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london stansted airport

PART OF M.A.G

# BUILDING A SUSTAINABLE FUTURE

## Stansted Airport Sustainability Report 2012

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Cover photo: Traditional management of Stansted's ancient woodlands

# FOREWORD

## Welcome to our 2012 Sustainability Report

It gives me great pleasure to be leading the team here at Stansted as it enters a new and exciting phase in its development following the acquisition by M.A.G in February 2013. Whilst I am taking time to review our strategies for the future of the airport, including sustainability, I remain committed to the targets set out in this report and to build on the work undertaken by previous owners.

Although the past 12 months have continued to be challenging for many industries - aviation was no exception - there's been a cause for celebration at Stansted. The airport retained its title as the 'world's best airport for low cost airlines'; successfully held on to the Carbon Trust Standard; reduced total carbon emissions by a further 6%; exceeded the 50% mark for passenger public transport use and for the first time in five years, passenger numbers began to grow again.

These achievements demonstrate Stansted's role as a responsible and innovative business but also as a key catalyst for growth and jobs in the UK. The airport is not only the biggest single site employer in the region with over 10,200 employees, it also connects to more than 150 destinations that are vital to economic growth, inward investment and tourism. In challenging economic times a growing and successful airport means more jobs and improved prosperity for the local community.

I am conscious that as Stansted begins to grow again, win new airlines and attract more passengers, we do so in a way that balances the economic and social benefits associated with operating a busy airport with the environmental impacts of aviation. That is why I am delighted that all energy, waste and water reduction targets were exceeded in 2012 while at the same time aircraft noise was minimised, air quality improved and land holdings were carefully managed. This gives the airport a solid foundation to build on in 2013.

However, we cannot achieve our sustainability goals alone. We believe that it is vital that we work with our people, business partners and local communities so that together we can create a more sustainable future for the airport. Our

new health and safety campaign Vision Zero, which you can read more about in the report, is just one way where we are working to achieve a more collaborative approach to sustainability.

By working closely with on-airport employers and stakeholders, we are able to bring valuable employment opportunities to local communities and develop skills and training for young people. In 2012 alone, the on-site Employment and Skills Academy supported 5,000 people and helped fill 485 vacancies across the airport.

Engaging our people in this sustainability strategy is central to our approach. We know how much they can help in achieving our goals and we are very proud of their involvement – you will see several examples throughout this report, particularly the team's efforts during the London 2012 Olympic and Paralympic Games. Not only does this benefit the local communities that we serve, but it importantly helps develop the skills, confidence and morale of all of our colleagues.

In the coming years, M.A.G has ambitious plans to build on Stansted's past successes and excellent facilities. The aim is to focus on developing new routes and improving connectivity; invest in new facilities to improve the passenger experience and develop our community initiatives so that we can continue to drive economic growth and increase access to jobs. All these will go hand in hand with tough targets to further reduce our carbon emissions. I am determined to make Stansted the best and most sustainable airport in London.

Finally, I would like thank members of the airport's Consultative Committee, particularly the Environmental Interests Group for offering their counsel on future sustainability targets and helping to shape this report.

**Andrew Harrison**
Managing Director, London Stansted Airport

# ABOUT THIS REPORT

## About Stansted Airport

London Stansted Airport Limited ("Stansted" or STAL) is the third largest airport in London handling around 17.5 million passengers in 2012. The airport is a key catalyst for growth and productivity in the UK employing over 10,200 people across 190 on-airport companies and contributing over £400 million in salaries and wages.

Firmly positioned as the market leader for low-cost short-haul travel, with over 150 destinations across 30 countries, and a key hub for express freight services, Stansted provides London and the East of England with connectivity to the rest of the world. With planning permissions and environmental controls already in place to enable the airport to serve 35 million passengers per annum, Stansted has the space and capacity to grow sustainably.

In February 2013, the airport was acquired by Manchester Airports Group (M.A.G) from Heathrow Airports Holdings (formerly BAA) for £1.5 billion. This report reflects Stansted's progress against targets set in 2012 by the previous owners of the airport.

## Managing Sustainability at Stansted Airport

Sustainability is an integral part of running the business at Stansted.

We want everyone to make the most of the social and economic benefits associated with operating a busy international airport, and at the same time we are very mindful of the environmental impacts of aviation and try to reduce these where possible. With this in mind, sustainability is built into our governance and driven by the senior leadership team, so that we have the right systems and strategy in place to manage our business safely and responsibly.

In developing the strategy, the airport has drawn upon engagement and feedback from a diverse range of stakeholders including passengers, business partners, the airport's Consultative Committee and sub groups, local communities and our employees. Annual targets for each topic are set and agreed by the Managing Director and the airport's Strategy Board, taking into consideration issues such as stakeholder feedback, past performance, long-term business objectives and any anticipated changes in regulation and government legislation.

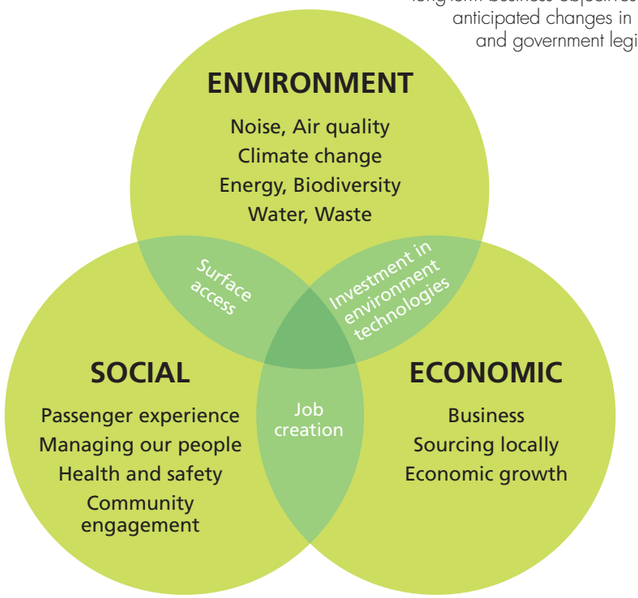
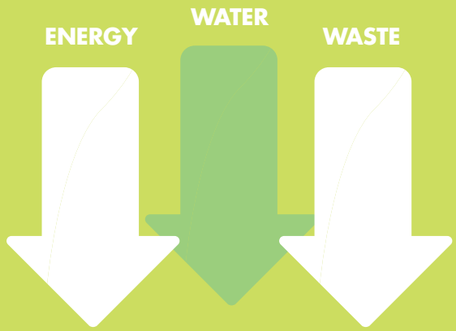



Fig 1: Stansted considers all areas in developing its approach to sustainability

# REPORT HIGHLIGHTS

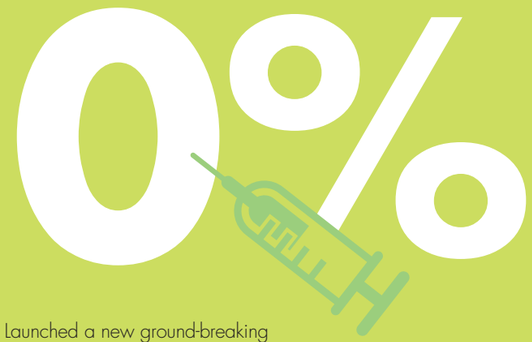



Retained our Carbon Trust Standard and **beat all our 2011 targets to reduce energy, waste and water consumption**

Stansted maintained its position as the **UK's best major airport for public transport with over 50% of passengers** using rail, bus or coach to get to and from the airport

Over **£250,000 was donated to charities** and good causes - all helping to make a significant difference to the local communities around the airport

The on-site Employment and Skills Academy hosted three jobs fairs in 2012, **helping to fill 485 vacancies** across the airport




Launched a new ground-breaking health and safety campaign, **Vision Zero**, to encourage cultural change amongst our employees and achieve **zero fatalities and injuries by 2017**

Continued to put the passenger first, winning the SKYTRAX World's **Best Airport for Low Cost Airlines** award for the second consecutive year and launching a new airport wide Customer Charter.

# 2012 TARGET HIGHLIGHTS

## AIR QUALITY

RAG status: GREEN

**Highlight**
Transect study of Hatfield Forest and investment in lower emission vehicles.

**Summary**
Air quality levels at Stansted and nearby Hatfield Forest remained within national Air Quality Standards. Discount schemes introduced for low emission vehicles and investment in less polluting vehicles operating around the airfield.

## WATER

RAG status: GREEN

**Highlight**
Around 50% reduction in water consumption in our offices.

**Summary**
Water efficiency surveys conducted in two main office buildings, Enterprise House and Stansted House. Consumption reduced by 45% and 51% respectively in each building. This initiative not only resulted in less water being used but gave an estimated saving of 20% in terms of energy used at main water pumping station.

## ENERGY

RAG status: GREEN

**Highlight**
2.95% saving of $CO_2$ emissions against 2% target (1,372 tonnes).

**Summary**
Total annual airport energy consumption was reduced by an impressive 3.61% compared to 2011 with a 10% reduction recorded in the main terminal building following work to upgrade control systems for heating and cooling. Stansted was also proud to retain the Carbon Trust Standard, an acclaimed industry standard.

## BIODIVERSITY

RAG status: RED

**Highlight**
5 year Nature Conservation strategy developed.

**Summary**
Publication of Nature Conservation strategy delayed pending sale of Stansted Airport and final strategy to be reviewed by new owners in 2013.

## ECONOMIC DEVELOPMENT

RAG status: GREEN

**Highlight**
£1.5m trade deals forecast following our annual business to business procurement event, Meet the Buyers.

**Summary**
Meet the Buyers forecast trade deals for the 2012 event are up 43% compared to current figures quoted (Jan 2013) in 2011. Over £160,000 generated in the six weeks following the event.

## PASSENGER EXPERIENCE

RAG status: GREEN

**Highlight**
98% of passengers queued for less than 10 mins at security against target 95%.

**Summary**
We exceeded our target for passengers queuing for less than 10 minutes and launched a new Customer Charter to put our passengers first.

## HEALTH AND SAFETY

RAG status: GREEN

**Highlight**
Launched a new ground-breaking health and safety campaign – Vision Zero with a target of zero death, injuries and ruined lives by 2017.

**Summary**
The new health and safety campaign – Vision Zero – places a strong emphasis on cultural change and best in class health and safety practice across all the 190 on airport companies.

## WASTE

RAG status: GREEN

**Highlight**
74.5% waste diverted from landfill against a target of 70%.

**Summary**
58% of total airport waste recycled in 2012 against a target of 56%. Provision of more recycling areas for passengers, new textile recycling facilities and continued efforts to promote improved recycling efforts by all staff and businesses across the site contributed to a great year end performance.

## CLIMATE CHANGE

RAG status: RED

**Highlight**
Climate Change Adaptation Plan developed.

**Summary**
Progress made in 2012 to develop a Climate Change Strategy and Climate Change Adaptation Plan but following the announcement by BAA in August 2012 that they were to sell Stansted the final strategy was delayed until after the sale completion in 2013.

## NOISE

RAG status: GREEN

**Highlight**
Continuous Descent Approaches (CDA) on our runway making headway with decision makers in NATS, Civil Aviation Authority (CAA) and Department for Transport (DfT).

**Summary**
Continued to press issue with NATS, CAA and DfT that CDA be introduced onto runway 04 and matter included in numerous policy submissions to DfT. Dedicated noise website re-launched with more user friendly navigation and updated information packs, part of commitment to empower community with information to better understand aircraft operations.

## COMMUNITY ENGAGEMENT

RAG status: GREEN

**Highlight**
£50,000 donated to youth employment initiative, Project Destinations and first charity partner, Panathlon Challenge.

**Summary**
We asked our employees to nominate our first charity partner and for 2012, with the country focussed on London 2012 it was fitting that Panathlon Challenge were chosen for the work in delivering disability sporting events. Over £12,000 was raised across the year.

In total over £250,000 was donated to charities and good causes.

## SURFACE ACCESS

RAG status: GREEN

**Highlight**
Leading major UK airport for passengers using public transport – over 50%.

**Summary**
Maintained our position as the leading major UK airport for non transfer passengers using public transport. Expanded bus and coach connections and online rail ticketing with discounted rates introduced, providing passengers with even great choice for public transport connections. Sales of discounted Airport Travelcards, that encourage airport workers to use public transport also jumped up by 6% in 2012.

## MANAGING OUR PEOPLE

RAG status: GREEN

**Highlight**
£50,000 awarded to the on-airport Employment and Skills Academy.

**Summary**
Continued to support the Airport Employment and Skills Academy. Three jobs fairs were held across the year attended by over 350 local job seekers and nearly 500 job vacancies filled across the airport in 2012.

**All 2012 targets and those set for 2013 can be found on pages 26 and 27**

# RESPECT FOR THE ENVIRONMENT

## Energy

The terminal building, check-in desks, retail units, baggage carousels, heating and lighting systems lie at the heart of Stansted Airport's day to day operations and all rely on energy.

The environment team made great headway in their effort to reduce consumption in 2012, ending the year having reduced total annual airport energy consumption by 3.61% compared to 2011.

A 10% reduction was recorded in the main terminal building following upgrades to areas such as:

- control systems for heating and cooling
- installation of additional light sensors and controls.

Light Emitting Diodes (LEDs) were installed around office lobby areas and included in all refurbishment projects and plans are already underway to roll out LED lamps on a wider scale in 2013.

Energy consumption is now addressed as part of the airport's asset replacement programme and last year a new high efficiency boiler was installed in one of the departure satellites and initial results indicate that gas consumption has reduced by 40%.

### Carbon Trust Standard

The Carbon Trust Standard (CTS) was retained in 2012, an acclaimed industry standard that recognises carbon reductions across an organisation, a standard we first achieved in 2010. We were able to demonstrate an overall reduction in emissions from buildings and vehicles energy consumption of 5% across 2010 and 2011 (equivalent to 2,600 tonnes of $CO_2$) compared to 2009 when we were first assessed.

Projects in 2012 that contributed to the year end performance included:

- major review of gas and electricity metering to identify areas for upgrade
- energy efficiency targets incorporated into capital projects.

The benchmark has now been set and we remain firmly focussed on delivering further improvements in efficiency moving forward.

## Air Quality

With over 130,000 aircraft operations each year and millions of vehicles using the local road networks, we monitor air quality levels around the airport very closely; and despite public perception that those levels might be high, we continue to maintain standards well below thresholds set by UK Government and published by DEFRA as the UK Air Quality Strategy 2007.

### Tackling air quality at the airport

In June 2012, we decided to replace the ageing fleet of "Ranger" vehicles, which are used for airside patrolling and security. The fleet comprised of four Mitsubishi Shogun and three Landrover Discovery vehicles, the oldest of which was over eight years old and had completed over 225,000 miles.

Following a consultation with the vehicle users and a review of the operational requirements, it was concluded that a smaller vehicle would be sufficient and a procurement exercise commenced to review options. This exercise included a full review of how well the options met operational and user requirements and a 'whole-life' costs analysis taken over a five year period. Fuel efficiency played a major part in the selection process, particularly as they account for about 40% of the vehicles operating cost over five years. The vehicle chosen was the Landrover Freelander, which has a $CO_2$ emission of 185g/Km, against an average of 281g/Km for the old vehicles, and an impressive reduction in emissions of 44%. The first of the new vehicles were delivered towards the end of 2012.

### Outside the boundary

But we don't just focus efforts on managing levels within the airport boundary and recognise that consideration must also be given to potential impacts on surrounding areas.

Between November 2011 and May 2012 a diffusion tube transect study was undertaken to gain a better understanding of Nitrogen Dioxide ($NO_2$) both at the airport and beyond the A120 road network. We also obtained permission from National Trust to extend this study to include a cross-section of Hatfield Forest for three months from March to May 2012. The medieval forest is one of high ecological importance in this region and is located less than 1km from the south-west perimeter of the airport.

New fleet of Landrover Freelander vehicles – 44% lower emissions than the vehicles they replaced

The report, conducted and prepared independently by AEA (now known as Ricardo-AEA) concluded that:

- levels of $NO_2$ at 17 of the 18 study sites (located both inside and outside the airport boundary) remain well within the UK threshold currently set at 40µg/m$^3$
- only one site had a reading above the UK threshold and this was taken at the services area next to the A120 road network
- low readings were found in Hatfield Forest where averages ranged between 13.4µg/m$^3$ and 17.7µg/m$^3$ (66.5% and 44.25% respectively lower than UK threshold).

A copy of the transect report and its findings has been shared with the National Trust and is available to view on **www.stanstedairport.com/airquality**

## Noise

We appreciate noise from aircraft operations is of concern to some people, particularly those living closest to the airport and near departure and arrival paths, and we work closely with various industry bodies and community groups to understand concerns and drive forward change where possible.

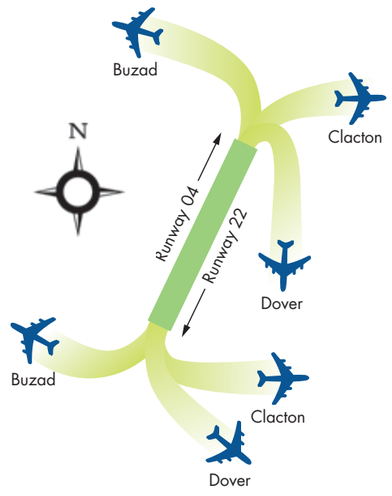



Fig 2: Designated flight paths for departing aircraft at Stansted

One of the three British Airways World Cargo brand new 747-8 Freighter's that came into service at Stansted in 2012. These superjumbos are 30% quieter and produce 16% less emissions than the 747-400 aircraft type they replaced

### Noise and Track keeping

Routes are set for all aircraft taking off at Stansted and we closely monitor all departing and arriving aircraft. When departing from Stansted aircraft must stay within the designated paths set by the UK Government until they reach a certain height or are instructed to alter their route by air traffic control. Regulation is also set for noise levels of departing aircraft, with different limits in place for day and night time operations.

Departing aircraft that deviate from flight paths without good reason can be fined and all aircraft which exceed the governments departure noise limits are fined. All those monies are placed into the Stansted Airport Community Fund for distribution within the local community.

Across 2012, 98.95% of all aircraft operations were on-track, down very slightly on 2011 performance of 99.07%, some of which can be attributed to aircraft operations during the London 2012 Olympics where pilots were unfamiliar with Stansted. There was also increased use of the Dover flight path (see Fig 2) off the north easterly runway (known as 04) which is the most difficult departure route from Stansted.

We work closely with all our aircraft operators at Stansted to improve track keeping performance, which plays a fundamental role in reducing the noise impacts of aircraft operations for our surrounding communities.

Investment in new technologies help improve performance and we have worked closely with the Civil Aviation Authority (CAA) this past year to develop a trial of RNP1 (Radius to Fix), a navigation method that uses GPS technology by way of a fixed radius instead of traditional ground based navigation to help keep aircraft as close to the centre line of departure routes as possible. We anticipate this trial on two departure routes will start in Spring 2013 and look forward to the initial results later in the year.

# RESPECT FOR THE ENVIRONMENT

## Noise concerns

Improving performance also helps us to reduce the amount of correspondence received by our dedicated team that handle noise complaints. In 2012 the number of complaints received reduced by 16% compared to 2011 (881 in 2011, 742 in 2012) and the number of individual complainants also reduced by 17% (368 in 2011, 305 in 2012).

These statistics, along with the continual introduction of modern and quieter aircraft operating at Stansted, will also be aided by the investment we have made in developing a dedicated website **www.stanstedairport.com/noise** that members of the community can visit for further information specific to where they live, including an online flight tracking system called WebTrak.

The airport's Noise and Sustainability team also work collaboratively with community and airline representatives on the Consultative Committee's Environment Interests sub group and the Noise and Track Keeping Working Group to find ways to reduce the impacts of noise disturbance on the local community.

In addition we have gone out into the communities and attended Parish Council meetings to understand their concerns and communities they represent. We also provide information upon request to anyone who is thinking of moving into the area who is concerned about the potential effects of aircraft movements.

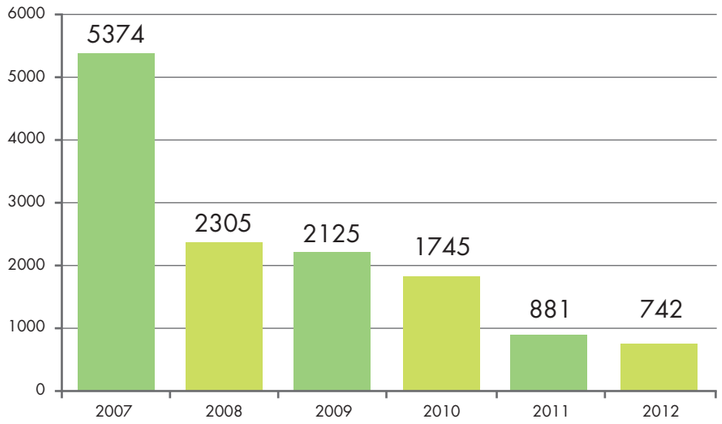



Fig 3: Total noise complaints received

## Waste

As the biggest single site employer in the region providing employment to over 10,200 people across 190 businesses and with around 17.5 million passengers passing through each year, it won't come as a surprise that over 5,000 tonnes of waste is generated annually.

'Reduce, Reuse, Recycle' is the key driver of the airports waste strategy which set challenging targets back in 2010 to send 0% waste direct to landfill and recycle 60% total airport waste by 2015. At the end of 2012, 58% of total airport waste was recycled or composted and only 25% sent for landfill.

Initiatives introduced in recent years that continued to improve performance across 2012 include:

- **food waste composting scheme:** with cost savings built in to incentivise catering outlets to separate food waste and by the end of the year participation remained high with a further 190 tonnes sent for composting
- **recycling plastic bottles and sheeting:** a successful scheme that saw over 70 tonnes of plastic separated for recycling by December 2012.

The approach since 2010 has been to introduce small initiatives that collectively impact overall performance. In 2012 attention focussed on the 1,500 tonnes of general waste generated in the terminal building and not filtered into recycling streams.

Working together, members of Stansted's environment team, waste disposal company (Grundon) and ISS, the contracted terminal cleaning company manually audited the recyclable materials still being collected in general waste.

As a result we invested in new bins and additional waste sorting equipment which allow mixed wastes to be separated more easily and are implementing an improvement programme to increase recycling of plastic bottles throughout 2013.

This review also identified that to avoid charges for exceeding hand and check-in luggage weight allowances set by airlines, passengers were disposing of clothing into general waste streams. Mindful these items could be put to better use, terminal management authorised the installation of dedicated textile recycling bins, the contents of which are then distributed by textile recycling experts the LMB Group and exported for reuse in developing countries overseas.

TOTAL AIRPORT WASTE
**RECYCLED OR COMPOSTED**

# RESPECT FOR THE ENVIRONMENT

## Water

When you consider that 17.5 million passengers travelled through Stansted in 2012, over 10,200 people worked here and there are four major hotel chains on-site, it won't come as a surprise that total annual airport water consumption was 412 million litres in 2012.

Thanks to the efforts of our dedicated water management team, who closely monitor and review usage across the entire airport site, water consumption has reduced from 753 million litres in 2007. Working in conjunction with stakeholders who consume in large volumes i.e. hotel chains, catering outlets, tenants in offices, they take measures to reduce overall use where possible.

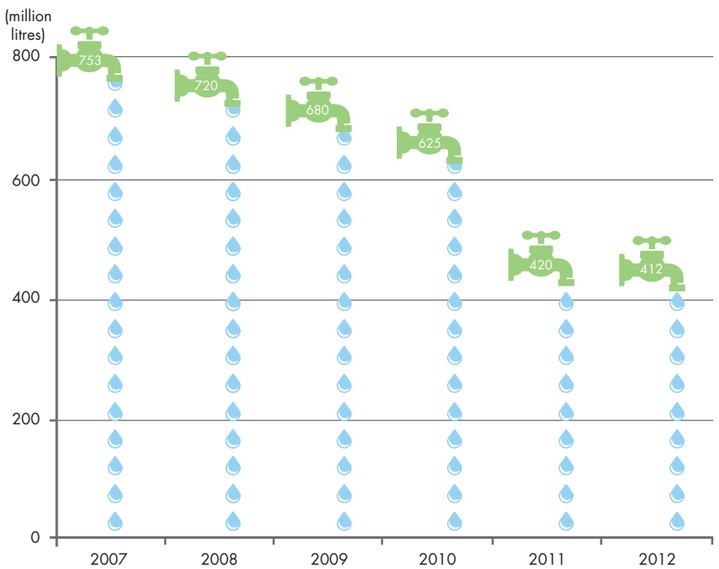
During 2012, £500,000 was invested in water management programmes at Stansted which included:

- upgrades and maintenance of the surface water drainage systems, pumping stations, drinking and fire water services
- installation of flow meters, pipe leak repair programme and water efficiency surveys to identify underperforming areas and to drive future improvements.

Reducing consumption generates cost savings and last year the water management team embarked on a project to reduce water consumption in two of the main office buildings, Stansted House and Enterprise House, resulting in reductions of 51% and 45% respectively. These impressive results were achieved simply by making some adjustments to reduce water flow rates in sinks and flushes for urinals, generating savings of some 1,300 litres per hour.

This initiative had an added benefit of reducing the volume of water pumped around the airport which has not only resulted in less water being used, but also gave an estimated saving of 20% of the energy used at the main water pumping station.

Fig 4: Annual water consumption (million litres)




## Biodiversity

Around 17.5 million people take off and land at Stansted each year, oblivious to the 'other side of airport life' which is the wide range of flora and fauna including deer, brown hares, bee orchids and oxeye daisies that continue to flourish in harmony with the busy airfield operation.

The strategy is to sustain biodiversity and all aspects are carefully managed by a dedicated team that includes landscape management experts and consultant ecologists.

Last year's aim was to develop and publish a five year Nature Conservation strategy but due to the sale of the airport that work was postponed to 2013. However, throughout 2012 efforts continued to manage different aspects of the airport landscape that include:

- grassland around the runway and taxi-ways in strict accordance with guidelines set by the CAA
- 70 hectares with specific ecological values
- public areas landscaped both for aesthetic value and to protect habitats that flourish at the airport.

## Surface Access

Decisions made by passengers about how they travel to and from Stansted make a significant contribution to overall emissions generated at the airport (see Carbon Footprint section on p14 for further details).

In 2012 we maintained our position as the UK's leading major airport for passengers choosing public transport and we are delighted to end the year having increased that level from 48.9% in 2011 to 50.8% in 2012.

### Passenger focus

Coach operators Terravision and easyBus invested in new lower emission vehicles, introducing Euro 5 rated coaches into the fleets operating in and out of Stansted. Terravision also introduced a half hourly coach connection to Stratford, increasing the number of scheduled services between the airport and London to 15 per hour at peak times.

On the rail network, Greater Anglia introduced new ticket offers with price incentives to encourage passengers onto rail services.

Packages introduced in 2012 included:

- **Web duo savers**, saving of 26% for two adults when pre-booking travel between London Liverpool Street and Stansted Airport online
- **4 for 3**, providing group travel discounts and include 2 for 1 offers for London attractions, making this a great package for visitors to London (must be pre-booked online)
- **Discounts for single travellers** also available by pre-booking online at **www.stanstedexpress.com**

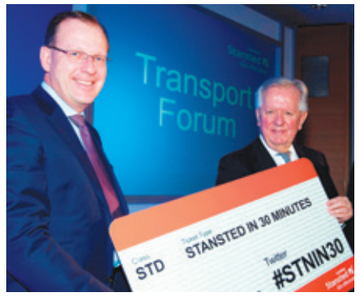
We also launched our rail vision, calling on investment in the West Anglia Mainline, and 'Stansted In 30 'campaign, which sets our ambition to see the journey time between the airport and Central London down to 30 minutes (see p16).

### Staff travel options

Employees at the airport also rely on public transport. We work closely with bus, coach and rail operators to ensure scheduled services support shift patterns where possible and are pleased to report that the number of airport travelcards, that offer discounted travel to airport workers using public transport, increased by 6% in 2012 compared to 2011.

**EMPLOYEE CARSHARE**
SCHEME NOW HAS
**877 MEMBERS**

Former transport minister Steve Norris (far right) launching the Rail Vision at Stansted Airport




We know that public transport is not always the most convenient option for our passengers and employees and some will continue to rely on private car and taxis. Our employee car share scheme, which now has 877 members, not only has environmental benefits, helping to reduce emissions, but reduces the individual cost of getting to and from work. 24x7, the official on-airport taxi operator replaced its entire fleet with 87 brand new Skoda Octavia cars which are not only fuel efficient but have stop/start engines and energy recovery systems which help to reduce emissions.

In 2013 we will continue efforts to maintain our position as the UK's leading major airport for public transport use, build a coalition of support for rail investment on the West Anglia Mainline and promote our rail vision with Government, Department for Transport and the rail industry.

### Traditional management of our ancient woodland

Last year the Biodiversity team took a step back in time, enlisting the services of traditional Suffolk Punch Horses to manage Eastend Wood, an ancient woodland and Site of Special Scientific Interest (SSSI) located just beyond the end of the runway.

A 10 year management plan, developed with Natural England, identified around 35 trees that needed to be removed to ensure sufficient natural sunlight reached lower level plant life and to protect the future survival of habitats and rare flora such as oxlip.

Modern methods of felling and removal risked causing irreversible damage to flourishing habitats and wildlife so in an attempt to carry out the required work with minimal impact services of the Suffolk Punch were called in and traditional methods employed to manage this important woodland.

By the end of March 2012 around 80m$^3$ of felled trees were removed, all of which were re-used, some as oak beams, some as mulch and some chipped to power the 2MW biomass boiler used to heat Stansted's terminal building.

Enlisting the help of the Suffolk Punch Horses was such a great success that their services now form part of the woodland management strategy at Stansted.

# 2012 CARBON FOOTPRINT

Stansted Airport Limited has been producing a carbon footprint since 2008. By thinking creatively about energy efficiency and working closely with business partners, passengers and our employees we have been able to reduce our carbon emissions by over 60,000 tonnes of $CO_2$ over the last four years. This is the equivalent to taking 5,335 vehicles off the road for a year[1].

In 2012, we continued with this trend, reducing our full carbon footprint by 6.2%. This equates to a saving 26,788 tonnes of $CO_2$. This is a greater reduction than would have been expected based on reduced passenger numbers which fell by 585,674 or 3.3% compared to 2011 figures.

In defining our carbon footprint we have followed Greenhouse Gas reporting protocols and split the emissions into key groups. Direct emissions relate to those emissions Stansted has direct or indirect control of such as gas or electricity use and are technically known as Scope 1 and Scope 2 emissions. The other emissions result from the operation of the airport which Stansted has limited control or influence over and are known as indirect or Scope 3 emissions.

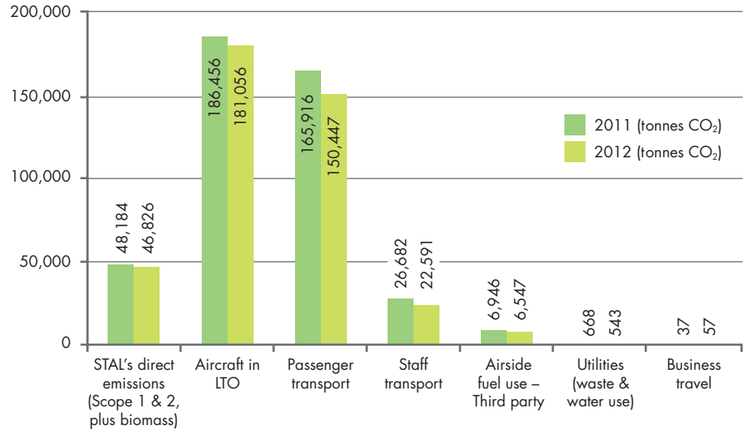



Fig 6: Stansted Airport Carbon Footprint – 2012 vs 2011

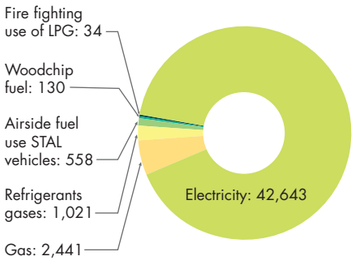



Fig 5: Breakdown of Scope 1 and 2 emissions

Our direct emissions reduced by 3% primarily due to reduction in the use of gas and electricity and improved management of aircraft and surface transport emissions. The increase in business travel emissions is due to improved data collection and ability to determine precise emissions.

The airport's five yearly data table can be accessed on **www.stanstedairport.com/sustainability**

A SAVING OF
**60,000 TONNES OF CARBON**
IS THE EQUIVALENT OF TAKING

**CARS OFF THE ROAD**
EVERY YEAR

| Category | 2009 (tonnes $CO_2$) | 2010 (tonnes $CO_2$) | 2011 (tonnes $CO_2$) | 2012 (tonnes $CO_2$) | Absolute change 2012 vs 2011 | % Change 2012 vs 2011 | % Split direct/ indirect 2012 |
|---|---|---|---|---|---|---|---|
| STAL's direct emissions (Scope 1 & 2, plus biomass) | 51,585 | 50,167 | 48,184 | 46,826 | -1,358 | -2.82 | 11.48 |
| Aircraft in LTO (landing & take-off cycle) | 216,493 | 201,673 | 186,456 | 181,056 | -5,400 | -2.90 | |
| Passenger transport | 163,699 | 173,887 | 165,916 | 150,447 | -15,469 | -9.32 | |
| Staff transport | 24,540 | 29,910 | 26,682 | 22,591 | -4,091 | 15.33 | |
| Airside fuel use – third party | 9,160 | 7,080 | 6,946 | 6,547 | -399 | -5.75 | |
| Utilities (Waste & water use) | 5,258 | 9,455 | 668 | 543 | -125 | 18.75 | |
| Business travel | 29 | 37 | 37 | 57 | 20 | 53.28 | |
| STAL's indirect emissions (Scope 3) | 419,180 | 422,043 | 386,705 | 361,240 | -25,465 | -6.59 | 88.52 |
| **TOTAL** | **470,764** | **472,210** | **434,889** | **408,066** | **-26,823** | **-6.17** | |

Fig 7: Stansted's combined carbon footprint results, 2009 - 2012

[1] Source: http://assets.dft.gov.uk/statistics/releases/national-travel-survey-2010/nts2010-01.pdf

# MAKING A DIFFERENCE

Stansted Airport is committed to building on and improving its existing relationship with the communities who live around the airport. Our aim is to work closely with our communities, helping to balance some of the negative impacts an airport can bring with the economic and social benefits to be gained from having an international gateway on their doorstep.

Our support focuses on those initiatives that will make a lasting difference to our communities, working in partnership with schools, local business, employment and skills providers and charities.

## 2012 Community Funds

**Stansted Airport Passenger Community Fund** donates money to local initiatives within a 20 miles radius of the airport. The money raised from passengers and employees unwanted foreign currency which is collected in the terminal. Consideration is given to requests from sports clubs, pre-school nurseries, elderly and animal charities.

**Stansted Airport Community Trust** supports capital projects which protect and enhance the social, economic and environmental wellbeing of the community within a 10 miles radius of the airport.

**The Stansted Community Fund** supports youth, environmental and volunteering projects within a 40 mile radius of the Airport and focuses specifically on projects linked to schools and education, the environment and employment/skills development.

Stansted Community Fund
Part of BAA Communities Trust

## Community funds

In 2012, **£252,500** was donated to community projects and initiatives through our three charitable funds.

**Examples of our support:**

**Stansted Airport Passenger Community Fund**

- £529 to Bishop's Stortford Canoe Club towards new canoe equipment
- £500 to Flitch United Football Club in Dunmow towards football kit

**Stansted Airport Community Trust**

- £2,000 to Bishop's Stortford Beekeepers Association towards a new apiary
- £3,000 to 1st Sawbridgeworth Scout Group towards the build of a new scout hut for Sawbridgeworth scouts

**Stansted Airport Community Fund**

- £10,000 towards The Friends of the Flitch Way's innovative scheme to buy and restore a train carriage at Rayne Station
- £1,500 to the Young Concern Trust in Harlow to develop an outdoor activities programme designed to tackle a range of emotional health and well-being issues for young people.

## Project Destinations

In 2012, the Stansted Community Fund donated £50,000 to 'Project Destinations'. The scheme aims to improve the employability of young people in West Essex through a partnership approach with other local organisations. The project offers advice and guidance for careers linked to the regional economy, in particular employment within the aviation sector. The aim is to provide a continuous input into the aspirations of young people from primary school age to A-level students. Over 20,000 young people from the local area will be able to benefit from this project.

## I-volunteer Awards

Stansted actively encourages employees to become involved in the local community and everybody has the opportunity to become involved in community projects through volunteering.

In 2012, our employees were honoured for the work they carried out as community fundraisers and volunteers at our annual I-Volunteer award ceremony. I-Volunteer is a special recognition scheme run by the Stansted Community Fund to celebrate and reward the volunteering and fundraising achievements of employees in their local communities. All shortlisted entrants received a donation of £250 for their chosen charity, with category winners receiving £2,000 and runners up receiving £1,000. In total £15,000 was donated to the local community and charity projects.

## 'Keep Stansted Tidy' campaign

As part of our partnership approach with local schools, students from the Alec Hunter Humanities College in Braintree were invited to design artwork to encourage passengers and employees to act responsible with rubbish and waste. The competition was part of the airport's 'Keep Stansted Tidy' campaign, designed to make everything look first class ahead of the London 2012 Olympic and Paralympic Games and the Queen's Diamond Jubilee celebrations.

Three young artists from the college had their artwork displayed across the airport after winning the competition and their artwork was exhibited throughout the terminal, coach station and car parks

# MAKING A DIFFERENCE

## Charity Partner 2012

The Panathlon Challenge was the focus of Stansted's fundraising efforts for 2012 after being chosen by our employees as the airport's first ever charity partner of the year.

The Essex based charity works with local special schools across the South East and organises sporting competitions for disabled youngsters. As holders of the coveted Inspire Mark - the badge of the London 2012 Inspire programme - the charity also offers free training courses and provides qualified sports coaching.

Our employees were encouraged to get involved in volunteering projects and 14 people offered to officiate at a series of local sporting competitions.

Our partnership with Panathlon helped to raise over £12,000 and was a key part of our Olympic legacy project. We plan to continue supporting their initiatives throughout 2013 and beyond.

*"It is fantastic news that Stansted staff have chosen the Panathlon Challenge as their first ever charity partner. This partnership with the airport is truly exciting and I hope will help us provide more sports equipment, coaching and sports competitions for local disabled children in 2012".* Danny Crates, Paralympic Gold Medallist from Essex and sporting patron of the Panathlon.

## Stansted in 30 and Rail Vision

In 2012, we launched our Stansted in 30 campaign to persuade Government and the rail industry to reduce rail journey times from London to the airport from 47 to around 30 minutes.

Research conducted on behalf of the airport found that shorter journey times would help Stansted win new passengers and airlines – utilising the airports spare runway capacity – while at the same time attract jobs and growth, and improve local commuter access on the railway line from London to Cambridge via Stansted.

Shadow Transport Secretary, Maria Eagle MP supporting the Stansted in 30 campaign

The campaign is part of the airport's 'Rail Vision' to deliver fast, frequent and more reliable rail connections, making Stansted the best connected air-rail hub in the UK. It has attracted significant support from politicians, like Sir Alan Haselhurst MP, local and regional businesses, passengers and airlines including easyJet. Further information on the Rail Vision can be found at **www.stanstedairport.com/sustainability**

*"Better and faster rail access to London's airports like Stansted creates the connectivity our international trading partners in European and emerging markets require to do business in London. With the Government keen to see more inward investment and increased exports, slashing journey times to London's airports is vital to boosting growth and productivity in London and the UK as a whole".* Colin Stanbridge, Chief Executive, London Chamber of Commerce

## School and education visits

We have continued to support local schools and colleges and in 2012 facilitated 27 visits to the airport. In total, 480 school children and young people had the opportunity to learn how an international airport works.

Rebecca Tovey, Lecturer in travel and tourism business studies at Chelmsford College: *"The students were absolutely buzzing on the coach home from their day at Stansted Airport. I can't thank you enough for such a great training day…yet again"*

If your school would like to arrange a tour of the terminal or would like to find out more about our community support please email **stn_communityrelations@stanstedairport.com**

## Stansted - a catalyst for growth and jobs

Stansted is a key catalyst for economic growth and jobs in the East of England. We are the biggest single site employer in the region with over 10,200 people working for 190 on-airport companies. Not only does the airport offer more than 150 international connections that are vital for growth in UK trade and investment, the airport also handled over 200,000 tonnes of cargo in 2012. As part our sustainability agenda we are keen to ensure local business benefit from the airport's economic contribution and long term success.

### Tourism and inward investment

Stansted is a key gateway for the UK and is the second busiest port of entry for non-UK residents arriving by air. In 2012, 17.5 million passengers used the airport with 45 per cent of these visiting friends and family either in the UK or overseas. Tourism makes an enormous contribution to the UK's economic well-being and is an essential component of a healthy and dynamic economy.

To encourage these visitors to come back to the UK, Stansted works closely with Visit Cambridge and Visit Essex to promote inbound tourism in the East of England. We also played an active role in the Government's 'GREAT' campaign in 2012 helping to promote the UK abroad, shape international perceptions and deliver long-term trade and tourism benefits at home.

### Sourcing locally

The airport developed a new sustainable procurement policy in 2012. The new policy ensures that our business is conducted in a way that enhances the economic, social and positive environmental impacts of our activities whilst at the same time being open and transparent with our business partners. This new policy commits the airport to;

- enhancing the local and regional economic and social benefits of the airport by working with local suppliers and businesses to ensure that they have access to potential opportunities to supply to the airport's supply chain
- reducing pollution, emissions and waste
- promoting recycling of waste and the use of sustainable resources
- through our sourcing and contract management processes, promote and ensure that our suppliers meet our Health and Safety standards.

As part of the policy, the airport also helped local businesses to find out how to access new opportunities by holding a series of 'Introduction to airport procurement' seminars in 2012. In partnership with the Stansted Airport Chamber of Commerce over 120 local and regional businesses attended one of the seminars to gain an understanding of the business opportunities that exist at the airport and how to take advantage of them.

Local business people were shown how they could best fit into the airport's supply chain, advised on how to generate and develop new business ideas and how to access support and networking opportunities.

### Meet the Buyers

The quick-fire meeting concept of Meet the Buyers enables local firms and entrepreneurs to pitch their products and services to a group of carefully selected senior buyers with multi-million pound buying requirements.

In 2012, the event surpassed all expectations with over 150 delegates from 100 companies meeting 30 buyers from major organisations, ranging from infrastructure and service provider Amey, Elsenham based construction firm LPL and electricity provider UK Power Networks. It is estimated that the event generated over £1.5 million worth of new contracts for local business.

*"While the economy remains in a fragile state, there is not a better opportunity to meet quality businesses in such a short space of time."* Simon Jackson, Uttlesford District Council

*"Meet the Buyers is an ideal way to showcase your own brand and build effective working relationships with key decision makers from businesses in the region".* Sarah Allen from technology firm Green Duck Ltd, Bury St Edmunds

The next Meet the Buyers event will be held on 26 September 2013. For more information about the event please visit **www.stanstedmtb.co.uk**

# OUR PEOPLE MATTER

Stansted plays a crucial role in helping the local economy grow, creating thousands of jobs and opportunities for the communities and businesses around the airport. We are the biggest single site employer in the East of England with 10,200 people working across 190 companies.

Stansted Airport Limited alone employs over 1,200 people offering a wide range of opportunities from security officers and engineers to transport planners and press officers. We want to attract the very best talent and offer a range of benefits such as subsidised travel cards and parking and discounted shopping in the terminal to create a great place to work.

Last year proved to be a qualified success for the airport and our employees. The London 2012 Games presented a huge operational challenge but in partnership with our business partners we delivered a fantastic welcome to the thousands of athletes, spectators and dignitaries from around the world while our on-site Employment and Skills Academy grew from strength to strength filling nearly 500 vacancies across the airport.

## London 2012 Olympic and Paralympic Games

The London 2012 Olympic and Paralympic Games was a challenging but an exciting time for Stansted. As one of the official suppliers to the Games, the airport had planned for over two years to ensure a good operational performance during the Games.

The airport worked in partnership with colleagues and business partners across the airport to provide both passengers and airlines with a seamless service. In the end it was a resounding success and all thanks to the hard work and dedication of airport employees.

Highlights include:

- a record number of parked aircraft for the Olympic opening ceremony
- Stansted's first ever passenger arrival and departure from China
- over 2,000 athletes and officials representing teams including Australia, Serbia, Lithuania, Czech Republic, Canada, Greece, the USA and many more.

Eric Jelinek, Head of Qantas in the UK, said, *"I would like to sincerely thank the entire team at Stansted for ensuring our Olympic charter went so smoothly yesterday…every one of the Qantas team commented on how great it was working with you"*

All employees and the local community had the opportunity to get involved in the 'Games welcome' through the dedicated Stansted Flyers and the London and Essex Ambassadors schemes.

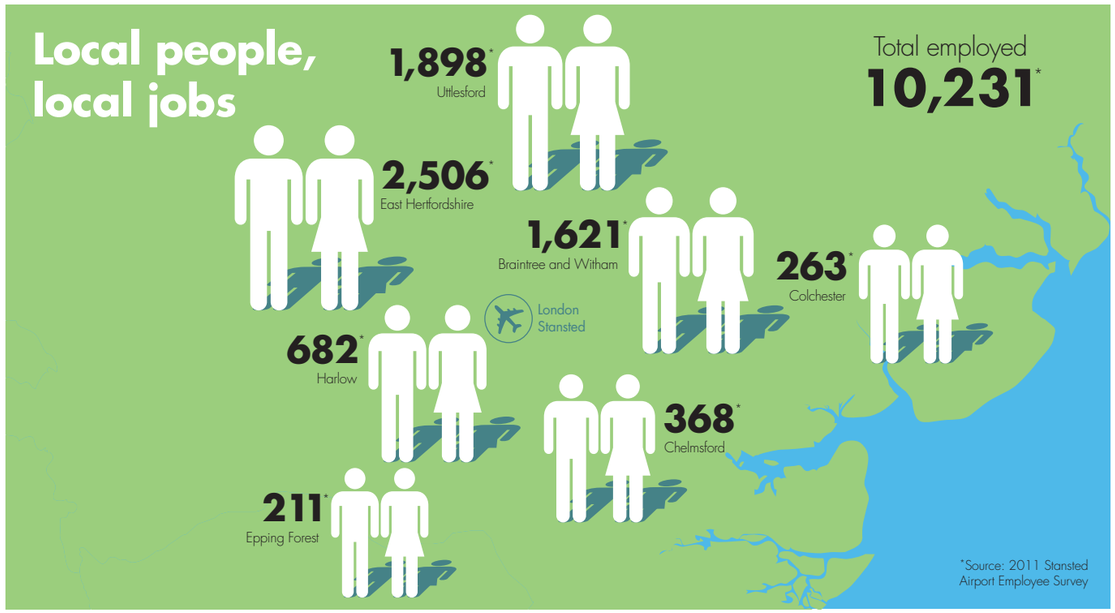



Fig 8: Local people, local jobs – employment at Stansted Airport

# OUR PEOPLE MATTER

## Essex Ambassadors – our local volunteers

Over 90 people who live or work in Essex were recruited by Essex County Council to act as Essex Ambassadors at the airport. The volunteers, aged from 16 upwards, were drawn from all communities in Essex and deployed at the airport during the Olympic and Paralympic Games.

The Ambassadors played a crucial part in ensuring a warm welcome to athletes, their families and spectators. Stansted and Essex County Council are looking to establish a legacy partnership to continue with the scheme in the future.

## Helping people access jobs

In 2012, Stansted donated £50,000 to the Stansted Employment and Skills Academy. The funding helps to build on the existing work of the Academy and to develop a wider range of employment services and outreach activities for our employees and the local community. This is part of a long term commitment by the airport to support local employment and training opportunities.

The Academy hosted three job fairs in 2012, enabling job seekers to meet with potential on-airport employers face to face, obtain careers advice and receive guidance about the application process for jobs at the airport. In total the Academy helped fill 485 vacancies across the airport and held eight training courses which were attended by 100 candidates from the local area.

The free vocational training programme is aimed at young people who are not in employment, education or training. It covers a range of subjects including retail, hospitality, customer service and sales, and involves modules on preparing for employment, working as part of a team, CV writing and interview techniques.

Once complete the Academy team help students apply for the various roles across the airport.

*"This is one of the only courses of its kind in the area, so it's a brilliant opportunity for young people wishing to gain a qualification and then maybe embark on a career within the airport industry."* Anita Garrard, manager of the Stansted Employment and Skills Academy

## Helping people back into the workplace

Stansted's Employment and Skills Academy is committed to helping people get back to work. Ross Marsh, from Braintree, recently took advantage of this valuable free service and secured a permanent job at the airport's HQ, Enterprise House.

Ross, 24, left the Army in 2011 after four years' service which saw him tour Afghanistan. Back in the UK, he found the job market difficult and struggled to find employment but thanks to the Academy, Ross has made it back into work. The turning point came last May when he was recommended by the Braintree Job Centre to enrol on the Academy's free vocational training programme to help him retrain and find a job.

Ross was successful with his application to work as a concierge for facility services provider ISS in the main reception of Enterprise House. This stepping stone back into the work place was made possible by the support given to him by the Academy team and combined with the ISS career development programme gave Ross a boost he will never forget. He found the personal confidence to direct his own destiny and has since progressed his career in a way he did not think would be possible at the start of 2012.

*"The free course at the Academy helped me in so many ways especially preparing me for the application process and giving me the confidence to apply for a job. I wasn't having much luck getting a job on Civvy Street, but the course gave me a real lift"* said Ross.



VISION ZERO
MAKING SAFETY PERSONAL

## Case Study – Vision Zero health and safety campaign

As the third largest airport in London, Stansted places a strong emphasis on good health and safety practice across the entire site and proven to be best in class.

Vision Zero – an airport wide campaign launched in September 2012 – is driving forward that ambition with a clearly defined five year plan to achieve zero fatalities, zero permanently disabling injuries, zero injuries to members of the public, zero long term harm to health, zero negative environmental impact and lost time incidents (LTI) by 2017.

Stansted's health and safety team are leading the way and know that success is only possible by engaging with all businesses, employees and contractors working at the airport and encouraging them to play their part to make safety personal and reduce risks.

The campaign got off to a flying start in 2012 with new management processes introduced including audits, joint inspections with managers and employees together with information and training programmes to enable people at all levels to understand their role, and work safely and healthily.

This is just the start of the journey but key successes in 2012 included:

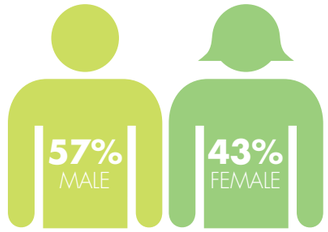
- employee injuries in all departmental areas down from 291 reported incidents in 2011 to only 68 in 2012 – down 76%
- employee absences resulting from a workplace incident/accident were virtually halved from 13 episodes in 2011, to 7 episodes in 2012
- 50% reduction in passenger incidents from 8 in 2011 to 4 reported in 2012.
- near miss reporting and safety improvement ideas submitted by staff and third parties rose by almost 20% from 2009 reports submitted in 2011 to 2428 in 2012

In an effort to help our employees engage with health issues whilst at work the campaign is working closely with external organisations on a number of initiatives including:

- **Health checks** - local NHS Primary Health Trusts have been given access to staff areas at the airport to support the nationwide health and wellbeing campaigns and provide a platform for them to reach a wider audience
- **Safety Coaches** - Over 100 employees have been recruited, given behavioural safety training and tasked to improve awareness and encourage best practice in their area of the business. 40 managers have also undertaken an effective Safety Walk and Talk. Both initiatives will be rolled out to other on-airport companies in 2013
- **Community awareness** - Students from Harlow College have the opportunity, as part of our community engagement programme, to design posters highlighting health and safety issues and promote best practice. A winning entry is chosen each month for inclusion in the campaign and the successful student provided with a behind the scenes tour of the airport.

At the heart of Vision Zero is the commitment to eliminate the risk of serious harm, but also to highlight the important role that health and wellbeing plays both in and out of the workplace. The approach to achieve Vision Zero's objectives means that Stansted will not only continue to improve on the successes achieved so far, but ensure the business continues to make a difference across the wider airport community.

*"Vision Zero is a fantastic campaign. Staff have been engaged and enthused from the start and with over 200 employed by ISS at Stansted, we look forward to playing our part and doing all we can to achieve the challenging targets set to make Stansted an even safer and healthier place to work."* Christine Humphreys, Operations Manager for ISS at Stansted Airport




**10,231**
Airport wide employees

**1,298** Stansted Airport Limited employees

**15,625** employee travelcards sold

**190** on airport companies

SUPERMARKET SCHOOL VOUCHERS
**COLLECTED BY AIRPORT STAFF**

DONATED TO THE
**EMPLOYMENT & SKILLS ACADEMY**

# PUTTING THE PASSENGER FIRST

**17.5 million** passengers

**150** destinations

**98%** of passengers passed through security within **10 minutes**

**£22.2 million** invested in new passenger facilities

**12 new routes** including Warsaw, Maastricht and Paphos

**81%** of departures on time – best major airport in the UK

**45% OF PASSENGERS** VISITING FAMILY AND FRIENDS

In 2012, Stansted welcomed over 17.5 million passengers through its doors, making it the third largest airport in London. Nearly 15% of passengers were travelling on business while 45% were visiting family and friends. We want to ensure passengers like this come back again and again and we work closely with business partners to make sure they get the best possible experience.

This first class passenger experience has not gone unnoticed in 2012 with Stansted winning the SKYTRAX Award for the 'Best Airport for Low Cost Airlines' for the second year running – voted for by over 12 million passengers across the world. The airport was also highly commended in the National Transport Awards and continued its run as the best performing major London airport for punctuality, with 81% of scheduled flights departing on time.

Looking forward to the next few years our new owners M.A.G intends to build on past achievements and invest over £230 million to upgrade security, retail and car parking, helping to improve the airport experience and make Stansted the airport of choice in London for airlines and passengers alike.

easyJet celebrated 55 million passengers through Stansted in 2012

[1] Set-down and pick-up by private vehicle known as 'kiss and fly traffic'. Stansted Airport's Surface Access Strategy aims to tackle 'kiss and fly' traffic to help reduce the environmental impact of these journey which are estimated to be responsible for 38% of the airport's surface access carbon footprint. For further information - www.stanstedairport.com/sustainability

## Stansted's new Customer Charter

As part of the Government's South East Airports Taskforce and in partnership with the airport community we launched our Customer Charter in 2012.

This is our commitment to help customers on every stage of their journey through Stansted and focuses on providing a great customer service in a reliable safe and secure environment. The Charter is supported by a number of our major business partners including easyJet, the UK Border Force, ISS and Greater Anglia Trains.

## New set down facilities

In 2012, Stansted invested in a new premium Express Set Down zone and free pick up facility in the Mid-Stay Car Park. These new facilities provide our passengers with a choice on set down options, help tackle the airport's on going issue with 'kiss and fly' traffic and reduce vehicle emissions and fly-parking on local roads[1].

Following feedback from the Consultative Committee, the User Experience sub group and passengers we also introduced discounts for local residents, local taxis and low emission vehicles for the Express Set Down.

In total over £22.2 million was invested in new facilities to improve the passenger experience across the airport in 2012.

## 12 new routes for 2012

## General Aviation grows from strength to strength in 2012

Stansted Airport has five established VIP private aviation specialists, or Fixed Based Operators (FBO) - Harrods Aviation, Fayair, Universal Aviation, Inflite and Aero Toy Store. They cater for the needs for the most discerning of passenger, offering choice and flexibility.

The five operators all offer luxury departures and arrivals lounges, meeting rooms and crew facilities to welcome the rich and famous including high profile clientele such as US President, Barack Obama and Russian leader, Vladimir Putin. Efficient customs and immigration facilities mean passengers can step on and off their private jets and speed through the formalities in a door to door experience which seems to take little more than seconds.

In 2012, the airport handled over 12,000 business and general aviation flights, an increase of 4.7% on 2011. The boost from London 2012 Olympic Games is one of the factors for this increase. In fact, a last minute surge of world leaders, VIPs and celebrities arriving for the opening ceremony helped set a record of private jets at Stansted on 27 July 2012. The influx of so many private jets saw more planes parked overnight at the airport than ever before. In total, 165 planes were positioned around the north-side and south-side areas of the airport, compared to 156 for the Champions League Final at Wembley in May 2011.

# INDEPENDENT ASSURANCE STATEMENT

WSP Environment & Energy (WSP) is a global provider of environmental and sustainability services.

**We carried out an independent assurance of Stansted's 2012 sustainability Report**
We have carried out an independent assurance of Stansted Airport Limited's (STAL) 2012 Sustainability Report. We did this work in accordance with the benchmark standard for assurance, AA1000AS (2008). We were engaged to provide a Type 2, Moderate level of assurance. This covers:

1. The principles of inclusivity, materiality and responsiveness of the performance information contained in the report.
2. The reliability of the data reported.

The scope of our assurance process covered two areas:

1. The performance targets set and monitored by STAL.
2. Scope 1, 2 and 3 Greenhouse Gas emissions, reported as STAL's carbon footprint.

**STAL's directors have written this report**
Our statement represents our independent opinion. The Directors of STAL have sole responsibility for the preparation of the report. WSP has not been involved in any part of the report writing or development of STAL's sustainability strategy. WSP disclaims any responsibility to a third party for decisions, whether investment or otherwise, based on this Assurance Statement.

**Our assurance process involved a number of activities**
Our work, between March and April 2013, included:

- Interviews with key staff with responsibility for sustainability issues.
- Review of selected primary data to support the data contained in the report.
- Visits to selected parts of the airport to see the airport's sustainability performance on the ground.
- A meeting with representatives of STAL's independent Environmental Interest Group.
- Review of the processes the airport has used to i) decide the sustainability topics contained in the report and ii) to gather performance data.

STAL worked with us in an open way and we have no reason to believe that material information has been withheld from us during our work.

**In our opinion, this report is a fair representation of the airport's sustainability performance**
Based on our assurance, we are satisfied that STAL sustainability targets and performance disclosure represents a fair representation of the airport's activities for the period 1 January 2012 to 31 December 2012. STAL has achieved the majority of its 2012 sustainability targets and provided explanation where targets have not been met.

WSP reviewed and provided feedback on drafts of the data contained in the report and, where necessary, changes were made. We noted that STAL's approach to measuring its carbon footprint includes carbon emissions from all third parties at the airport – including hotels, hangers and other operations supplied with power from the airport's overall supply. The carbon footprint reported is accurate for this wider remit. This wider remit does, however, mean that the airport's stated Scope 2 emissions are higher than would be reported in line with the Greenhouse Gas (GHG) Protocol. To be completely in line with the Protocol, STAL should reclassify some of these emissions either as Scope 3, or remove them from the scope of their carbon reporting.

WSP's global team supports clients in managing and improving their Corporate Responsibility performance including environmental, social and ethical issues. We work with clients across the industrial, commercial and public sectors, including leading FTSE 100 and Fortune 500 companies as well as innovative small-medium size enterprises. Our global team comprises industry practitioners, consultants and practical specialists working in WSP's offices across the world. Many staff are registered with the Institute of Environmental Management and Assessment (IEMA) as qualified auditors.

**Without affecting our assurance opinion, we've a number of suggestions and observations that STAL could consider in developing its programme for 2013 and beyond.**

- **STAL's sustainability performance has improved in 2012.**
  This is positive given the uncertainty which inevitably comes with a proposed sale (since achieved). Much of this improvement is due to the delivery of innovation and investment by STAL's management, although some of the improvement could be attributed to fewer passengers using the airport. In particular, we'd highlight the high proportion of passengers travelling to the airport by public transport, the launch of Vision Zero and the work being carried out to improve waste recycling at the airport as areas of particularly noteworthy practice.
- **The largest sustainability impacts of the airport are impacts which STAL has influence but not always direct control.**
  The economic benefit that the airport brings to the area is the largest beneficial impact. The air emissions and noise from flights and from passengers travelling to Stansted represent the most substantive downside. On noise emissions, the proportion of noise infringements by planes taking off is better than other London airports (and Manchester) in 2012. Greenhouse gas emissions per passenger, including those from aircraft taking off and landing, are 6% lower than 2011. It is also worth noting, however that this 2012 greenhouse gas figure is the same as was achieved in 2008. Setting a more long term target for emissions per passenger could provide strategic direction. STAL per passenger carbon emissions for scope 1, 2, and 3 emissions are broadly in line with other UK airports.
- **Developing strong submissions to the government's Airport Commission on future aviation capacity will be a key strategic priority for most UK airports in 2013.**
  Making a strong sustainability case, using STAL's sustainability management principles and contributions from external interested parties will enhance STAL's submission.
- **Charity donations are a key part of STAL's community programme.**
  Measuring the impact of larger donations – such as Project Destinations – through a targeted review program would provide more robustness and a framework for future long term community strategies.
- **STAL's sustainability performance could show a more strategic direction by setting some medium and long term targets, not just targets to be achieved over the next twelve months.**
  This would allow sustainability to sit alongside the airport's other long term business programmes and allow more ambitious objectives to be realised. Targets could also be split into those that STAL directly controls and those that can be achieved by working with other parties at the airport.

Assurance Lead:
David Symons
Director
April 2013

Assurance Team:
Louise Wood
Principal Consultant
April 2013

# 2012 ACHIEVEMENTS AND TARGETS FOR 2013

| Topic | 2012 target | Progress against target | RAG status | 2013 target |
|---|---|---|---|---|
| Climate change | Publish Climate Change strategy by 30th June 2012 to include a plan to address the risks identified in our Climate Change Adaptation Plan. | Draft strategy developed but due to airport separation and sale process, final strategy delayed until further notice. | | Develop an overarching strategy that encompases all the separate environmental strategies by 31 Dec 2013. |
| Noise | Deliver our 2012 Noise Action Plan commitments. | All targets achieved with the exception of a community noise seminar (delayed pending Night Noise Consultation). | | 1. To deliver our 2013 Noise Action Plan commitments;<br>2. Continue to explore technology opportunities with NATS and the airlines to enable Continuous Descent Approach on arrivals to Runway 04;<br>3. In partnership with the CAA (DAP), NATS and relevant stakeholders conduct a published RNAV trial by 31 Dec 2013;<br>4. To implement a system for monitoring and reporting compliance with Continuous Climb Operations by 31 Jul 2013. |
| | We will explore technology opportunities with NATS and the airlines to enable Continuous Descent Approach on arrivals to Runway 04. | Ongoing - Stansted's management have pressed this issue with NATS and the CAA and the need for CDA on Runway 04 was included in numerous policy submissions to the Department for Transport. | | |
| | By December we will review and re-launch the noise section of our website following consultation with NTKWG and EIG to ensure it is relevant and user friendly. | A new noise website www.stanstedairport.com/noise was launched 13 Nov 2012. | | |
| Air quality | Deliver relevant 2012 Air Quality Strategy Actions | All targets achieved including conducting a six month Transect Study across Hatfield Forest. | | 1. To deliver 2013 air quality targets;<br>2. To introduce incentives for passengers travelling to/from the airport in low emission vehicles by 31 Mar 2013. |
| | Carry out a survey of vehicles used at Stansted airport and identify opportunities with our business partners to reduce emissions going forwards. As part of this STAL will implement a new low emission vehicle procurement policy for our vehicles. | Survey pending; Stansted has implemented a low emission vehicle procurement policy, whereby the airport will look to purchase less polluting vehicles. | | |
| Energy | Deliver a 2% reduction on $CO_2$ emissions from energy consumption in 2012 compared to 2011. | Delivered a 2.95% reduction in $CO_2$ emissions against a 2% target; Stansted recertified with the Carbon Trust Standard. | | To deliver a 2% reduction in $CO_2$ emissions from energy consumption in 2013 compared to 2012. |
| Waste | To recycle or compost 56% of airport waste generated in 2012. | Target achieved - 58% of waste recycled or composted in 2012. This includes new textile recycling facility. | | 1. To recycle or compost 57% of airport waste generated in 2013 by 31 Dec 2013;<br>2. To divert 77.5% waste generated in 2013 from landfill by 31 Dec 2013. |
| | To divert 70% of our waste generated in 2012 from landfill. | Target achieved - 75% of waste generated in 2012 diverted from landfill. | | |
| | Review and update our waste minimisation guidelines for Airport development and building design. | Reviewed the airport's waste management guidelines on a case by case basis. Further work pending in 2013. | | |
| Water | Develop and publish a 5 year airport water strategy by 30 Sep 2012. | Draft strategy developed but due to airport separation and sale process, final strategy delayed until further notice. | | 1. To undertake water efficiency surveys for large water intensive on-airport buildings by 31 Dec 2013;<br>2. To develop and publish a 5 year airport water strategy by 31 Dec 2013. |
| | Deliver infrastructure improvements to our northern airport trunk sewer by 1 Jun 2012. | Works completed by 31 Mar 2012. | | |
| | Survey STAL owned buildings to determine water efficiency opportunities and produce delivery plan by 31 Dec 2012. | Building water efficiency surveys were completed by 8 Aug 2012. Delivery plan developed and work was conducted during the survey period to reduce building water consumption. | | |
| Surface access | To achieve a 43% share of air passengers using public transport by the time the airport reaches 35mppa. | Moving annual total is 50.8% of non transfer passengers using public transport in 2012. | | 1. To achieve and maintain 43% of UK Leisure passengers travelling by public transport by the end of 2015;<br>2. To maintain 50% target of non transfer passengers using public transport in 2013;<br>3. To build a coalition of support for rail investment on the West Anglia Mainline and promote the airport's rail vision and Stansted in 30 campaign. |
| | To reduce the number of staff driving to and from the airport by private car to no more than 70% by the time the airport reaches 35mppa. | 2011 Staff Survey shows that the current figure is 69.9% of airport staff are travelling alone by private car. Airport Travelcard sales for 2012 are up by 6% compared with 2011 sales. | | |
| Biodiversity | Develop and publish a 5 year airport Nature Conservation strategy by 31 Dec 2012. | Delayed due to airport separation and sale process, final strategy delayed - plan to be reviewed in 2013. | | To review current plans and explore opportunities for a 5 year plan in 2013. |

| Topic | 2012 target | Progress against target | RAG status | 2013 target |
|---|---|---|---|---|
| Community engagement | To continue to support staff volunteering through I-volunteer scheme and Staff Match Fund and to hold an I-volunteer celebration awards event in Apr 2012. | Airport employees were honoured for the work carried out as community fundraisers and volunteers at the I-Volunteer award ceremony on 17 Apr 2012. In total, £15,000 was donated to volunteers for their community projects in 2012. | | 1. To implement a Charity Partner of the year and actively promote staff volunteering by 28 Feb 2013;<br>2. To survey local stakeholders including elected representatives, community leaders and local organisations to seek their views on the focus for community support by 30 Apr 2013;<br>3. To implement a work experience programme and offer up to 15 placements in 2013. |
| | To implement Charity Partner of the year to maximise the sporting legacy of the Games and to encourage staff involvement in the community. | The Panathlon Challenge was chosen by employees as the airport's charity partner of the year. | | |
| | Working in partnership with local education organisations we will develop a new career and mentoring programme offering information and guidance for aspiring young people. | Stansted Community Fund donated £50,000 to 'Project Destinations'. The project will offer information, advice and guidance for careers linked to the regional economy, in particular employment within the aviation sector. | | |
| The passenger experience | To manage the security operation to ensure the highest standards of security compliance, whilst delivering targets of no more than a ten-minute queuing time for 95% of our departing passengers, a 15-minute queuing time for 98% of our departing passengers. 0% of departing passengers will queue for 30 minutes or more. | Month / 10 mins / 15 mins<br>January 99.78% 100%<br>February 97.47% 98.41%<br>March 99.61% 100%<br>April 99.65% 100%<br>May 97.64% 99.68%<br>June 98.46% 99.68%<br>July 97.76% 99.95%<br>August 96.22% 100%<br>September 97.14% 99.85%<br>October 98.13% 100%<br>November 99.31% 100%<br>December 96.78% 98.83% | | 1. To manage the security operation to ensure the highest standards of security compliance, whilst delivering targets of no more than a ten-minute queuing time for 95% of our departing passengers, a 15-minute queuing time for 98% of our departing passengers. 0% of departing passengers will queue for 30 minutes or more;<br>2. To develop and implement new security procedures and technology to improve the passenger experience by 31 Dec 2013. |
| Managing our people | Hold an annual Employment Forum by 30 Oct 2012. | The Employment Forum was held on 22 Nov 2012. | | 1. Organise an airport-wide Jobs Fair in partnership with Airport Skills Academy and on-airport businesses by 31 Jul 2013;<br>2. Undertake an airport-wide employee survey by 30 Oct 2013. |
| | To continue our long term commitment to support the employment and training opportunities available at the airport we will fund the Airport Skills Academy to the value of £50,000 in 2012. | £50,000 was donated to the Academy in 2012 and three jobs fairs were held throughout 2012. In total 485 vacancies were filled. | | |
| Health and safety | Review and update our Occupational Health Strategy. | In 2012 the airport launched a new health and safety strategy and campaign – Vision Zero. The strategy sets a target of having zero deaths, zero injuries to the public and staff, and zero ruined lives by 2017. | | To deliver 2013 targets in the Vision Zero roadmap including behavioural change programme, leadership training and delivering occupational health commitments. |
| | To achieve PAS55 for our asset maintenance programme by 31 Dec 2012. | Stansted achieved PAS55 – the British Standards Institution's (BSI) for management of physical assets in Dec 2012. | | |
| Economic development | To run at least one tourism campaign a year to promote foreign travellers to return to the UK by 30 Jun 2012. | Stansted organised a two day event to showcase Cambridge to inbound airlines; throughout 2012, Stansted supported the UK Government's 'GREAT' Britain campaign to promote tourism and inward investment. | | 1. To produce an airport economic and social impact study by 31 Dec 2013;<br>2. To promote the Sustainable Procurement Strategy with key suppliers inc. delivering two 'introduction to airport procurement' business events;<br>3. To hold a 'Meet the Buyers' local procurement event by 30 Sep 2013;<br>4. To organise at least one tourism campaign to promote foreign travellers to return to the UK by 31 Dec 2013. |
| | To work with the London Development Agency and Visit Essex to run city host volunteers to welcome visitors during the London 2012 games. | Over 90 local people were recruited by Essex County Council to act as Essex Ambassadors at the airport. The volunteers were drawn from all communities in Essex and deployed during the Olympic and Paralympic Games. | | |
| | Develop a Sustainable Procurement Strategy for Stansted Airport by 31 Dec 2012. | A sustainable procurement plan developed and will be published early 2013. | | |
| | To hold a 'Meet the Buyers' procurement event during 2012. | Meet the Buyers event held on 27 Sep 2012. | | |