



# WELCOME

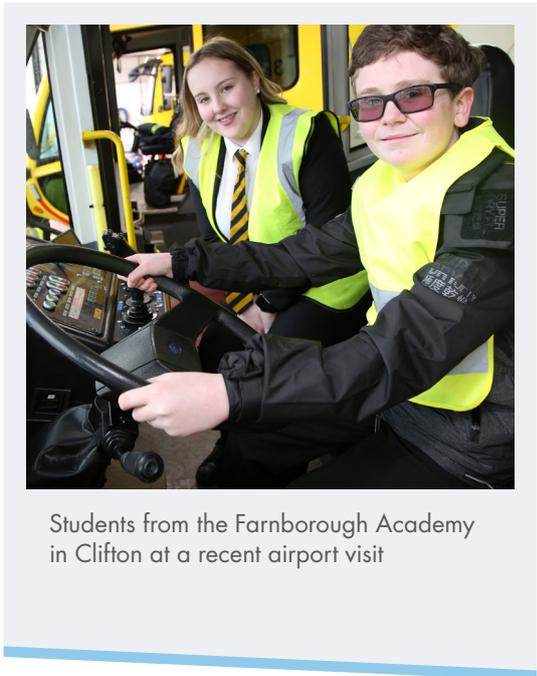
Welcome to the 2018 Corporate Responsibility report, my first as Managing Director here at East Midlands Airport. I'm really pleased to be able to share with you our performance in what has been a strong year for the airport.

I'm proud to have inherited an excellent track record of corporate responsibility and, as you will see from this year's report, my team continue to make sure that our operations are as sustainable as possible, and that we embrace our role as a major employer and key pillar of the local community.

It is vital that the airport continues to grow to meet the needs of our thriving region, connecting more people and products with worldwide destinations. However, I am clear that any growth must be sustainable, and we must consider the environment and our local communities every step of the way.

I'm passionate about inspiring our next generations and am very proud of the work we do in our Aerozone and schools partnership programmes. I'm looking forward to mentoring one of our Farnborough Academy students this year.

I hope you agree that the information in this report shows how seriously we take our role as a sustainable airport operator, and how much we value being a part of the East Midlands community.



Students from the Farnborough Academy in Clifton at a recent airport visit



*Karen Smart*  
**KAREN SMART**  
MANAGING DIRECTOR  
EAST MIDLANDS AIRPORT



### 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

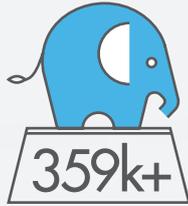
Working in the spirit of partnership, we will maximise our social and economic contribution in the regions we serve.



## OUR BUSINESS



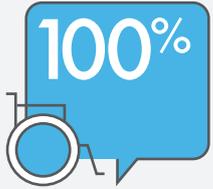
Our **direct economic contribution** to the regional economy, up 15% on last year



**Tonnes of cargo handled** last year, up 10%. That's around 90,000 elephants!



**People are employed across our site**, up 11% since the last survey two years ago



**Compliance achieved against our service level agreement** for passengers with reduced mobility. Awarded a 'good' rating by the CAA



Local unemployed people to **gain a qualification in customer service** – this is 5% above target



**Airport Academy graduates went on to secure work** at or near the Airport – 9% above target



Our 'Big Job Fair' in January **attracted over 2,000 local job seekers**, with hundreds of vacancies on offer across the airport



## OUR COMMUNITY



**1,014 hours volunteered** by 130 colleagues (26%), supporting local community initiatives



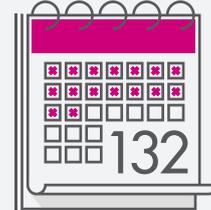
**of grants awarded** from the airport Community Fund, supporting 75 great projects.



**invested from our Community Sponsorship Fund**, enabling a further 68 local community events and initiatives



**young people were supported** by the airport's education programme last year



**days of work experience delivered** at the airport for 47 young people, aged 15-19



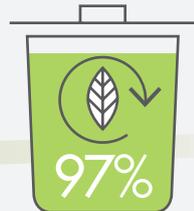
**adults also carried out work experience** in a customer facing role as part of the Airport Academy programme



## OUR ENVIRONMENT



**Departing aircraft flew within our Noise Preferential Routes (NPR)**



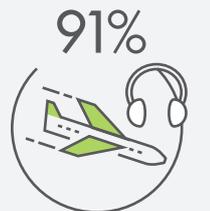
of all waste at the airport was **recycled or recovered**



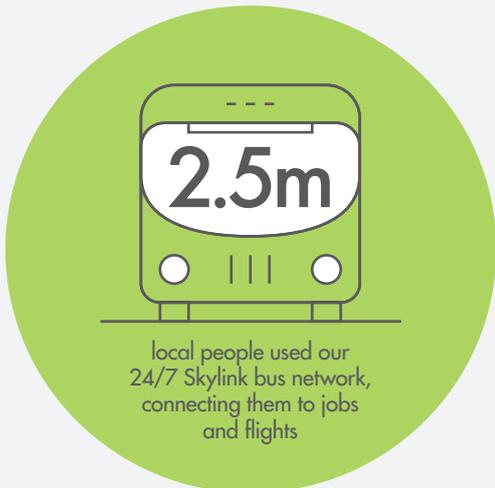
**growth in air traffic movements at the airport, despite 3% growth in passengers and 10% growth in cargo**



**Our noise footprints remained stable at 9km<sup>2</sup> (57dBLAEQ 16hr peak summer) and 11km<sup>2</sup> (55 dBL night annual noise contour)**



**91% of arriving aircraft complied with the Continuous Descent Approach procedure (CDA)**



of **promotions to leadership roles** from internally developed colleagues



is the **hourly gender pay gap** at our airport, well below the national average of 18.4%



## OUR COLLEAGUES