the production of the MAG CSR Report 2017/18

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