



Our airport is a driver of economic growth. That means we provide people with opportunities to travel, support thousands of jobs and make an important contribution to both our regional and national economies.

The nature and scale of our airport means that it is important we demonstrate the benefits of our growth and do what we can to share the benefits of that growth.

Our materiality review helped us identify the issues which are most important to us and our stakeholders and to arrive at our future approach to CSR.

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 opportunities 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 regions 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 AIRPORTS

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 businesses. We will build trust with our communities and aim to improve their quality of life.



ZERO CARBON AIRPORTS

Key Performance Indicator	Indicator	2017/18	2018/19	Notes	
Energy and Carbon Smart - we will reduce climate change emissions by increasing efficiency and obtaining energy from renewable sources	Total net carbon emissions**	0	0		
Balanced noise management - we will limit and try to reduce the number of people affected by noise from airport operations	Number of ATMs (Air Transport Movements)	75,777	76,923	Our new Noise Action Plan sets more stretching targets in many areas including Noise Preferential Route (NPR) and Continuous Descent Approach (CDA) targets.	
	Aircraft compliance with Noise Preferential Routes - % departures within preferred noise routes. The target is 98%	92%	90%		
	% Aircraft compliance with Continuous Descent Approach. The target is 98%	91%	90%		
	Total noise complaints	Total noise complaints	263	192	Our noise footprint has reduced, demonstrating that our noise measures are working.
		Day	179	87	
		Night	84	105	
		Number of complaints per 1000 ATMs	3.47	2.5	
		Daytime noise footprint in km ² (57dB LAEQ 16hr peak summer)	9km ²	7.7km ²	
		Nighttime noise footprint in km ² (57 dBL night annual noise contour)	11km ²	10.4km ²	
Eliminating Waste - we will minimise waste, promote recycling and eliminate landfill	Nighttime noise footprint in km ² (57 dBL night annual noise contour)	7.8km ²	7.6km ²		
	% Waste recycled or recovered	97%	97%		
	Preventing pollution - we will control activities and developments at our airports to protect the environment	Compliance with surface water discharge consents (%)	94.5%	83%	
Local Air Quality - average annual concentration NO ₂		11.8	15		
Local Air Quality - average annual concentration PM ₁₀		10.3	14		
Sustainable Travel - we will invest in improvements to sustainable transport to increase access to employment	Skylink patronage (m)	2.47m	3.36m	Our network patronage has grown by 55%	

Key Performance Indicator	Indicator	2017/18	2018/19	Notes
Supporting Business - we will maximise the economic impact of our operations. We will regularly analyse and report the economic impact of our operations	Total passengers	4,854,189	4,856,064	Whilst passenger numbers remain stable, our cargo operations continue to grow year on year
	Business passengers	7%	6%	
	Leisure passengers	93%	94%	
	Direct economic contribution to the regional economy (£m)	300	300	
	Total cargo by tonne	359,338	366,814	
Promoting Employment - we will create opportunity by offering jobs and support with skills	Number of local unemployed people trained through the Airport Academy. We aim to train 200 people each year through out Airport Academy	209	181	Despite record levels of employment nationally, our Airport Academy continues to support those furthest from the job market, with 64% of those completing the course going on to work on or near our site.
	Number of adults benefiting from work experience following their Academy qualification	101	94	
	Number of Airport Academy completors gaining employment. The long term aim for the Academy is to place 120 people into employment each year.	131	116	
	Total employees directly employed	636	691	
Supporting Business - we will maximise the economic impact of our operations. We will regularly analyse and report the economic impact of our operations. We will create opportunity by offering jobs and support with skills	Direct onsite employment. EMA Employment survey carried out every 2 years. Every onsite employer contacted and asked for their total employment figure* ^o	7,954	7,954	A new survey will be undertaken for Summer 2019
Supporting Business - we will support local, small and disadvantaged businesses so that they are better equipped to supply our airports	% of local suppliers (within 25 miles of the airport)	22%	22%	
Supporting Young People - we will continue to contribute to directly supporting the education of at least 5,000 young people ¹	Support the education of young people young people - visitors to visitors to the EMA Aerozone (on site education centre)	2,538	2,319	We have focused our efforts on developing meaningful partnerships with local schools, with deeper impacts for young people. Our work experience programme is significantly above target.
	Number of young people reached through education outreach (school careers fairs, employability sessions, mentoring)	1,620	1,461	
	Number of 15-19 year olds benefiting from work experience placements at EMA. Target of 16 placements	47	46	
	Total number of days work experience offered to 15-19 year olds. Target of 80 days of work experience	132	122	
	Total number of young people supported	4,205	3,826	
Meeting the needs of all passengers - we will ensure that we recognise and provide for those passengers who have special needs	Percentage of passengers requiring assistance within the Service Level Agreement	100%	100%	
Positive about Diversity - we will commit to closing the gender pay gap	Ratio of basic salary and remuneration of women to men	1 to 0.83	1 to 0.78	
Developing our People - we will commit to colleagues receiving Performance reviews	To engage at 90% of colleagues in a documented and meaningful performance process	50%	30%	
Positive about Diversity - we will value and actively promote diversity to build a business that reflects the regions we serve	Ethnic (% not White British)	11.16	10%	
Positive about Diversity - we will work towards an equal gender split	% Female	40%	41%	
Positive about Diversity - we will increase the number of females at leadership level	By 2020 we will increase the number of women at SLT level by 10%	20%	25%	
Developing our People - we will build a MAG leadership ethos. We will seek to harness the unique strengths of every individual in the business within a general competency framework that is fit for purpose	To achieve 50% of leadership promotions through internally developed candidates	70%	4.5%	
Safe at all times - we will provide safe places for our colleagues and customers and continually reduce accidents	By 2020, accidents to employees involving lost time will be reduced by 30%	1 RIDDOR incident	2 RIDDOR incidents 3 lost time accidents	


LOCAL VOICES

Key Performance Indicator	Indicator	2017/18	2018/19	Notes
Investing in the Community - we will increase colleague volunteering with a long term goal of 30% of all colleagues participating in volunteering	Employee volunteer hours	1,014	1,003	We continue to grow volunteering at EMA with a wide range of opportunities for our colleagues to get involved
	Number of colleagues volunteering	130	150	
	% of colleagues volunteering	26%	28%	
Investing in the community - we will continue to make a minimum annual donation of £50,000 to the Community Fund ¹	Total value of Community Fund Grants awarded each year	£59,239	£56,215	We continue to support the EMA Community Fund with an annual donation of £50,000
	Number of local community projects benefiting from EMA Community Fund grants	75	65	
Investing in the Community - we will continue to make Community sponsorships	Total charitable donations excluding Community Fund	£12,187	£12,495	
	Number of local events and initiatives supported through airport sponsorship funding	68	72	
We will continue to reach out to our local community	A minimum of 6 outreach events within communities most affected by EMA operations	8	8	
	Number attending 'Big Job Fair' in January	2,000	2,500	
We will measure trust through an annual Community Impact Study	2017-18 Community Impact Study	76%	76%	

¹ Regularly analyse and report the economic impact of our operations.

* EMA Employee Survey carried out every two years. Most recent on-site employment figure is for 2017-18. Every on-site employer is contacted and asked for their total employment figure.

** Our carbon footprint includes emissions from activities within our direct operational control. It has been calculated using DEFRA conversion factors
MAG purchases and retires carbon offsets from independently verified emission reduction projects.

^o These offsets are certified to the Verified Carbon Standard, Clean Development Mechanism or the Gold Standard.

^o All data within the KPI table, except where indicated by this symbol, has been externally audited as part of the verification process for our group level MAG CSR Report 2018-19.

† Target set in Sustainable Development Plan (SDP) 2015. For full details of the target and broader context please see our SDP at www.eastmidlandsairport.com/about-us/development-plans.