



WORKING TOGETHER FOR A BRIGHTER FUTURE

London Stansted Airport
Corporate Social Responsibility Report
2018/19

MAG

WELCOME TO OUR CSR REPORT

from the Divisional CEO

We are guided by the belief that when a business prospers, the regions and communities in which it operates prosper too. Sharing the benefits of our business with the local community has always been important to us, and this year we have continued to support local people into meaningful employment.

In the last 12 months our holistic employment hub, the Employment & Skills Academy, has trained 239 people and placed 964 people into employment on-site. Meanwhile, our pioneering education centre, the Aerozone, welcomed its 15,000th visitor back in June, and in September '18 our hotly anticipated Stansted Airport College welcomed its first students. The College forms part of our long-term commitment to supporting education, employment and training in our local area, and investing in the skills we need to continue to grow as a business.

We know that to grow sustainably, we must undertake our operations within environmental limits and minimising our impact therefore continues to be an area of priority. It is encouraging that, despite the recent growth in passenger numbers, our environmental footprint continues to decrease, 100% of our waste is diverted from landfill, our airport retained its carbon neutral status for the second year running, we continue to reduce the number of people overflown by aircraft, and we once again saw zero breaches of air quality limits.

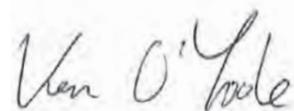
I am proud also to say too, that our own people are showing their personal commitment to our CSR agenda, with a record 360 of our employees supporting local community projects, giving over 7,000 hours of their time – a remarkable 49% increase on last year.

We also made valuable contributions through our community funds, supporting 204 local groups and providing a total of £256,672 in donations.

As we look to the year ahead, we are more determined than ever to ensure that the benefits of our success are shared with our neighbours, and with all those whose lives and businesses are connected to us.

We are always looking for ways to improve our approach to our CSR strategy and I would be interested to hear your views – please get in touch any time at:

stn_communityrelations@stanstedairport.com.



KEN O'TOOLE

DIVISIONAL CEO, LONDON STANSTED AIRPORT

“Over the past year, London Stansted Airport has continued to thrive and grow, with record numbers of passengers passing through our terminal. The presence, size and nature of our business makes us a significant part of our local communities, and we take this responsibility extremely seriously. I am very proud that as we evolve, our approach to CSR and our communities remains at the very heart of everything we do.”

13,391

YOUNG PEOPLE'S
EDUCATION DIRECTLY
SUPPORTED



OUR APPROACH TO CSR

We are focused on maximising the benefits of our growth with local communities, whilst minimising our impact on the environment.

Five years ago we aligned our strategy for responsible business with our plans to grow and we recognised then, as we do now, that this requires a sustainable and community-focused approach.

Last year, in order to reflect the changing needs of the airport community, we decided the time was right to assess and refresh our approach to corporate responsibility. Our CSR report this year focuses on the final year of our existing CSR strategy and looks at the difference this work has made to the people and places we serve. It also sets out the pillars which will frame our strategy for the years to come, and later this year we will publish the detailed commitments, initiatives and plans that make up our new strategy.

With sustainability now firmly embedded in every area of our business, we are committed to minimising our impact on the environment; supporting the development and wellbeing of our thousands of employees; and sharing the benefits of our business with our local community.

We are proud to have made excellent progress in achieving the goals set out in our 2015 CSR Strategy.

PERFORMANCE OVERVIEW

CARBON NEUTRAL

ACHIEVED LEVEL 3+ ACCREDITATION FOR CARBON NEUTRALITY IN 2017

ISO14001

STANSTED IS ACCREDITED TO THIS GLOBAL ENVIRONMENTAL STANDARD

£25 million

WORTH OF BUSINESS SINCE 2011 THROUGH MEET THE BUYERS EVENTS

3,497

LOCAL PEOPLE SUPPORTED INTO WORK SINCE 2014/15

ACHIEVED 3,497

GOAL 2,750

19.0%

COLLEAGUE VOLUNTEERING

ACHIEVED 19%

GOAL¹ 30%

100%

WASTE DIVERTED FROM LANDFILL

ACHIEVED 100%

GOAL 100%

50.3%

MODE SHARE TO PUBLIC TRANSPORT TO THE END OF 2019

ACHIEVED 50.3%

GOAL 50.0%

¹ This goal runs until 2020

Helping to Meet the UN's Sustainable Development Goals

The United Nations' Sustainable Development Goals (SDGs) are a collection of 17 goals and 169 underlying targets to achieve a better and more sustainable future for all by 2030.

Together, they address the challenges we face as a global society, including those related to poverty, inequality, climate, environmental degradation, prosperity, and peace and justice.

Our new strategy, as well as our social and environmental targets, are now directly aligned with the SDGs, with four areas of particular relevance for us: decent work and economic growth, reduced inequalities, sustainable cities and communities, and climate action.

UN SDG	Explanation	Relevant UN targets	Opportunity for Stansted Airport to contribute
8 DECENT WORK AND ECONOMIC GROWTH 	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	8.1 Sustain per capita economic growth.	With over 12,000 people working in businesses across Stansted Airport, we can foster economic growth and productivity and support the creation of good jobs and quality employment, locally and regionally.
		8.3 Promote development-oriented policies, job creation, entrepreneurship, growth of micro, small and medium sized enterprises.	
		8.5 Achieve full and productive employment and decent work for all women and men, including young people, and people with disabilities.	
10 REDUCED INEQUALITIES 	Reduce inequality within and among countries.	10.1 By 2030, progressively achieve and sustain income growth of the bottom 40% of the population at a rate higher than the national average.	As a major business in the region in which we operate, our airport has the opportunity to help to reduce inequalities in our communities. We can do this by supporting people into work and investing in areas of deprivation. As a major employer, we can also reduce workplace inequalities by ensuring we are an inclusive and diverse place to work.
		10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	
11 SUSTAINABLE CITIES AND COMMUNITIES 	Make cities and human settlements inclusive, safe, resilient and sustainable.	11.2 By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all.	We can work with the communities around our airport to be a positive force. Our business generates jobs, infrastructure, income, partnerships and investments and contributes to the sustainable development of the local area.
13 CLIMATE ACTION 	Take urgent action to combat climate change and its impacts.	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters.	Our airport has a proven track record, reducing emissions from our operations and achieving carbon neutrality. We can go further, reducing remaining emissions, improving the climate resilience and climate preparedness of our operations and cultivating collaborative approaches to reduce the impacts of the wider aviation industry.
		13.3 Improve education, awareness-raising and human and institutional capacity of climate change mitigation, adaptation, impact reduction and early warning.	

OUR CSR STRATEGY: WORKING TOGETHER FOR A BRIGHTER FUTURE

London Stansted Airport provides the opportunity to travel, employs thousands of people and provides an important contribution to the regional and national economies. We want everyone to share the benefits of our growth.

Our commitment is to:

- Create opportunities for work and break down barriers to that work for everyone in our community;
- Reduce our impact on the environment and make our airport the most sustainable in the UK;
- Play an active role in our local community, working with them to understand their needs and help to build fulfilling, active places to live and work.



Our materiality review helped us identify the issues which are most important to our stakeholders and to arrive at our future approach to CSR: 'working together for a brighter future.'

We are currently finalising exciting and wide-ranging programmes which will be set out within the three pillars of our new CSR Strategy, introduced below.

WORKING TOGETHER FOR A BRIGHTER FUTURE

We want people to share the benefits of our growth, locally and regionally.

Our airport provides the opportunity to travel, employs thousands of people, and makes an important economic contribution regionally and nationally.

We will ensure that both our customers and the communities and region around our airport benefits from this growth, in a way that means nobody gets left behind.

We will create quality opportunities for work and break down barriers for everyone in our community.

By listening and responding to local voices, and reducing all waste and carbon emissions, we will build a sustainable, successful and inclusive business of which we can all be proud.

ZERO CARBON AIRPORT

Building on our platform of carbon neutrality, we are committed to cutting any remaining reliance on fossil fuels, whilst working alongside our partners to reduce the waste and emissions of activities related to our operation. Our influence extends beyond our own business, and we commit to working in partnership with the wider aviation industry to build a more sustainable future of transport.



OPPORTUNITY FOR ALL

We commit to creating quality employment. We believe in providing opportunity for all, in a safe, inclusive and diverse environment where colleagues are able to fulfil their potential and better meet the needs of our customers. Our influence extends beyond our own business, and we commit to working with all of our partners on our airport sites to ensure high standards are upheld by all.



LOCAL VOICES

We are dedicated to addressing the local issues which matter most to the people living near us. We commit to engaging local voices, addressing noise and other local priorities, and providing opportunities for local people and business. We will build trust with our communities and aim to improve their quality of life.



ZERO CARBON AIRPORT



OUR APPROACH

The nature and scale of our business make it particularly important that we protect the natural environment and minimise our impact on local communities.

We recognise that climate change is an important global challenge, and we are proud that our airport operations have been carbon neutral since 2017.

We are dedicated to cutting our airport's remaining direct reliance on fossil fuels to do our part in ensuring the UK meets its Net Zero goals. We also know that protecting the environment means more than reducing the levels of CO₂ in the atmosphere, and we are committed to minimising the impact of waste, noise and air pollution from our operations.

CASE STUDY: FIRST EVER BIODIVERSITY WEEK

"The aim of Biodiversity Week is to highlight all the good work the business is doing to maintain and improve biodiversity across the airport site. We hope to get staff engaged in our work and, following the huge uptake of free cups last year, we wanted to be even more ambitious with our tree giveaway. At London Stansted Airport we have also made a commitment of zero net loss to biodiversity. Initiatives such as this help ensure we not only achieve this, but that the airport grows in a sustainable way."

MARTIN CHURLEY
ENVIRONMENT MANAGER

In March, we planted more than 3,000 silver birch saplings to celebrate our first ever Biodiversity Week and to highlight some of our year-round environmental work.

The initiative follows on from 2018's successful Recycling Week, where over 2,500 reusable cups were given to staff, and aims to inform the thousands of colleagues across Stansted of the Environment Team's efforts, from the creation of natural habitat areas to recycling drives and environment protection.

Across the airport, we potted over 3,000 saplings and gave every member of staff the opportunity to take a tree home or plant it on-site. We also extended this offer to every school and parish within a 10-mile radius. All senior members of staff planted a tree, and over 70 schools got involved. Our largest donation – 600 saplings – went to a local farm near Broxton, who used the trees to transform a neglected meadow into a forest!

Inspired by this huge success, we are looking to give away 250 trees every year to anyone who missed out on this occasion.



STANSTED REUSABLE CUPS

Zero
NET LOSS TO BIODIVERSITY

BIODIVERSITY WEEK TREES PLANTING STANSTED AIRPORT



120+
VOLUNTEER HOURS DONATED DURING BIODIVERSITY WEEK

3,000+
TREES HANDED OUT

52%
OF TREES HAVE ENDED UP WITHIN 10KM OF THE AIRPORT, THE FURTHEST AWAY BEING PLANTED 263 MILES AWAY FROM STANSTED

ZERO CARBON AIRPORTS CONTINUED

ENVIRONMENTAL MANAGEMENT

We are proud that in 2017 our airport operations received Level 3+ Airport Carbon Accreditation, awarded by the Airports Council International. This means that our airport has reduced all emissions under its direct control – a significant achievement!

In the past year, we have focused on further reducing and reviewing our energy and fuel use, cutting waste and implementing smarter technologies where possible. For example, this year we have replaced 5450 airfield light fittings with energy efficient LED technology, resulting in an energy saving of 423,808 kWh annually – the same amount of electricity used by 136 homes¹. To compensate for the small amount of remaining and unavoidable emissions, we invested in verified carbon offsets. Our focus is now on entirely eliminating our remaining reliance on fossil fuels. This will enable us to operate a zero carbon airport without the need for offsets.

Our airport is accredited to the international environmental management standard ISO 14001, helping us, and our business partners, to deliver continual environmental operational improvements. We are also the first UK airport to achieve the energy management standard ISO 50001.



NOISE ABATEMENT

We know that aircraft noise can be disruptive for those living closest to our airport. We have a long-term aim and commitment to manage, and where possible reduce, the effects of aircraft noise on our local communities. Our track record in reducing our noise footprint, while growing as a business, continues to reflect best practice.

Last year, following decades of hard work and collaboration with our airline partners, we saw a record high for compliance on departure track keeping, with 99.6% of aircraft complying with noise-preferential departure routes. These routes help move aircraft away from built-up areas and, combined with the investment of our airline partners in next-generation quieter aircraft, continue to reduce the number of people affected by aircraft noise.

Our Noise Action Plan has stretching targets to reduce the impact of noise on communities living around Stansted. Planned measures range from further restricting the use of the noisiest aircraft at night to offering a sound insulation grant scheme. As part of a scheduled revision and update, and following a consultation with local stakeholders during 2018, we have redrafted our plan to build on existing progress. This was submitted and adopted by the Government in early 2019.

AIR QUALITY

The quality of air in and around our airport is hugely important, and we are committed to working hard with aviation partners and the wider industry to protect it. Despite the increase in passenger and flight numbers, we are pleased once again to have seen zero breaches of air quality limits.

We know that journeys to and from the airport by car and taxi have a significant



impact on local air quality. To address the amount of harmful exhaust fumes in and around the site, we encourage people to switch to low-emission alternatives wherever possible. We incentivise the use of public transport for passengers and staff and are working with our transport partners to improve sustainable access to our airport.

We are proud that Stansted Airport is the UK's leading major airport for public transport use, with over 50% of passengers travelling 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 (37%) also use public transport, and all benefit from an 80% discount on travel, thanks to our airport travel card.

WASTE

We are committed to improving recycling rates, eradicating waste and promoting a more circular economy. In line with this, we have a long-term commitment to send no waste to landfill, which we achieved this year for the second year in a row.

We know plastics are an important environmental issue and we are committed to eliminating single-use plastics across our airport's terminals and lounges. Over the past year, we have installed 3 refillable water stations across the terminal, banned plastic straws from our lounges and staff areas, and handed out over 2,500 reusable coffee cups to colleagues to discourage the use of non-recyclable cups. Our passengers can also refill their water bottles at any of our 26 restaurants and bars. We will continue this work in the coming year, with a focus on better signposting of our water stations throughout the airport, and making sure passengers are aware that they can bring their own water bottles through security and refill them airside.



CASE STUDY: STANSTED'S AWARD-WINNING FOOD BANK PROJECT

"We really do value our partnership with Stansted Airport as it helps us to provide a wider range of non-perishable food, soft drinks and toiletries to local people in crisis in Harlow and the surrounding area. With Harlow Foodbank referrals dramatically increasing this year, these additional sources of items will greatly help us maintain our support for the most disadvantaged people in our community"

GARY KNOTT
CO-FOUNDER & DIRECTOR OF COMMUNITY SERVICES,
THE MICHAEL ROBERTS CHARITABLE TRUST

We are very proud that Stansted has now received international as well as national recognition for its highly successful food recycling scheme.

In November 2018 we received a gold award at the Green Apple Awards for Environmental Best Practice, and in July this year we were awarded silver in the International CSR Excellence Awards.

The scheme, which began as a trial in 2017, recycles non-perishable food, drink and toiletries which have been surrendered by passengers due to hand luggage security restrictions. We give these items to local food banks across Uttlesford, Essex and East Hertfordshire. The initiative has contributed to supporting more than 3,000 local families to date and has diverted 20 tonnes of waste from landfill. It has also involved a £30,000 investment in recycling equipment by Stansted airport and is run entirely by airport staff, who volunteer their time to sort and transport donations.

This year, we are pleased to have expanded the range of articles donated to include non-food items such as unclaimed prams, buggies and toys left at the aeroplane gates. As well as doing a great job of supporting local families, the scheme helps our staff to stay connected with the communities around our airport.

As a result of this Green Apple Award success, Stansted Airport has been invited to have its winning paper published in The Green Book, an international work of reference on environmental best practice, so others around the world can follow our example. Our Environment Manager, Martin Churley, has also been nominated as a Global Environmental Ambassador.



¹ Ofgem Typical Domestic Consumption Values 2017, Electricity: Profile Class 1, Medium TDCV

OPPORTUNITY FOR ALL

OUR APPROACH

Stansted Airport is a catalyst for economic growth in the East of England and we are committed to fulfilling this potential and growing our business in the most sustainable and responsible way possible.

We want people around us to enjoy the benefit of living near to an airport, and part of that means supporting job creation and prosperity in our local area.

We have a long-term commitment to supporting education, employment and training in our local communities in order to promote the skills our business needs to continue to grow. We know that we are only as strong as the people who work with us and we value our colleagues highly, knowing that, whatever the business, there is no substitute for an engaged and diverse workforce.

“The development of Stansted’s own Airport College means that Britain now has a pioneering new way to train for the many STEM-related professions that aviation provides. I know that parliamentarians are keen to look closely at this collaboration between Harlow College and the airport and we were impressed to meet some of the first cohort of 293 students.”

GRANT SHAPPS
MP FOR WELWYN HATFIELD AND TRANSPORT SECRETARY

STANSTED AIRPORT COLLEGE OPENED, THE FIRST ON-SITE FURTHER EDUCATION COLLEGE AT ANY UK AIRPORT

964
PEOPLE PLACED INTO EMPLOYMENT ONSITE

STUDENTS AT STANSTED AIRPORT COLLEGE

239
PEOPLE TRAINED AT OUR AIRPORT ACADEMY

3,957
YOUNG PEOPLE EDUCATED IN OUR AEROZONE



OPPORTUNITY FOR ALL
CONTINUED



EMPLOYMENT & SKILLS

We are the largest single-site employer in the East of England, providing over 12,000 jobs across 200 companies.

We want to build a future pipeline of talent to ensure that all local people – regardless of age, experience or skillset – have access to employment opportunities at our airport. Through our outreach and employment events, we seek to help people of all ages and levels pursue a career that is right for them.

The Stansted Employment & Skills Academy is an employment hub for the airport and our business partners. A one-stop shop for anyone interested in on-site vacancies, it provides tailored aviation training programmes and apprenticeship schemes to enable job-seekers to gain relevant skills and secure employment at the airport.

Last year, we made the decision to in-source and relaunch the Academy, with key priorities to increase the quality and quantity of training on offer, and

to efficiently promote our employment opportunities. The Academy is now under the direct management of Manchester Airports Group (who own and operate London Stansted Airport, Manchester Airport and East Midlands Airport) and runs in partnership with Harlow College. It works with over 200 on-site companies and fulfils all three airports' training and recruitment needs.

We are very proud that the in-sourced Academy's first year has been a roaring success, with the upgrade in services leading to significant increases across every category. We have seen a 77% increase in the number of people trained through the Academy, a 145% increase in those trained subsequently being placed into employment, and a 73% increase in people placed into employment on-site.

We are particularly pleased this year to have launched the first-of-its-kind Aviation Services Course. This five-day programme, free for the unemployed or those earning less than £16,000 a year, offers a unique opportunity to get onto



ATTENDEES AT STANSTED AIRPORT JOB FAIR HARLOW

the aviation industry employment ladder. Students learn the basics and the terminology needed to succeed at the airport, boosting their confidence when applying for a role. They also have access to the full list of current vacancies and receive unique support in applying for roles following the programme, including CV and mock interview workshops. Of the 215 people trained this year on the Aviation Services Course, we are very proud that over 100 of them have already moved into employment with us.



"Looking back on the Aviation Customer Service Course, I had an amazing experience and this helped me put a foot through the door to amazing opportunities to come."

HOMER
ACADEMY STUDENT 2018

Running alongside our Academy, we regularly hold career events to show the region's jobseekers the huge range of jobs and free training programmes available at our airport. We have held a number of successful events this year and have attracted over 2,000 people to our Job Fairs.

The success of our Academy and Job Fairs can be seen in the 24% increase in the number of job referrals made this year compared to last. We are particularly pleased to have seen an increase in referrals from North London,

including Wood Green, Finsbury Park, and Haringey, and we will continue our outreach work this coming year.

"It has been great seeing the Council's Civic Centre bustling with so many Harlow residents, taking advantage of the job and career opportunities on offer from the range of companies that are part of Stansted Airport. Having a major international airport within easy reach of Harlow provides hundreds of different career opportunities for local people."

COUNCILLOR MAGGIE HULCOOP
CHAIR OF HARLOW COUNCIL

CASE STUDY: STANSTED AIRPORT COLLEGE LAUNCH



"The aviation industry is much more than planes and airports, it is built on skills, enterprise and innovation. The opportunities and jobs created stretch across the whole of the UK and education must remain at the forefront of our plans for such a crucial industry. London Stansted and Harlow College's partnership shows how the public and private sectors can collaborate, improving skills and training for young people to help deliver a pipeline of talent that will boost the workforce for decades to come."

PAUL MAYNARD MP
AVIATION MINISTER

In September, the eagerly awaited Stansted Airport College welcomed its first students. A joint venture with Harlow College, the £11 million technical skills facility provides on-site training opportunities for young people living near the airport. It is the first purpose-built, on-site college at any UK airport and the only further education centre in Uttlesford.

Constructed on a one-acre site of land made available by the airport, the project received two separate £3.5 million grants from the South East Local Enterprise Partnership (SELEP) Local Growth Fund and Essex County Council, £600,000 from Harlow College, and a £300,000 grant from Uttlesford District Council.

The new college provides an opportunity for around 500 young people each year to immerse themselves in learning and equip themselves with exactly the skills that employers across the airport need, ensuring that young people in our local area have access to the training needed to begin a career with us.

Courses on offer are specifically chosen to bridge the national skills gap in STEM subjects and are aimed at specific airport roles such as aircraft and airport engineering and customer service. This partnership will create a lasting legacy for the communities surrounding the airport, that will benefit generations to come.

To ensure that studying at the college is accessible to students from a wide area, trainees have access to a generous travel card scheme, which is currently available to all Stansted Airport staff, offering discounts of up to 80% on bus, coach and rail travel.

OPPORTUNITY FOR ALL CONTINUED

“It’s fantastic to see London Stansted Airport’s Aerozone give girls the chance to see first-hand the incredible range of opportunities available to them if they choose to follow a career in STEM. The aviation industry needs more girls to embrace these fantastic opportunities, which is why it’s so important for them to meet with the kind of inspiring female role models that are here today.”

NUSRAT GHANI MP
MINISTER FOR ENGINEERING

SUPPORTING EDUCATION

Our pioneering Aerozone education centre at Stansted hosts young people from schools and colleges in the region around the airport. The £500,000 purpose-built learning hub is designed to showcase the career opportunities available at the airport, to help prepare young people for the world of work, and to build their confidence in key STEM (Science, Technology, Engineering and Maths) skills. The Aerozone is a free resource for schools and colleges, with all speakers giving up their time voluntarily to tell the story of the airport’s rich history, and to show visitors the exciting range of careers available in aviation. Set up in 2015, the centre has hosted over 3,950 young people this year and proudly celebrated welcoming its 15,000th visitor back in June!

To mark the International Day of Women and Girls in Science in February, we hosted an interactive event to inspire more local young women to consider a future in aviation. Over 50 girls in years 7 to 10 from Forest Hall School in Stansted Mountfitchet met 15 women working in STEM-related roles at the airport, giving them a unique opportunity to meet with



PRIMARY SCHOOL STUDENTS VISIT THE AEROZONE

female engineers, pilots, and other staff at the Aerozone.

In addition to our flagship Aerozone education centre, we also have well-established partnerships with schools and colleges in our local area. We work closely with Forest Hall School, Stewards Academy, Harlow College and Stansted Airport College, supporting a range of initiatives including careers events, mock interviews, mentoring and work experience placements. This year, 13,391 young people were directly supported by the airport’s education support programmes.

OUR COLLEAGUES

Our people are our greatest asset, bringing pride, passion and energy to the airport. We know that valuing our colleagues and treating them respectfully, fairly and equally is critical to our success. We maintain a long-term commitment to diversity and inclusion and seek to build an inclusive culture, where everyone can do their best work.

HEALTH, SAFETY & WELLBEING

Safety is everyone’s responsibility, and we know that a collective, consistent focus on and positive culture around the management of health and safety is needed to achieve resilience in everything we do.

Last year, we launched our Airport Resilience Programme, to bring together areas of good practice across the business. We aim to develop a golden thread, enhancing levels of leadership, capability and competence in matters of health, safety and resilience across our airport. We are pleased to have seen progress in achieving visible leadership at all levels and in further improving our health and safety performance.

To help us achieve our aim of ‘zero harm’ as part of our Vision Zero Strategy, we recently launched an exciting new e-learning module to ensure all colleagues understand our commitment to this aim. Targeted at all colleagues, managers and senior leaders, the Health & Safety VZ

Essentials E-learning Module is issued via an internal IT Platform during on-boarding for new starters or when completing annual refresher training.

These new initiatives have further embedded our strategic aims and objectives for health and safety, and provided a safer environment for MAG colleagues and customers during a period of rapid growth.

13,391

YOUNG PEOPLE’S EDUCATION
DIRECTLY SUPPORTED,
A 16% INCREASE ON
LAST YEAR

CASE STUDY: RESPECT CAMPAIGN



“I found the [Respect Campaign] course very interesting and learnt a lot of new skills to help me welcome passengers to the airport. The course was a great learning curve and fun to be involved with, giving us new skills and confidence to continue dealing with the sometimes difficult situations.”

TREVOR COMPTON
ESD MARSHAL

As a responsible, sustainable employer, the mental and physical health of our colleagues is at the forefront of our minds. Our colleagues often find themselves working in challenging situations, whether due to adverse weather, flight delays, cancellations or busy periods, and we feel it is important to support them in dealing with these.

The Respect Campaign was launched by our Health & Safety Team and forms part of our wider strategy to support and encourage our colleagues and our customers to stop and think about how they are conducting themselves when things start to get tense. The campaign expresses that it’s everyone’s responsibility to communicate with each other respectfully, at all times and especially when dealing with stressful situations.

In addition to posters being on display across the whole airport site, we have provided our staff with

‘Respect’ badges to be worn on-site. All departments have also completed specialist ‘Respect’ training, with a focus on prevention of conflict by shaping our employees’ attitudes and behaviours in potentially challenging environments. We’ve had very positive feedback from employees across the business who found the training helpful, providing them with valuable communication skills for dealing with such situations both in and outside the workplace.

OPPORTUNITY FOR ALL CONTINUED

INCLUSION

We believe every colleague should be rewarded for their individual contribution, irrespective of their gender, ethnicity or sexuality. Our policies and procedures help to protect against discrimination on any grounds. As part of our commitment, we have implemented numerous initiatives across our sites which encourage a truly diverse and inclusive culture. For example, we actively promote inclusion through workshop sessions run for all operational colleagues. We offer flexible and compressed hours where possible, and we continually improve our recruitment processes to ensure a diverse pool of talent is attracted to work at the airport.

We recognise wellbeing and inclusion as intrinsically linked, and our various support networks are a fundamental resource for our colleagues. We have also invested in the training of mental health first aiders, who provide valuable support to our colleagues in all operational areas across our business.

This year, inclusive customer service has again been a focus, and we're pleased that our airport community continues to improve its experience for passengers with reduced mobility and special assistance needs. Innovations such as GPS tracking for data recording have enabled us to speed up the journey time through the airport, decrease waiting times and improve the overall experience. We are pleased that, as a result, this year the Civil

Aviation Authority has classified our accessibility ranking as 'good'.

TALENT

At Stansted, we believe jobs should enable people to fulfil their potential and pursue a career they are passionate about. We focus on progression and continuous learning, and the jobs at our airport offer the potential for professional development.

A highlight of this year was the introduction of 'Functional Skills' courses in Maths and English, designed to improve numeracy and literacy as well as build confidence

and motivation. Although the courses are open to anyone, they are particularly aimed at current airport employees, who do not have access to the free learning opportunities reserved for active jobseekers. Learners follow an individual and flexible programme at our dedicated Employment & Skills Academy, typically attending once every two weeks for a 12-week period. Participants can progress through the levels; reaching Level 2 gives a qualification equivalent to a GCSE A*-C grade. The new programme builds on the Academy's suite of existing training courses aimed at upskilling current airport employees.

"It is great news that Stansted Airport will be offering free training courses for their employees with the support of the brilliant Harlow College. Lifelong learning is essential for social justice and employers have an important role to play in delivering this. Reskilling and upskilling staff will ensure that individuals from all backgrounds can get themselves back on the education ladder of opportunity, investing in themselves to achieve security and prosperity for their futures. I'm proud that Stansted Airport, with Harlow College, are leading the way on this and hope that other employers will follow suit."

ROBERT HALFON
MP FOR HARLOW



SILVER
ARMED FORCES COVENANT EMPLOYER RECOGNITION SCHEME

STAFF SERGEANT LISA ROKOYADRE WITH ANITA HARRISON STANSTED'S LANDSIDE OPERATIONS DIRECTOR

CASE STUDY: MOD ARMED FORCES COVENANT



"The opportunities for serving military personnel to engage with commercial organisations such as London Stansted are rare but very significant. I was fortunate enough to be considered for this placement to represent the armed forces and my Unit 13 Air Assault Support Regiment, RLC. The experience was a breath of fresh air and provided 'a look at life' within the civilian sector as ultimately, at the end of my military career, I hope to make a smooth transition to civilian employment."

STAFF SERGEANT LISA ROKOYADRE

In 2017, Stansted Airport became the first airport in England to pledge support to the Armed Forces community and its families by signing up to the UK Armed Forces Covenant.

Last year, we were awarded the prestigious Armed Forces Employer Recognition Scheme Silver Award to reflect our dedication to supporting serving and ex-military personnel and reservists.

The initiative, launched in conjunction with Colchester Barracks and the first of its kind at any UK airport, provides serving personnel with civilian work experience at the airport and supports retired military personnel in their transition to civilian life. It also enables airport operational teams to benefit from the army's considerable skills and expertise in key areas, such as project management and working in high pressure environments.



LOCAL VOICES

OUR APPROACH

We pride ourselves on being considerate members of the local community. We work hard to support the areas closest to the airport as we strive to make them more vibrant places to live and work.

We believe in open and honest communication, and we aim to build long-lasting collaborative relationships with local people by understanding their concerns.

We support the local causes that matter most, and we encourage our colleagues to volunteer their time and efforts to projects they care about.

ENGAGING WITH OUR LOCAL COMMUNITIES

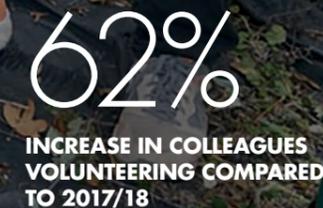
Transparent dialogue is an integral part of our approach.

It is very important to us that the communities living around the airport are aware of our activities, feel comfortable using their voices to shape our work and trust us to listen and act on their feedback.

We do our best to ensure local communities have a platform to express their views and we arrange regular outreach sessions in the areas surrounding the airport. This year, our team has held 14 outreach meetings in local villages and towns. Each one has helped us to understand what impacts residents and to directly inform them about what we do. Thank you to all those who attended!

“The contribution that the staff from Stansted Airport have made through their volunteering days has done so much to help the Uttlesford Community and the Voluntary Sector as a whole. I believe that the Stansted volunteering scheme is an example many other local businesses could follow. A big thank you to everyone involved.”

CLIVE EMMETT
CHIEF OFFICER OF COUNCIL FOR VOLUNTARY SERVICE UTTLESFORD



STAFF VOLUNTEERING EASTON LODGE GARDENS

LOCAL VOICES CONTINUED

COMMUNITY PROJECTS

We have longstanding commitments to supporting charities, groups and projects that make a difference in our local area, and we are delighted to play an ever-increasing role in these through our community funding. This year, through a variety of funds at our airport, we contributed £256,672 in funding to 204 local groups. We are pleased to have seen an 83% increase in donations, and a 104% increase in the number of projects funded compared to last year.

In September, Arkesden Preschool (a charity-run community preschool in Clavering) was awarded £3,000 towards the extension of its outside space. The grant allowed them to renovate an area of garden that was previously unusable, add a climbing wall and lay artificial turf to provide a soft area for children to learn and play in all year round.

We were proud to once again work with CLIC Sargent. CLIC fights for children who have cancer, supporting them

through the toughest times in their young lives. Their specialist care teams provide practical, emotional and financial support for children, young people and their families from diagnosis to life after treatment, and in some cases bereavement. In 2018, we raised over £20,000 to help with the charity's amazing work, bringing our total to over £98,000 since the beginning of this partnership in December 2015.

Our employees have been fundamental to our success, with departments and individuals envisioning active and imaginative ways to raise money. Earlier this year, a team of 14 colleagues from across the airport took on the Cotswold Way Ultra Challenge in aid of CLIC Sargent. Starting in front of Bath's famous Royal Crescent, the team took on the challenge of walking either 25km, 50km or 100km across the weekend. The walkers were cheered over their respective finish lines by colleagues, friends and family, with those completing the full 100km walking through the night

to finish in Cheltenham on Sunday. In total, the team raised a huge £7,000 for CLIC Sargent!



CASE STUDY: A RECORD YEAR OF VOLUNTEERING AT STANSTED AIRPORT

We encourage all our colleagues to demonstrate our values by contributing to local community projects. Our employees have a wide variety of skills and experience, from engineering and accountancy through to security and HR, which they offer on a voluntary basis. This not only helps to strengthen ties with the areas in which our people live and work but has also been linked to employee wellbeing and engagement.

This year, the Community Team focused on continuing to broaden the range of volunteer opportunities on offer, while further promoting volunteering across the airport, raising awareness and encouraging more colleagues to get involved. Volunteer rates are traditionally lower for terminal colleagues, who tend to work in shift patterns which have not always aligned with the range of volunteer opportunities available. Through direct outreach with terminal colleagues and close work with community groups, our aim this year was to ensure everyone – no matter their working pattern – has ample opportunities to get involved.

We are very pleased this year that a record number of volunteer hours were donated: 7,191 hours by 360 employees, representing a 49% increase in hours donated and a 62% increase in colleagues volunteering compared to last year.

Earlier this year, we resumed our mentoring partnership with Forest Hall School in Stansted Mountfitchet, which is now going into its sixth year. Fifteen colleagues from departments across the airport, including Security, Passenger Services, Engineering, Press Office and the Fire Service, are hoping to support and inspire local GCSE students. Each is paired with a student and will meet with them once every two weeks throughout the school year. The mentors offer the pupils guidance as they prepare for their GCSE exams next year and can also assist with career planning, confidence building and life skills. This is just one of a number of initiatives we run to support education and the local community, which relies on our colleagues giving up their time voluntarily.



MEET THE BUYERS

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 Airport facilitates an annual 'Meet the Buyers' event. A flagship occasion in the regional business calendar, the event brings together local suppliers and buyers, providing businesses of all sizes with an opportunity to pitch their products to senior buyers across the region. Since the first event in 2011, Stansted's Meet the Buyers has generated almost £25 million worth of business.

Last November, Meet the Buyers welcomed 30 buyers and 68 suppliers from 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. The event was supported by a workshop programme that consisted of four workshops: understanding airport procurement, sales, marketing, and social media. These workshops were designed as learning tools, promoting the benefits and opportunities available and supporting local SMEs in gaining business at the event.

According to our exit survey, 82% of buyers said they would probably or definitely place business with the suppliers met, and the overall organisation satisfaction rating stood at 95%. In the six months following the event, an estimated £1,906,850 has been generated for local and regional businesses.

"The Meet The Buyers event offered a fantastic opportunity to meet with buyers who had identified an interest in our industry, the day was formatted well and we made some very good contacts."

MANOR OF GROVES HOTEL

"It's hard to put the sense of achievement across the team into words. Walking these distances is hard enough at the best of times, but on the hottest day of the year and over some challenging terrain, it was particularly tough. The team should rightly feel incredibly proud of themselves, not just for completing this challenge, but for helping raise such a sizeable sum to support the work of CLIC Sargent working with young people affected by cancer."

NICK MILLAR
OPERATIONS DIRECTOR AT LONDON STANSTED AIRPORT



ZERO CARBON AIRPORT

KEY PERFORMANCE INDICATOR	INDICATOR	2016/17	2017/18	2018/19	YEAR ON YEAR CHANGE	
REDUCE CLIMATE CHANGE EMISSIONS	Total net CO ₂ emissions (tonnes)	0	0	0	0%	↑
	Carbon emissions per traffic unit (kg CO ₂ e) ¹	0.75	0.65	0.500	-23.1%	↑
REDUCE OUR ABSOLUTE ENERGY DEMAND BY A FURTHER 5% IN THE NEXT 5 YEARS	Total energy consumption (MWh)	51,848	57,998	55,996	-3.45%	↑
MAINTAIN AT LEAST 50% MODE SHARE TO PUBLIC TRANSPORT TO THE END OF 2019	% of passengers using public transport (data collected in annual years 2016, 2017 and 2018)	51.9%	50.8%	50.3%	-0.5%	↓
GROW RAIL MODE SHARE FROM 22% TO 25% BY THE END OF 2019	% of passengers using rail transport (data collected in annual years 2016, 2017 and 2018)	28.5%	30.2%	31.3%	+1.1%	↑
LIMIT AND REDUCE THE NUMBER OF PEOPLE SIGNIFICANTLY AFFECTED BY AIRCRAFT NOISE	% of departures within preferred noise routes	99.3%	99.6%	99.6%	0%	↑
	% flights using continuous descent approach	93.6%	94.1%	94.7%	+0.6%	↑
	Number of complaints per 1,000 air traffic movements	34.4	48.3	68.0	+40.8%	↓
SEND NO WASTE TO LANDFILL AFTER 2018	% waste recycled/recovered ²	99.4%	100%	100%	0%	↑
ENSURE WE PROTECT THE NATURAL ENVIRONMENT BY OPERATING RESPONSIBLY WITHIN ENVIRONMENTAL LIMITS	Samples within water discharge consent limits (%)	76.9%	84.0%	93.5%	+9.5%	↑
	Samples within effluent discharge consent limits (%)	88.6%	98.0%	90.7%	-7.3%	↓

¹ 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 and/or 100 tonnes of freight

² This includes the reuse, recycling, recovery and composting of waste

Our carbon footprint includes emissions from activities within our direct operational control. It has been calculated using Department for Environment, Food and Rural Affairs (Defra) conversion factors. MAG purchases and retires carbon offsets from independently verified emission reduction projects. These offsets are certified to the Gold Standard. Offset registry available here: <https://registry.goldstandard.org/credit-blocks/details/42106>

OPPORTUNITY FOR ALL

KEY PERFORMANCE INDICATOR	INDICATOR	2016/17	2017/18	2018/19	YEAR ON YEAR CHANGE	
OUR AIM IS TO SUPPORT 550 LOCAL PEOPLE INTO WORK PER YEAR	Number of people placed into employment within the airport site	705	556	964	+73.4%	↑
GENERATE £2 MILLION WORTH OF NEW CONTACTS FOR LOCAL BUSINESS	Value of contracts generated for local business (£) per annum	£4.7m	£9.3m	£1.9m	-79.6%	↓
EMPLOY A CERTIFIED AND SYSTEMATIC MANAGEMENT OF HEALTH AND SAFETY	RIDDOR reportable accidents ³	0	1	3	+200%	↓

³ RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences

LOCAL VOICES

KEY PERFORMANCE INDICATOR	INDICATOR	2016/17	2017/18	2018/19	YEAR ON YEAR CHANGE	
ENCOURAGE AND SUPPORT OUR PEOPLE TO PARTICIPATE IN VOLUNTARY WORK	Employee volunteer hours	4,478	4,832	7,191	+48.8%	↑
INCREASE COLLEAGUE VOLUNTEERING FROM 2% TO 30% BY 2020	Percentage of employees who volunteered (%)	13.6%	16.5%	19.0%	+2.5%	↑
INVEST IN OUR LOCAL COMMUNITIES	Total community investment through Stansted Airport Community Trust	£88,699	£97,313	£219,272	+125%	↑

NOTE

Data has been externally assured as part of the production of the MAG CSR Report 2018/19

We are always looking for ways to improve our approach to our CSR strategy and we would be interested to hear your views – please get in touch any time at:
stn_communityrelations@stanstedairport.com