

# Making a world of difference

Stansted Airport Sustainability Report 2011



# Welcome to Stansted Airport

## Contents



*“Stansted Airport  
is proud to hold the  
ISO14001 environmental  
and OHSAS18001 Health &  
Safety accreditations in addition  
to the Carbon Trust Standard”*

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# Message from the Managing Director

Welcome to our 2011 Sustainability Report which highlights another solid performance as we celebrated our 20th anniversary since Her Majesty The Queen opened our iconic terminal building in 1991.

2011 was a challenging year for the airport as we responded to a significant downturn in the UK and European economy, resulting in a 2.7% reduction in passenger numbers across the year. Against this backdrop we have continued to make positive steps in reducing our environmental impacts, helping to boost jobs and regional economic growth and engaging with our community.

During the year the airport was delighted to be awarded the SKYTRAX World's best airport for low cost airlines and additionally the Air Cargo Excellence award. These achievements highlight our excellent operational performance, world-class facilities and great range of destinations - all key factors for passengers and business when deciding their airport of choice.

As we move forward, I remain committed to operating the airport sustainably. We will be clear with our business partners, stakeholders and local communities on our commitments.

As I said last year, the key for Stansted Airport and our stakeholders is improved partnerships with a shared understanding of both the benefits the airport brings and the solutions needed to reduce our environmental impacts.

Looking forward during 2012, we have another challenging but exciting year ahead. The London 2012 Olympic and Paralympic Games will test our operations, but I am confident we have the plans in place to cater for all eventualities, providing us with a unique opportunity to showcase our potential.

During 2012, the Government is due to consult on its vision for UK aviation and I hope we can play our part in helping to create an aviation sector that meets passenger expectations and drives the UK economy forward. At the same time we will continue to incentivise innovation and ensure the airport is sustainable for generations to come.



**Nick Barton**  
Managing Director, London Stansted Airport

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*“The targets in the Sustainability Report 2011 demonstrate continuing progress for London Stansted”*

# Independent assurance statement by WSP

## Introduction

WSP Environment & Energy (WSP) was commissioned by Stansted Airport Limited (STAL) to conduct an independent external assurance review of the 2011 Sustainability Targets.

The aim of this statement is to provide a Type 2, Moderate level of assurance to stakeholders that the targets reported in the 2011 Sustainability report are appropriate to the nature and activities of our operations and that the performance against those targets reported is accurate, and has been validated by an independent third party. This statement also provides assurance of our carbon footprint.

WSP disclaims any responsibility to a third party for decisions, whether investment or otherwise, based on this Assurance Statement.

## What we did to form our conclusions

We planned and performed our work in accordance with WSP's assurance methodology which is based on the international assurance and audit standards International Organisation for Standardisation (ISO) 19011, ISO14064:3 and Accountability's AA1000AS (2008). The AA1000AS (2008) assurance principles or materiality, inclusivity and responsiveness have been used as criteria against which to evaluate the report. We also referred to the Greenhouse Gas Protocol and Corporate GHG Reporting Guidance in conducting our assurance work.



## Our assurance took place in April and May 2012 and we:

- Interviewed data owners and managers at STAL to understand the performance against targets, the processes behind current sustainability performance and future initiatives planned
- Reviewed documentation related to the social, ethical, environmental and health and safety targets and performance
- Reviewed STAL's process for determining its carbon footprint
- Reviewed STAL's process for determining the sustainability topics to be covered by targets and target setting
- Reviewed the materiality of the targets against the key sustainability issues across the business, stakeholder concerns and media concerns around aviation. We also reviewed the targets and performance of peer organisations
- Discussed information and explanations about sustainability issues effecting target performance and wider sustainability performance across the airport

STAL provided access to records and data required and WSP is confident that no material information has been withheld. WSP states our independence and impartiality with regards to this assurance engagement and has not been involved in the development of STAL's sustainability strategy, carbon footprint or preparation of any of the material included in the reporting information.

## Limits of our assurance

Our review was limited to the 2011 Sustainability Targets for Stansted Airport Limited.



## Summary of our key findings

The targets in the Sustainability Report 2011 demonstrate continuing progress for STAL in managing and reporting on sustainability issues.

Highlights for 2011 include the continued real improvement in reducing environmental impact, the development of skills and education community support and the formal adoption of the Noise Action Plan.

- STAL is disclosing its performance against each sustainability target and is transparent on the key issues and challenges it faces in improving sustainability performance, which includes reference to the wider sustainability challenges facing the aviation sector. The airport has mature and developed sustainability management systems and programmes which continue to address these challenges
- Overall STAL has achieved the majority of 2011 targets as planned. For areas where targets have not been achieved or where only some progress has been made, an explanation or justification for this is provided in the 2011 Sustainability Report
- The carbon footprint of the airport has been reviewed and verified and has been found to provide a fair representation of the GHG data. The footprint has been developed in line with GHG protocol requirements and is developed around the Operational boundary of the airport
- STAL has further developed its understanding of its Scope 3 carbon emissions with an independent review of the methodology
- STAL has increased its already very high level of passenger access using public transport and have exceeded the Airport's Surface Access Strategy target of 43%, currently achieving 49.3%
- Plans to further understand and measure energy and water use across the airport by installing meters and assessing performance will allow Stansted to reduce energy use
- STAL is focusing on supplier engagement to support local economic development with a number of initiatives to introduce local companies to the other 189 businesses at the airport and promote procurement policies that focus on business to business and sustainability as minimum standards.

# Independent assurance statement by WSP continued

## Improvements and recommendations

The following is a summary of the key areas for comment and improvement, highlighted within the scope of this assurance:

- STAL should review their targets with a view to considering whether they are setting appropriately challenging goals for areas of the business where planned sustainability improvements are likely to lead to the target being exceeded
- Targets for surface access are based on the airport reaching full capacity of 35 million passengers per annum. Although the target as a percentage performance have been achieved, passenger numbers are considerably less than this, approximately 18 million in 2011. It may be more appropriate to develop targets around projected passenger numbers so that this accurately reflects the improvement in performance. The target set for passenger surface access is lower than the performance achieved for the past 4 years
- For energy and water, there is a need for targets to reflect the difference between STAL performance and that of third parties who occupy airport premises. Separating the two will allow STAL to demonstrate real improvement in the areas that it controls. Where it can only influence third parties to reduce energy or water, poor performance will not have a negative impact on STAL targets
- STAL has a focus on employment and skills as part of community engagement and aims to help the local community with jobs across the airport. We support STAL's plans to develop a new career and mentoring programme offering information and guidance for aspiring young people



- The targets for community engagement have all been achieved or exceeded, however they do not accurately reflect the extensive community activities and initiatives that are taking place at the airport. STAL should consider revising the 2012 targets to include the activities related to skills and education
- Current activities to promote economic development around Stansted Airport focus on engaging local businesses, but there is a view that economic development is not linked to the current Sustainability Strategy and STAL should consider revising this.

## Our assurance opinion

Based on our assurance, our opinion is that the 2011 Targets for STAL and performance disclosure provide a detailed and accurate representation of their activities for the period 1 January 2011 to 31 December 2011. The 2011 Carbon Footprint for the airport presents a fair representation of the GHG data and has been prepared in accordance with the GHG Protocol.

Handwritten signature of Emma Bollan in black ink.

Prepared by:  
Emma Bollan  
Associate Director  
June 2012

Handwritten signature of Andrew Bright in black ink.

Authorised by:  
Andrew Bright  
Divisional Director  
June 2012

We welcome this statement and we will evaluate WSP's recommendations as part of our work in 2012.



#### Key to performance results:

- Target not achieved**  
 The target actions have not been progressed, or performance is lower than last year
- Some progress made**  
 The target has not been achieved, but actions have been carried out towards delivering the target and performance is better than last year
- Target achieved**  
 All the actions are completed and items delivered. Performance has reached the target level
- Target bettered**  
 More actions have been completed than planned against the target and performance is better than the target

Topic	Target	Commentary	Rating
<b>Environment</b>			
Climate change	Deliver Climate Change Adaptation Plan for Stansted Airport by 31 May 2011	Plan completed and submitted to DEFRA on 27th May 2011. Plan approved by DEFRA on 21st August 2011	
	Develop a climate change strategy for Stansted by 31st December 2011	Strategy has not been finalised in 2011. Scheduled for 2012. Work from Climate Change Adaptation Plan has significantly contributed to producing this strategy.	
Noise	Deliver relevant 2011 Noise action plan actions	Actions delivered and agreed with Noise and Track Keeping Working Group	
Air quality	Deliver 2011 actions as defined in STAL Air Quality Strategy	Majority of actions complete	
Energy	Deliver a 3% reduction in CO <sub>2</sub> emissions from energy consumption in 2011 compared to 2010	84,637,247 kWh consumed in 2011. CO <sub>2</sub> emissions from energy consumption were 4.16% below 2010	★
Waste	To recycle or compost 55% of airport waste	57.16% of airport waste recycled in 2011	★
	To divert 65% of our waste from landfill	71.7% of airport waste diverted from landfill in 2011	★
	To deliver 2011 actions as defined in STAL Waste Strategy	20 out of 29 actions on track, 7 amber and 2 red	
Water	Carry out flow monitoring of Balancing Pond C system by 31 December 2011	All Pond C flow meters (5) installed and monitoring commenced by 31st December 2011	
	Determine capital investment options to improve STAL freshwater pumping station by 31 December 2011	Freshwater Pumping Station options are due to be submitted in April 2012	
	To reduce water consumption by 3% in 2011 compared to 2010	Reduction of 31% achieved (2011 water consumption 436MI, 2010 water consumption 628MI)	★

# Performance results

Topic	Target	Commentary	Rating
<b>Environment continued</b>			
Surface access	To achieve a 43% share of air passengers using public transport by the time the airport reaches 35mppa	CAA mode share (2011) shows a MAT of 48.7% of passengers travelling by public transport	
	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	Bi annual staff travel survey undertaken in March 2011 and results show that 69.9% of airport staff drive to work alone by private car. This is a reduction from 71.7% in 2009. Next survey due in 2013	
Biodiversity	To implement 2011 actions as defined in Eastend Wood Management Plan	Plan drafted and submitted to Natural England and Forestry commission in 2011. Plan not formally approved until Jan 2012, therefore actions could not be implemented	
<b>Social</b>			
Community engagement	To re-launch the employee I-volunteer scheme and hold a local celebration awards event in spring 2011	The employee I-volunteer scheme was re-launched in January 2011 and an award ceremony was held on 4 April 2011. 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, £15,250 was donated to local charities and community projects	
	56 days booked representing 43% of available days	Target exceeded - 156 days booked	★
	20 school visits were organised and nine college fairs attended	Target exceeded - 20 school visits were organised and nine college fairs attended	★

Topic	Target	Commentary	Rating
<b>Social continued</b>			
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	The SQR targets for queuing were achieved in 2011 with no penalties paid apart from a Security breach in July which was attributable to a terminal evacuation for security reasons	
Managing our people	Hold an annual Employment Forum	Forum held in November 2011	
	We will fund the final year of the Airport Skills Academy to the value of £50,000 in 2011	Money provided	
	We will review on Airport company employee skills and recruitment requirements to understand their needs for the future in 2011	Survey of employees completed. Discussions on going	
Health and Safety	To increase near miss reporting to 750 or more by 31st December 2011	New near miss reporting scheme launched in January 2011. 2001 near misses reported in 2011 - 266% above target	★
	To replace existing security screening equipment with a new automated tray return system	The ATRS project was delivered on time, the HSSE benefits of the new machines have been realised with a downward trend in Manual handling incidents being reported, however the throughput benefits have been held back by Security and passenger preparation issues Remedial action plans are in place to rectify these issues	
<b>Economic</b>			
Economic development	To run one tourism campaign a year to promote foreign travellers to return to the UK	2 campaigns held - one of which was called "Hello, Hello"	★
	To work with the London Development Agency and Visit Essex to develop a proposal for city host volunteers to welcome visitors during the London 2012 games	On target and proposals in place	
	To hold a 'Meet the Buyers' procurement event during 2011	Held in September 2011	

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*"In 2011 London Stansted's carbon footprint reduced by 6%"*

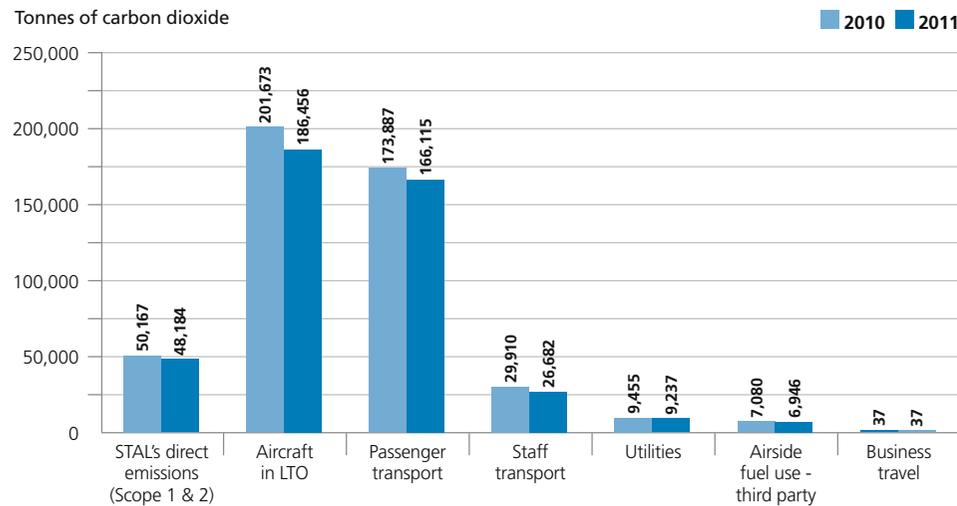
# Environment highlights

## Managing carbon emissions

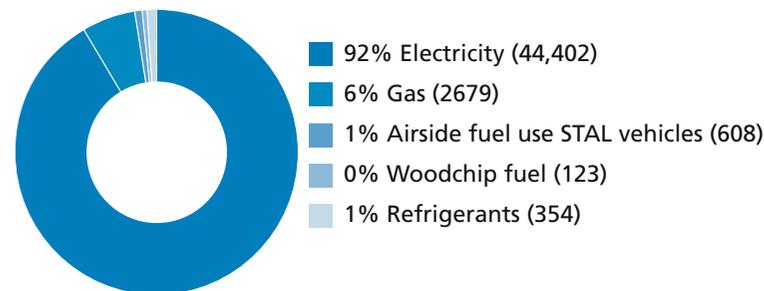
### 2011 Carbon Footprint

In 2011 London Stansted's carbon footprint reduced by 6.0%. The chart below shows how carbon emissions from different activities changed between 2010 and 2011.

2011 London Stansted Airport Carbon Footprint compared to 2010



Break down of Scope 1 & 2 emissions



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 STAL has direct or indirect control such as gas or electricity use and are technically known as 'Scope 1 and 2 emissions'. The other emissions result due to the operation of the airport which STAL only has limited control or influence over and are known as indirect or Scope 3 emissions.

Our direct emissions reduced by 4% primarily due to our reduction in use of gas and electricity. The increase in refrigerant emissions resulted from planned maintenance of our main air conditioning cooling units at the airport in 2011.

Stansted combined carbon footprint results - 2009 to 2011

Category	2011	2010	2009	Absolute Change 2011 vs 2010	% Change 2011 vs 2010
<b>STAL's Direct Emissions (Scope 1 &amp; 2)</b>	<b>48,184</b>	<b>50,167</b>	<b>51,585</b>	<b>-1,983</b>	<b>-3.95%</b>
Aircraft in LTO	186,456	201,673	216,493	-15,217	-7.55%
Passenger Transport	166,115	173,887	163,699	-7,772	-4.47%
Staff Transport	26,682	29,910	24,540	-3,228	-10.79%
Utilities (Waste & Water Use)	9,237	9,455	5,258	-218	-2.31%
Airside Fuel Use - Third Party	6,946	7,080	9,160	-134	-1.89%
Business Travel	37	37	29	0	-1.02%
<b>STAL's Indirect Emissions (Scope 3)</b>	<b>395,473</b>	<b>422,043</b>	<b>419,180</b>	<b>-26,570</b>	<b>-6.30%</b>
<b>Total</b>	<b>443,657</b>	<b>472,210</b>	<b>470,764</b>	<b>-28,553</b>	<b>-6.05%</b>



### Managing energy emissions

In 2011 we continued to work on our energy reduction initiatives, improving our building management system controls. Energy efficiency was a key factor in selecting new chillers in Satellite 2 and a new boiler in Satellite 1.

Operationally, our main focus has been on developing our monitoring and targeting processes. We have undertaken a major review of all electricity and gas sub-metering and developed proposals for upgrade of the metering network. This has improved our monthly tracking and reporting of consumption across the airport and we plan to improve this further in 2012.

### Managing surface access emissions

Throughout 2011, public transport mode share has continued to perform well in challenging economic circumstances.

The CAA 2011 survey shows that 48.9% of air passengers at Stansted used bus, coach or train for their journey to and from the Airport, which remains the highest percentage of any major UK Airport and one of the best in Europe. The public transport percentage in 2010 was 47.9%.

#### The CAA 2011 survey

No of Travelcard sales	1368
No of Carshare Members	1642
% of staff not arriving by single car journey	30.1%
% of passengers arriving by public transport	48.9%
Private Car	38.5%
Hire Car	3.2%
Taxi/minicab	9.3%
Bus/coach	23.8%
Rail	25.1%
Other	0.2%

# Environment highlights continued

The Stansted Area Transport Forum continues to work in partnership to deliver service, infrastructure and policy improvements. A number of improvements have occurred during 2011 which include:-

- Launch of revised Stansted Airport Surface Access Strategy 2011-2015
- The introduction of the new rolling stock for the Stansted Express rail service
- Continued development of bus and coach services to meet passenger demand
  - Introduction of the 308 Sunday Service and 24 hour daily operation
  - Development of the Airport by Bus 133 service
  - Extension of the National Express A9 service to Liverpool St
  - Introduction of the National Express 250 service to Ipswich, Colchester and Heathrow
- Passenger improvements in the bus and coach station
- Installation of passenger waiting shelter for Cross Country Trains passengers on Platform 2.

The airport staff travel survey was carried out in 2011 and data shows that single car occupancy for staff has continued to decline from 71.7 % in 2009 to 69.9% in 2011. The main contributor to the growth in public transport use by staff is the continued increase in the cost of vehicle fuel. Airport Travelcard sales have increased as a consequence from 1,176 in 2010 to 1,368 in 2011 (June monthly sales).



## Managing aircraft emissions

During 2011 Stansted continued to work with our airline and air traffic control partners to reduce emissions from aircraft operations. Specifically this included:

- Supporting the development of the Departures code of Practice - an industry led initiative to share best practice to reduce emissions, both on the ground and in the air, from departing aircraft
- Working with NATS to explore opportunities to make aircraft arrival and departures routes from the airport more efficient, including enabling aircraft to climb quicker on departing the airport. We look forward to further work with NATS in 2012 through their development and consultation on a London Airspace Management Plan
- Monitoring and encouraging our airlines to use fixed electrical ground power when parked at the airport rather than run their auxiliary power units which burn jet fuel.



### **Adapting to climate change**

In May 2011 Stansted submitted a plan to DEFRA detailing how the airport plans to adapt to climate change over the next 40 years.

As a result of predicted changes to the climate in the East of England over the short, medium and longer term 35 risks were identified at the airport.

Climate risks in the short term are predominantly low, and where risks are more significant these are largely already being managed through existing mitigation and resilience programmes (e.g. plans to upgrade the airport waste water control system).

Looking at the medium and longer term, climate risks are expected to worsen from drought and high summer temperatures to prolonged cold snaps over winter.

Long term risks which Stansted will focus on are:

- Managing aircraft fuel spill risks in high summer temperatures
- Managing risks of heat stress or damage to aircraft, pavements and buildings
- Managing risks from high intensity rainfall events, especially during winter de-icing periods
- Managing an increased energy demand for cooling
- Managing disruption and business continuity risks due to increased freeze/thaw and snow variability during winter months.

We will continue to evolve our climate adaptation plans to ensure we are ready for these risks as well as doing all we can to reduce carbon emissions from our operations and influence others to reduce theirs.

A climate change strategy detailing how we will do this will be developed in 2012 and once finalised, published on our website.

# Environment highlights continued

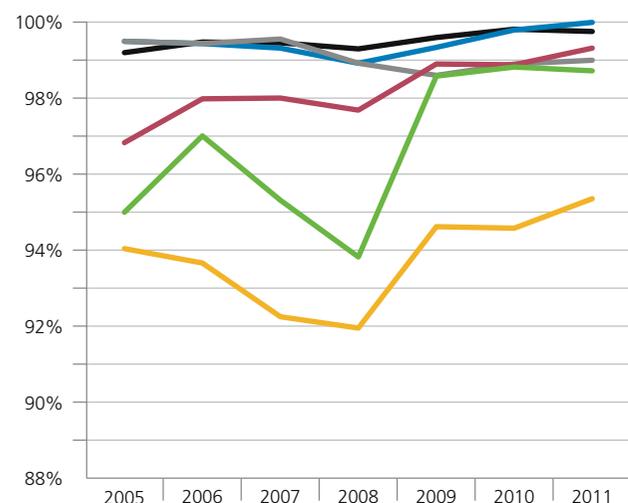
## Managing noise issues

### Aircraft noise management

We continue to work with our airline partners to improve the departure track keeping performance at London Stansted.

The following graph shows the improvements of our six individual departure routes that have been achieved in recent years. The particular successes are shown on the two DOVER departure routes.

Trends in Aircraft Departure Track Keeping at London Stansted



- Flights on track on Route 22 Buzad
- Flights on track on Route 22 Clacton
- Flights on track on Route 22 Dover
- Flights on track on Route 04 Buzad
- Flights on track on Route 04 Clacton
- Flights on track on Route 04 Dover

### Noise Action Plan progress (2011)

Throughout 2011, London Stansted has continued to deliver against its agreed actions as published in the Noise Action Plan, formally adopted by the Government in June 2011. The key new actions being:

#### Departing aircraft

- Increase in surcharge levels for persistent or flagrant off track departures (day & night) from January 2012
- Increase in incremental surcharge levels for noise infringements (day and night) and introduction of a tiered fining mechanism from the start of the Summer 2011 Night Operations season
- Set up a monitoring and reporting system on the heights of departing flights over Bishop's Stortford, St Elizabeth's Home, Stansted Mountfitchet and Sawbridgeworth. Reporting to start from January 2012.

#### Arriving aircraft

- We have commenced monitoring Continuous Decent Approaches (CDAs) to runway 04 at night and report these statistics to NATS. We have continued dialogue with NATS, pressing for the introduction of a published CDA to runway 04.

#### Night noise

- Introduction of a tiered fining mechanism for noise infringements during 2011, heavily weighted against the highest exceedence level
- Raised surcharge levels for persistent or flagrant off track aircraft departures.

### Ground noise

- A review of our APU usage strategy resulting in new instructions being issued to airlines
- Rotary Wing and Fixed Wing Engine Testing procedures reviewed and re-issued
- A new Stand Planning System implemented and stand planning procedures reviewed.

### Mitigation schemes

- A review and re-issue of our wake vortex policy on our website.

### Monitoring and reporting

- Implementation of service level response targets for noise complaint and enquiry handling.

### Continuous improvement

- We have written to our airline partners to seek their views on a voluntary phase out of Chapter 3 high aircraft operations.

### Community noise monitoring

London Stansted commissioned an independent measurement of the aircraft noise climate in Saffron Walden, Essex. The survey was conducted over a three month period and the full results will be delivered to the airport in Q2 2012.

### Community information

London Stansted implemented a suite of nine information factsheets and a set of updated flight track maps during 2011. These have been welcomed by the local community in gaining a better understanding of the complex factors that make up aircraft track-keeping and levels of aircraft noise. An independent audit by Uttlesford District Council also complimented the introduction of the factsheets, which were recognised to be '*...informative and a useful addition to the publications available to the community*'.



### **Modern aircraft fleet**

Building upon the already green credential of the aircraft used by the airport's two biggest operators, Ryanair and easyJet, the airport was pleased to welcome new Boeing aircraft into the Stansted cargo fleet. In April Fed Ex introduced the new Boeing 777 Freighter to replace some of their older MD-11 aircraft and in November IAG Cargo, the parent company of British Airways and Iberia, operated the first Boeing 747-8 Freighter into the UK replacing the older Boeing 747-400 aircraft. Both new models deliver significant environmental benefits as they are quieter and produce fewer emissions than the aircraft they replace, whilst carrying more freight per movement.

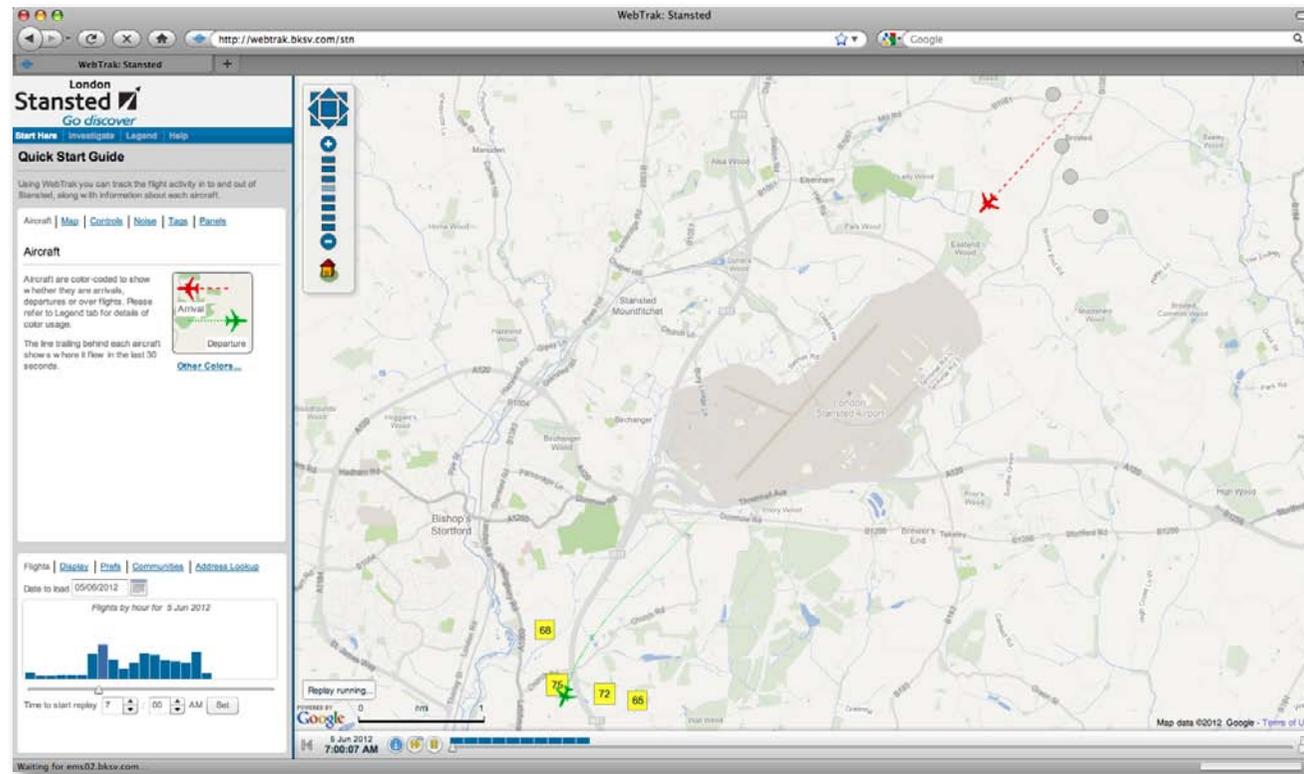


# Environment highlights continued

## On-line web tracking

A new, improved version of Stansted's flight tracking system - WebTrak - was implemented in 2011. With this new version, members of the public can not only track individual flights, but can also see the noise monitor reading and instantly log a noise complaint. Access the system via stanstedairport.com/noise

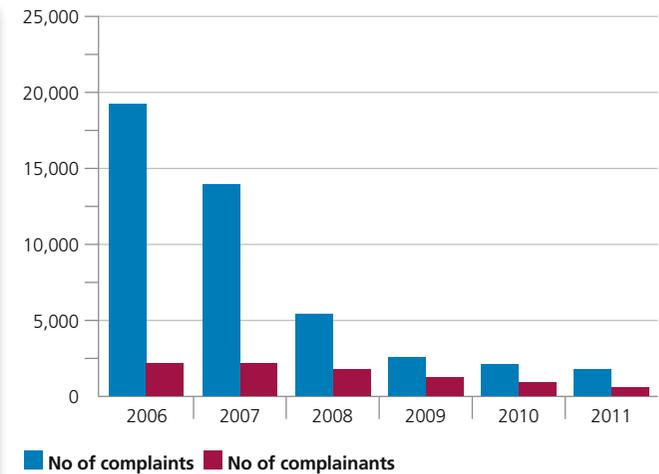
### The new WebTrak System



## Noise enquiries

In 2011, the airport received 881 noise and track-keeping enquiries from 368 individuals. Year on year, the airport continues to see a reduction in noise complaints (see Graph below).

Graph 1: London Stansted noise complaint data (2006-11)





## Managing local environmental issues

### **Water leakage detection and repair**

Stansted saved enough water to fill 80 Olympic sized swimming pools during 2011 thanks to the help of a specialist programme of surveying and repairs to its 10 mile drinking water pipe network.

Stansted reduced its water consumption in 2011 by nearly 33% compared to 2010 levels, a saving of 205 million litres of water across the 957 hectare airport site.

A specialist survey contractor, Aquatech Engineering, undertook a wide-ranging inspection of the airport's entire water pipe network, some of which dates back to Stansted's origins as a World War II US air force base. Using hi-tech instruments that listen for any noise produced by leaking water, we were able to pinpoint the location and carry out repairs to replace and upgrade the defective pipework.

# Environment highlights continued

## Air Quality

London Stansted was delighted to be the first UK company to test a new hydrogen refuelling system (HFuel) and two specially adapted vehicles as part of ITM Power's nationwide Hydrogen On Site Trials programme (HOST). The trial commenced immediately after the host launch for a period of two weeks in March 2011.

The HOST launch event attracted an audience of 300 people, including representatives from central and local government, NGOs, industry, the media, and the City, as well as many ITM Power investors. A series of informative presentations included an enthusiastic keynote address from motor industry commentator Quentin Willson, as well as representatives from Stansted Airport and the UK Government's Technology Strategy Board.

Additionally, during 2011 we commenced a six month airport wide diffusion tube transect study and look forward to receiving the analysis of the results. This study will be extended across Hatfield Forest, with permission from the National Trust, in early 2012.

Although we did not complete our vehicle emissions strategy in 2011, we will work with our procurement team to develop this strategy during 2012.



## Waste

In 2011 our main focus was to continue to increase recycling of waste generated by retail outlets and passengers in the main terminal. This included collecting 200 tonnes of food waste from catering outlets for composting, increasing the amount of mixed recycling materials collected and separating plastic bottles and plastic wrapping. Working closely with our waste collection contractors and terminal retailers we have significantly increased the amount of terminal waste recycled from 29% in 2009 to 39% in 2010 and achieving 47% in 2011.

Changes to waste collection equipment have also contributed to a more efficient operation. We installed three new compactors for terminal waste which has meant we need to make less trips to disposal and recycling facilities.

## Nature conservation

In 2011 Stansted continued to develop our management plan for Eastend Wood with Natural England and the Forestry Commission. We were delighted that this plan was approved in early January 2012 and we are now busy working in the wood to ensure we keep the wood in its best condition. This work has so far involved some tree coppicing and removal to allow light levels to improve on the woodland floor. To minimise the damage to the woodland floor a Suffolk Punch horse was used to remove felled trees rather than heavier vehicles and machinery.



#### **Ferneux Pelham and Thorn Grove Primary Schools**

Ferneux Pelham School and Thorn Grove Primary School received a donation of £5,000 from the Stansted Community Trust Fund, part of the BAA Communities Trust.

#### **Social highlights** **Community matters**

London Stansted Airport provides donations to local charities and good causes through the Stansted Community Fund, part of BAA Communities Trust; the Stansted Airport Passenger Community Fund and the Stansted Airport Community Trust Fund. In 2011, the airport invested £313,000 through these funds into community initiatives across the East of England.

#### **Health & Safety**

**During 2011 a number of Health & Safety initiatives were taken forward. Specific highlights are:**

- A major training exercise to test an emergency response to a chemical, biological, radiological and nuclear (CBRN) incident took place at Stansted Airport - the first UK airport to undertake an exercise of this scale. More than 200 Essex Police officers, fire and ambulance crews from across the East of England, the British Red Cross and students from Chelmsford College were involved in Exercise Orange in October
- Re-launching our Near miss reporting scheme resulting in over 2000 reports and in over a 20% reduction in our staff injuries
- Delivery of hands on manual handling training to our security staff following the introduction of our new automatic tray return machines in 2010 which helped further reduce injuries to our staff from lifting by over 35%
- Re-launching our HSE Induction programme to ensure all our staff understand our plans and policies to keep everyone safe, backed up by regular follow up meetings between the directors and our operational staff to ensure health & safety concerns are raised and effectively dealt with.



#### **Essex Wildlife Trust**

An innovative new programme developed by the Essex Wildlife Trust received £2,000 from the Stansted Community Fund, part of the BAA Communities Trust.

# People highlights

## Young Concern Trust

A new support and development programme for primary school children was rolled out to Harlow schools thanks to the help of a £1,500 cash injection to the Young Concern Trust from the Stansted Community Fund.



## HBO tree planting

In 2011, Stansted Community Fund awarded £50,000 towards the Hatfield Broad Oak Village Green - a project to transform grazing land into sporting and recreational facilities in the centre of the village.



## Volunteering

At London Stansted Airport we encourage our employees to volunteer and fundraise in the local community. As part of this commitment, we allow staff to take 48 working hours a year as paid leave.

We celebrate this work annually at our 'I-Volunteer Awards' where eight awards are made across four categories with a donation of £2,000 for the winner and £1,000 for those highly commended for their chosen charity or community project. A special award of £2,500 for Outstanding Contribution to the Community is also celebrated at the event. In April 2011 over £15,000 was donated to local charities and community projects.

## Supermarket vouchers

In 2011, airport employees collected 5,735 supermarket school vouchers that were donated to the 1st Bishop's Stortford and Hockerill Scout Group. The group has over 1,000 members and is open to boys and girls, and runs the Beavers, Cub and Scout clubs. The vouchers were used to buy tents, lanterns and games equipment.



### Panathlon Challenge

In September, the airport hosted an event to showcase the sport of Boccia in partnership with Stansted based charity, Panathlon Challenge.

Panathlon organises and assists disabled children in getting involved with Paralympic competitions, whilst developing their skills, gaining qualifications as they learn and enjoy the sport. Local MEP, Richard Howitt and children from Southview School in Witham joined the event and demonstrated their skills in the sport in front of gold medallist Paralympians Dan Bentley and Danny Crates.



### Children in Need

In November, passengers and employees raised £2,121 for Children in Need. The BAA Communities Trust matched their efforts and donated a further £2,200 bringing the total raised to £4,321.



### Little Haven Children's Hospice

In 2011, the airport donated over £1,500 to Little Haven Children's Hospice instead of sending out festive cards to airport employees. The charity cares for children with life-limiting illnesses

### Charity Collections

The airport encourages local charities to collect in the terminal and in 2011, a record breaking 156 days were booked by over 40 charities for terminal collections.

### The Essex Air Ambulance

Over 140 airport employees attending the airport's annual stakeholder dinner in December raising over £2,500 for the Essex Air Ambulance.

## People highlights continued

### Airport firefighters donate helmets to Macedonia

Fire fighting equipment no longer needed at Stansted Airport is being donated to help save lives in Eastern Europe.

30 decommissioned Cromwell Helmets, retired by the airport's fire service, will be shipped to Macedonia by the fire-fighter charity, Operation Florian. Based in the UK, the charity provides equipment and training to improve fire fighting capabilities in developing countries around the world.



### Employment

#### Stansted Airport Employment and Training Academy

In 2011 Stansted Airport donated a further £50,000 to the onsite Employment and Training Academy, operated by Urban Futures, boosting total contributions from the airport to £300,000 since the facility opened in 2008.

Throughout the year, the Academy supported over 5,000 people and helped fill over 580 vacancies for local businesses. The extra funding will help to build on the work of the Academy and develop a wider range of services and outreach activities. This is part of a commitment by the airport to support employment and training opportunities available across the 200 on-airport companies for local people.



#### Airport awards

During 2011 Stansted achieved the following business awards:

#### Skytrax award for World's Best Airport for low cost airlines

In March Stansted Airport was named 'world's best airport for low cost airlines' at the 2011 World Airports Awards in Copenhagen, Denmark.

The airport scooped the best in category prize based on the feedback of 11.38 million passengers, across 100 different nationalities and covering 240 airports worldwide.

Welcoming the award, Nick Barton, Stansted's Managing Director, said:

*"I'm absolutely delighted Stansted has been named as the best low-cost airport in the world, especially as the award is decided by those who matter the most - the passenger."*

#### Air Cargo Award of Excellence

In April Stansted was awarded the leading UK airport in the category of European airports that handle between 100,000 and 299,999 tonnes of cargo a year. Voted for by airlines, each airport is rated on performance, value, facilities and regulatory operations.

Stansted has a worldwide reputation as a cargo hub. Movement of freight is vital to supporting the growth of economies and with more than 200,000 tonnes of cargo transported through London Stansted each year.



# Economic highlights

## Engaging local business

Stansted Airport sponsored the Harlow Business Exhibition in June 2011. The event now in its second year provides opportunities for local businesses to meet potential suppliers and generate new business leads. Similarly, Stansted Airport sponsored the Bishop's Stortford Means Business exhibition. The event designed to help local promote businesses by encouraging local companies to use local suppliers was held in October at the Rhodes Centre in Bishop's Stortford. The airport has been the main sponsor since 2003.



## Meet the Buyers 2011

In September, Stansted Airport hosted the 10th Annual 'Meet the Buyers' event at the Radisson Blu Hotel, Stansted Airport. The event enabled 100 local firms and suppliers the chance to introduce their products and services to buyers from nearly 30 major organisations based in and around the airport. Over 600 individual business meetings were held throughout the day with an estimated £1.5 million generated in new business leads.

### 20th Anniversary of our Terminal Building

In March Stansted Airport celebrated the 20th anniversary of Her Majesty The Queen officially opening our iconic terminal building. Since the first flight departed to Glasgow, over 250 million passengers have passed through the Lord Foster designed structure on over 2.5 million flights.



### New routes:

During 2011 through working with our airline partners new routes were launched to:

Greece and Turkey - Five new direct scheduled flight connections to Corfu, Rhodes, Thessaloniki, Izmir and Ankara were started in 2011 by a number of our airline partners.

Additionally, in June Royal Caribbean International launched their first direct cruise connection from London Stansted, operated by British Airways charter flights to Venice.

Jo Rzymowska, Associate Vice President and General Manager, Royal Caribbean International, UK and Ireland, commented:

*"Feedback from cruise travellers tells us that convenient flight connections are a factor when selecting their next cruise experience and the new services from Stansted are a great addition to our summer 2011 programme. Around 6.7 million people live in Stansted's main catchment area, putting our cruise connections onto the doorstep of millions of potential customers."*

# Economic highlights continued

## Olympic preparations

### Test events

During 2011 we had two key test events to ensure the airport is ready for the Olympic Games in 2012. The first was the second visit of US President Obama to Stansted and the next was the Champions League final.

Both events were a success with valuable lessons also learned for all airport business partners ahead of the London 2012 Games.



## New retail ventures

In August, Wenlock (the London 2012 Olympic mascot), Mandeville (the London 2012 Paralympic mascot) and the London Organising Committee of the Olympic Games and Paralympic Games (LOCOG) Head of Licensing Simon Lilley opened its latest shop, at London Stansted Airport - one of a number of new retail offerings at the airport during 2011.



## Promoting tourism

In July London Stansted, Visit Essex and London & Partners joined forces to launch the "Hello, Hello" tourism campaign aimed at raising awareness of the tourist destinations and attractions located within easy travelling distance of the airport.

The campaign, supported by a Roman soldier, highlighted just some of the many things to discover and enjoy. Colchester, Chelmsford and Southend were featured destinations as well as London providing unrivalled entertainment and culture.



- ✓ Means targets are set and reported on this sustainability topic
- Means information on this topic is partially disclosed
- ✗ Means targets not set or reported for this topic
- Sustainability topic not applicable to this organisation

**Note:**  
This table was created by reviewing publicly available information for the companies we have benchmarked ourselves against.

# Benchmarking our target setting

This year we have attempted to carry out a benchmarking exercise of sustainability targets and KPIs publicly reported. In doing this we have chosen a range of organisations of a similar type, size or complexity of operation. The table below shows the results of this work.

Benchmarking London Stansted's Sustainability Target Setting & Reporting (undertaken in June 2012)

	Stansted Airport Targets 2011	Gatwick Airport	Manchester Airport Group	Swedavia Swedish Airports	Birmingham Airport	Easy Jet	Network Rail	Anglian Water	HSBC
Comparable Sustainable Topic / Data Source	To be published summer 2011	Last published report dated 2010	Last published report dated 2010/11	Current online report	Current online report refers to 2011	Current online report AR&A 2010	Online information and CR Report 2011	Current online information	Sustainability Report 2010
Climate Change	✓	✓	✓	✓	✓	✓	✓	✓	✓
Noise	✓	✓	✓	✓	✓	○	✗	–	–
Air Quality	✓	✓	✓	✗	✓	✓	✗	–	–
Energy	✓	✓	✓	✓	○	✗	✓	✓	✓
Waste	✓	✓	✓	✓	✓	✓	✓	✓	✓
Water	✓	✓	✓	✓	✓	✗	✓	✓	✓
Surface Access	✓	✓	✗	✗	✓	–	✓	–	–
Biodiversity	✓	✓	✗	✓	✗	–	✓	✓	–
Community Engagement	✓	○	✓	✗	✓	✗	✓	✓	✓
The Passenger/ Customer Experience	✓	○	✓	✗	✗	✗	✓	✓	✓
Managing Our People	✓	✓	✓	✗	✗	✓	✓	✓	✓
Health and Safety	✓	○	✓	○	✗	✗	✓	✓	✓
Economic Development	✓	○	✗	○	✗	✗	✗	✗	○

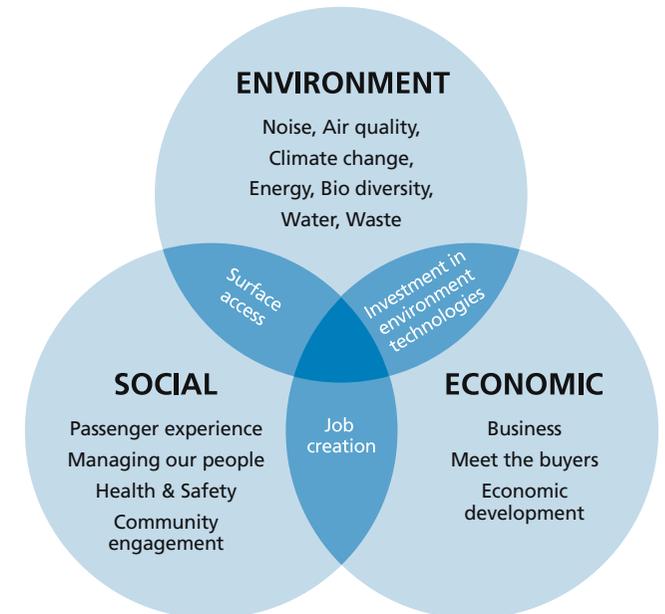


# Managing sustainably

## Managing for sustainability at London Stansted Airport

Sustainability is an integral part of running our business at STAL. It is built into our governance and driven by our senior leadership team, so that we have the right systems in place and set strategy and manage our business safely and responsibly.

We take a wide view of Sustainability as shown in the diagram below:



Annual targets for each topic are set and agreed by the Managing Director and STAL Strategy Board, taking into consideration issues such as past performance, stakeholder interests, long-term business objectives and any anticipated changes, for example new regulations and legislation.

*“In 2011 the average water consumed per passenger fell by just over 10 litres”*

# 2012 targets

Topic	Target
<b>Environment</b>	
Climate change	<ul style="list-style-type: none"> <li>• Publish Climate Change strategy by 30th June 2012 to include a plan to address the risks identified in our Climate Change Adaptation Plan</li> <li>• We will explore technology opportunities with NATS and the airlines to enable Continuous Descent Arrivals to Runway 04</li> </ul>
Noise	<ul style="list-style-type: none"> <li>• Deliver our 2012 Noise action plan commitments</li> <li>• 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.</li> </ul>
Air quality	<ul style="list-style-type: none"> <li>• Deliver relevant 2012 Air Quality Strategy Actions</li> <li>• 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</li> </ul>
Energy	<ul style="list-style-type: none"> <li>• Deliver a 2% reduction on CO<sub>2</sub> emissions from energy consumption in 2012 compared to 2011</li> </ul>
Waste	<ul style="list-style-type: none"> <li>• To recycle or compost 56% of airport waste generated in 2012</li> <li>• To divert 70% of our waste generated in 2012 from landfill</li> <li>• Review and update our waste minimisation guidelines for Airport development and building design</li> </ul>
Water	<ul style="list-style-type: none"> <li>• Develop and publish a 5 year airport water strategy by 30th September 2012</li> <li>• Deliver infrastructure improvements to our northern airport trunk sewer by 1st June 2012</li> <li>• Survey STAL owned buildings to determine water efficiency opportunities and produce delivery plan by 31st December 2012</li> </ul>
Surface access	<ul style="list-style-type: none"> <li>• To achieve a 43% share of air passengers using public transport by the time the airport reaches 35mppa</li> <li>• 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</li> <li>• To exceed a 48% share of air passengers using public transport in 2012</li> </ul>
Biodiversity	<ul style="list-style-type: none"> <li>• Develop and publish a 5 year airport Nature Conservation strategy by 31st December 2012</li> </ul>

Topic	Target
<b>Social</b>	
Community engagement	<ul style="list-style-type: none"> <li>• To continue to support staff volunteering through I-volunteer scheme and Staff Match Fund and to hold an I-volunteer celebration awards event in April 2012</li> <li>• To implement Charity Partner of the year to maximise the sporting legacy of the Games and to encourage staff involvement in the community</li> <li>• Working in partnership with local education organisations we will develop a new career and mentoring programme offering information and guidance for aspiring young people. The program aims to focus on aviation related employment and target young people from primary school to A-level students in Braintree and Harlow'</li> </ul>
The passenger experience	<ul style="list-style-type: none"> <li>• 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</li> </ul>
Managing our people	<ul style="list-style-type: none"> <li>• Hold an annual Employment Forum by 30th October 2012</li> <li>• 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</li> </ul>
Health and safety	<ul style="list-style-type: none"> <li>• Review and update our Occupational Health Strategy</li> <li>• To achieve PAS55 for our asset maintenance programme by 31st December 2012</li> </ul>
<b>Economic</b>	
Economic development	<ul style="list-style-type: none"> <li>• To run at least one tourism campaign a year to promote foreign travellers to return to the UK by 30th June 2012</li> <li>• To work with the London Development Agency and Visit Essex to run city host volunteers to welcome visitors during the London 2012 games</li> <li>• Develop a Sustainable Procurement Strategy for Stansted Airport by 31st December 2012</li> <li>• To hold a 'Meet the Buyers' procurement event during 2012</li> </ul>



*"In 2011  
London Stansted  
was announced as the  
World's Best Airport for  
low cost airlines by Skytrax"*

# Data summary

## Climate change

Blank entries are due to data unavailable

Measure	Measure unit	Targets	2004/05	2005/06	2006/07	2007	2008	2009	2010	2011	Chg vs prev year	Comments if applicable
STAL direct CO <sub>2</sub> emissions (Energy consumption and vehicles)	Tonnes of CO <sub>2</sub> per annum	Managed through Energy Strategy				New in 2008	54,230	51,585	50,167	48,184	-3.95%	Figures recalculated from 2008-2010 due to revised DEFRA conversion factors
Aircraft in landing & take off cycle CO <sub>2</sub> emissions	Tonnes of CO <sub>2</sub> per annum	Under dev. in 2012				New in 2008	233,866	216,493	201,673	186,456	-7.55%	New aircraft emissions calculator used for 2011
Passenger transport CO <sub>2</sub> emissions	Tonnes of CO <sub>2</sub> per annum	Under dev. in 2012				New in 2008	169,300	163,699	173,887	166,115	-4.47%	2010 and 2011 figures revised using new passenger transport emissions calculator
Staff transport CO <sub>2</sub> emissions	Tonnes of CO <sub>2</sub> per annum	Under dev. in 2012				New in 2008	33,813	24,540	29,910	26,682	-10.79%	2010 and 2011 figures revised using new staff transport emissions calculator
Airside fuel use - Third party CO <sub>2</sub> emissions	Tonnes of CO <sub>2</sub> per annum	Under dev. in 2012				New in 2008	7,799	9,160	7,080	6,946	-1.89%	
Waste & water CO <sub>2</sub> emissions	Tonnes of CO <sub>2</sub> per annum	Under dev. in 2012				New in 2008	5,882	5,258	9,455	9,237	-2.31%	
Business travel CO <sub>2</sub> emissions	Tonnes of CO <sub>2</sub> per annum	Under dev. in 2012				New in 2008	50	29	37	37	-1.02%	
Total carbon footprint Scope 1,2 & 3	Tonnes of CO <sub>2</sub> per annum	Under dev. in 2012				New in 2008	504,940	470,764	472,209	443,657	-6.05%	
Total CO <sub>2</sub> per passenger	kg of CO <sub>2</sub> per Pax	Under dev. in 2012				New in 2008	23	24	25	25	0.00%	

## Air quality (High House Farm)

NO <sub>2</sub> annual mean	µg/m <sup>3</sup>	NO <sub>2</sub> < or = 40µg/m <sup>3</sup> annual mean		26	28	28	24	24	25	22	-12.00%	
NO <sub>2</sub> 1 hour mean above 200µg/m <sup>3</sup>	Number of exceedences	No more than 18 exceedences a year		0	0	0	0	0	0	0	0	
PM <sub>10</sub> annual mean	µg/m <sup>3</sup>	PM <sub>10</sub> < or = 40µg/m <sup>3</sup> annual mean		17	24	22	17	19	21	15	-28.57%	
PM <sub>10</sub> 24 hour mean above 50µg/m <sup>3</sup>	Number of exceedences	No more than 35 exceedences per annum		1	8	9	2	2	3	2	-1	
Benzene annual mean	µg/m <sup>3</sup>	Annual mean < or = 5µg/m <sup>3</sup>	Not installed	Not installed	Not installed	New in 2008	0.76	0.77	1.04	Not measured	N/A	Following 3 years of very low readings it was decided to stop continuously monitoring this metric

## Air quality (Runway)

Measure	Measure unit	Targets	2004/05	2005/06	2006/07	2007	2008	2009	2010	2011	Chg vs prev year	Comments if applicable
NO <sub>2</sub> annual mean	µg/m <sup>3</sup>	NO <sub>2</sub> < or = 40µg/m <sup>3</sup> annual mean	Not installed	Not installed	21	20	21	21	19	19	-0.00%	
NO <sub>2</sub> 1 hour mean above 200µg/m <sup>3</sup>	Number of exceedences	No more than 18 exceedences a year	Not installed	Not installed	1	0	4	13	0	1	1	

## Noise

% departures on track on each individual Noise Preferential Route 4,000ft	No flights on track / total flights	98%	93.82%	96.06%	97.19%	96.60%	96.03%	98.03%	97.95%	98.43%	0.48%	
% departures on track on each individual Noise Preferential Route 3,000ft	No flights on track / total flights	99%	99.59%	99.95%	99.52%	99.40%	99.00%	99.39%	99.80%	99.85%	0.05%	
% departures on track all flights	No flights on track / total flights	None set	96.66%	97.84%	98.32%	97.90%	97.38%	98.64%	98.76%	99.07%	0.31%	
Flights on track on Route 22 Buzad	No flights on track / total flights	95%	0.56%	99.38%	99.30%	99.29%	98.80%	99.30%	99.77%	99.82%	0.05%	
Flights on track on Route 22 Clacton	No flights on track / total flights	95%	2.28%	96.78%	97.86%	97.93%	97.64%	98.79%	98.73%	99.11%	0.38%	
Flights on track on Route 22 Dover	No flights on track / total flights	95%	2.28%	94.98%	97.05%	95.31%	93.84%	98.46%	98.75%	98.67%	-0.08%	
Flights on track on Route 04 Buzad	No flights on track / total flights	95 %	0.91%	99.18%	99.37%	99.41%	99.20%	99.50%	99.68%	99.62%	-0.06%	
Flights on track on Route 04 Clacton	No flights on track / total flights	95%	0.68%	99.39%	99.32%	99.44%	98.84%	98.51%	98.81%	98.92%	0.11%	
Flights on track on Route 04 Dover	No flights on track / total flights	95%	7.83%	94.02%	93.71%	92.29%	92.00%	94.58%	94.58%	95.31%	0.73%	

# Data summary continued

## Noise (continued)

Measure	Measure unit	Targets	2004/05	2005/06	2006/07	2007	2008	2009	2010	2011	Chg vs prev year	Comments if applicable
Number noise infringements day (0700-2300)	Number of infringements	None set	14	10	8	1	2	6	2	2	-0.00%	
Number noise infringements night (2300-0700)	Number of infringements	None set	7	35	9	0	1	21	19	22	15.79%	
CDA compliance 24hr (Runway 22 only)	No CDA arrivals /total arrivals	90%		Not previously published	93.78%	94.42%	0.64%					
Area within 57 Leq contour	km <sup>2</sup>	<33.9km <sup>2</sup>	29.9	27.4	29.3	30.8	29.1	24.1	22.5km <sup>2</sup>	Not yet available	-7.11%	Change based on 2010 vs 2009
Area within 57 Leq contour per 100,000 pax	km <sup>2</sup> /100,000	None set	0.14	0.12	0.12	0.14	0.13	0.12	0.12	Not yet available	0.00%	Change based on 2010 vs 2009
Population within the 57 Leq contour	Population in '000's	None set	2.9	2.0	2.0	2.5	2.9	1.5	1.4	Not yet available	-7.14%	Change based on 2010 vs 2009
No. of enquiries regarding aircraft event	Number of enquiries	None set	17,433	19,435	13,956	5,374	2,305	2,125	1,745	881	-49.51%	
No. individuals making enquiry	Number of individuals	None set	2,382	2,312	2,294	1,612	914	666	545	368	-32.48%	
Night quota - QC2 aircraft	Number of aircraft movements	None set	1,298	1,191	1,074	619	743	693	578	576	-0.35%	
Night quota - QC4 aircraft	Number of aircraft movements	None set	25	48	13	5	6	0	14	15	7.14%	
Night quota - total QC	Number of aircraft movements	None set	7,167	7,235	7,033	4,400	6,759	5,491	5,587	5,238	-6.25%	
Number night time movements	Number of aircraft flights	None set	9,281	9,937	11,137	7,633	9,975	8,705	9,200	8,410	-8.59%	

## Waste

Measure	Measure unit	Targets	2004/05	2005/06	2006/07	2007	2008	2009	2010	2011	Chg vs prev year	Comments if applicable
Total tonnage of general waste collected per annum	'000's kg	None set	4,838	5,259	6,261	5,923	5,400	4,689	4,574	5,042	10.24%	
Waste (kg) per pax arisings	kg	Not greater than 0.26 by 2015	0.228	0.236	0.263	0.267	0.24	0.24	0.24	0.28	16.44	
Total tonnage of general waste landfilled	'000's kg	0kg by 2020	2,141	3,972	4,686	4,541	3,981	1,981	1,624	1,705	4.96%	
% of general waste landfilled	landfill waste/ total waste	0% by 2020	44.25%	74.68%	74.84%	76.70%	73.72%	42.25%	35.51%	33.81%	-1.70%	
Total tonnage of general waste recovered for energy generation	'000's kg	None set					New in 2009	1,065	1,093	399	-63.45%	
Total tonnage of general waste recycled	'000's kg	None set	1,062	1,332	1,565	1,382	1,419	1,642	1,857	2,459	32.41%	
% of general waste recycled	General waste recycled/ total waste	42% in 2011	21.96%	25.32%	25.00%	22.50%	26.28%	35.04%	40.59%	48.76%	8.71%	
Total tonnage of green waste composted on-site	'000's kg	None set						New in 2010	1,437	999.3	-30.46%	
Total airport waste (general and green waste)	'000's kg	None set					New in 2009	5,385	6,010	6,041	0.52%	
Total airport waste recycled and composted	'000's kg	None set					New in 2009	2,339	3,294	3,458	4.98%	
% of total airport waste recycled and composted	Airport waste recycled & composted/ Total waste	55% in 2011, 60% by 2015 and 70% by 2020					New in 2009	43.44%	54.79%	57.24%	2.45%	
% of total airport waste landfilled	Landfill airport waste/total waste	0% of airport waste sent directly to landfill by 2020					New in 2009	36.79%	25.03%	28.21%	3.18%	
% of airport waste diverted from landfill	All airport waste streams	65% for 2011, 100% by 2020							New in 2011	71.79%	N/A	

# Data summary continued

## Energy

Measure	Measure unit	Targets	2004/05	2005/06	2006/07	2007	2008	2009	2010	2011	Chg vs prev year	Comments if applicable
Grid electricity	kWh	98,146,750	85,810,988	89,210,903	90,950,283	92,162,270	93,690,662	90,832,036	86,529,097	84,637,247	-2.19%	
CHP electricity	kWh	1,700,000	1,675,099	1,648,044	1,700,000	1,318,592	1,221,732	759,672	0	0	N/A	
Gas	kWh	18,770,471	20,332,448	21,418,695	22,725,073	16,855,894	16,828,046	15,273,684	20,385,089	14,595,709	-28.40%	
Biomass woodchip tonnes	Cubic metres	None set					769	2,285	2,267	2,000	-11.78%	
Biomass kWh generated	kWh							5,800,041	7,527,263	6,354,325	-15.58%	
Total annual airport energy consumption	kWh	2010 actual minus 3%	106,143,436	110,629,598	113,675,356	109,018,164	110,518,708	111,905,761	114,441,449	105,587,281	-7.74%	
kWh per passenger	Total energy kWh/annual passengers	None set	5.07	5.05	4.63	4.22	4.95	5.61	6.16	5.85	-4.94%	
CO <sub>2</sub> equivalent (tonnes) derived from airport electricity, gas and biomass consumption (recalibrated with latest DEFRA conversion factors)	Tonnes of CO <sub>2</sub> Per Annum	45,769 tCO <sub>2</sub> e in 2011 and to achieve a 10% reduction on 2008 emissions by 2020	50,673	52,358	53,861	53,331	53,292	50,602	49,310	47,205	-4.27	
CO <sub>2</sub> per pax (kg)		None set	1.92	1.91	1.78	1.66	2.41	2.70	2.90	2.99	2.89%	

## Water

Total annual airport water consumption m <sup>3</sup>	Cubic metres	3% red. vs 2010 actual	625,275	714,918	781,569	753,744	720,568	680,579	625,953	420,860	-32.76%	
Water consumed litres per pax	Litres	None set	29.42	32.15	32.78	32.26	32.26	34.11	33.72	23.33	-30.82%	
Number of water quality samples taken at consented outfalls (Ponds A, B & C outlets)	Number of Samples	None set		47	95	196	152	148	112	84	-25.00%	
Number of water samples taken at consented outfalls with results showing values higher than discharge consent	Number of Samples	None set		1	5	9	4	6	15	4	-73.33%	
No. of surface water samples exceeding glycol discharge limits	Number of Samples	None set							New in 2011	0	N/A	

## Water (continued)

Measure	Measure unit	Targets	2004/05	2005/06	2006/07	2007	2008	2009	2010	2011	Chg vs prev year	Comments if applicable
% of surface water quality samples showing values within discharge consent parameters	Percentage	97%		97.87	94.74	95.41	97.37	95.95	86.61%	95.25%	9.98%	
% of trade effluent samples showing values within discharge consent parameters	Percentage	None set							New in 2011	98.70%	N/A	

## Surface access

No. of travel card sales	Number	10% increase	747	910	1,108	1,382	1,225	1,253	1,217	1,368	12.41%	
No. of carshare members	Number	None set	1,603	1,773	2,210	2,438	1,299	1,637	1,731	1,642	-5.14%	Reduced due to lower staff no.s and a re-registration process to remove redundant accounts
% of staff not arriving by single car journey	Percentage	20% by 2010	20.0%	Next survey in 2007	Next survey in 2007	27.0%	Next survey is in 2009	28.3%	Next survey is in 2011	30.10%	N/A	
% of passengers arriving by public transport	Percentage	37% by 2010	40.2%	39.3%	40.1%	44.6%	46.9%	49.6%	47.8%	48.9%	0.9%	
Private car	Percentage	None set	48.4%	48.0%	47.9%	43.7%	42.1%	38.3%	40.10%	38.50%	-1.60%	
Hire car	Percentage	None set	3.4%	3.6%	3.0%	3.0%	2.7%	3.3%	3.00%	3.2%	0.10%	
Taxi/mini cab	Percentage	None set	7.7%	8.7%	9.1%	8.7%	7.9%	8.2%	8.50%	9.30%	0.80%	
Bus/coach	Percentage	None set	11.4%	14.3%	16.3%	20.1%	21.2%	23.5%	22.50%	23.8%	1.20%	
Rail	Percentage	None set	28.8%	25.0%	23.8%	24.5%	25.7%	26.1%	25.30%	25.1%	-0.30%	
Other	Percentage	None set	0.3%	0.4%	0.0%	0.0%	0.4%	0.5%	0.40%	0.20%	-0.20%	

## BAA as an employer

Number women employed by STAL	Number			381	512	570	550	525	546	612	12.09%	
Number men employed by STAL	Number			674	826	869	833	793	790	795	0.63%	
Age mix of employees <20	Number			8	37	29	14	11	12	23	91.67%	
Age mix of employees 20-29	Number			159	278	310	284	262	238	252	5.88%	

# Data summary continued

## BAA as an employer (continued)

Measure	Measure unit	Targets	2004/05	2005/06	2006/07	2007	2008	2009	2010	2011	Chg vs prev year	Comments if applicable
Age mix of employees 30-39	Number			275	301	334	302	291	286	297	3.85%	
Age mix of employees 40-49	Number			327	401	422	428	409	425	436	2.59%	
Age mix of employees 50-59	Number			261	281	293	284	268	281	299	6.41%	
Age mix of employees 60+	Number			25	40	51	71	77	94	100	6.38%	
Ethnic diversity (by %) Asian all	Percentage			26	55	74	73	70	71	68	-4.23%	
Ethnic diversity (by %) Black all	Percentage			19	28	29	24	20	19	20	5.26%	
Ethnic diversity (by %) Chinese all	Percentage			0	5	6	5	4	4	4	0.00%	
Ethnic diversity (by %) White all	Percentage			978	1,193	1,273	1,233	1,177	1,200	1,272	6.00%	
Ethnic diversity (by %) Mixed all	Percentage			6	13	18	15	16	16	17	6.25%	
Ethnic diversity (by %) Other all	Percentage			24	20	13	12	10	9	10	11.11%	
Ethnic diversity (by %) Unallocated	Percentage			2	24	26	21	21	17	16	-5.88%	
Length of service <1	Number			73	381	281	105	55	104	162	55.77%	
Length of service 1 - <2	Number			104	89	285	242	98	41	83	102.44%	
Length of service 2 - <3	Number			99	106	85	242	225	89	37	-58.43%	
Length of service 3 - <5	Number			257	232	224	175	302	414	283	-31.64%	
Length of service 5 - <10	Number			177	223	265	321	362	387	512	32.30%	
Length of service 11 - <15	Number			62	67	75	88	92	115	141	22.61%	
Length of service 15 - <20	Number			237	207	190	170	121	63	45	-28.57%	
Length of service 20 - <30	Number			40	31	32	36	56	116	138	18.97%	
Length of service 30+	Number			6	2	2	4	7	7	6	-14.29%	

## Economy and jobs

Measure	Measure unit	Targets	2004/05	2005/06	2006/07	2007	2008	2009	2010	2011	Chg vs prev year	Comments if applicable
Number of people employed at the airport	Number		11,500* inc BAA Staff	Around 12,000 inc BAA Staff	10,859	Next survey in 2011	10,231	N/A				
Number of companies working at the airport	Number		160	160	160	160	Around 180	199	Next survey is in 2011	190	N/A	
Number of terminal passengers (ppa MAT)	Number		21,254,316	22,237,261	23,844,507	22,146,438	22,337,535	19,951,738	18,564,662	18,042,374	-2.81%	
Cumulative number of passengers (ppa MAT)	Number		21,254,316	22,237,261	23,844,507	22,146,438	22,337,535	19,951,738	18,588,913	18,073,220	-2.77%	
Number of passenger air traffic movements	Number		165,116	167,429	181,045	180,961	166,493	145,841	143,335	126,763	-11.56%	
Number of cargo air traffic movements	Number		11,687	11,630	11,079	10,526	10,654	10,392	10,184	10,147	-0.36%	
Number of other movements	Number		14,865	17,135	16,216	16,936	16,174	11,635	11,809	11,440	-3.12%	
Total number of ATMs	Number		191,668	196,194	208,340	208,423	193,321	156,233	155,144	148,350	-4.38%	
Number of routes (scheduled and chartered)	Number			160	160	158	149 (as at Ddec 08)	144 (as at Dec 09)	132 (as at Dec 10)	128 (as at Dec 11)	-4	
Number of airlines (scheduled and chartered)	Number			37	42	32	29 (as at Dec 08)	19 (as at Dec 09)	12 (as at Dec 10)	13 (as at Dec 11)	-1	

## Health and safety

Staff reportable incidents	Number		16	14	10	13	10	21	9	8	-11.11%	
Staff non-reportable incidents	Number		193	235	182	230	337	323	356	153	-57.02%	
Fires	Number		6	3	2	4	2	1	1	1	0.00%	
False alarms	Number		157	94	99	103	102	87	75	60	-20.00%	
Completion of senior management HS&E tours	Number				72	87	68	62	86	83	-3.49%	

# Data summary continued

## Community

Measure	Measure unit	Targets	2004/05	2005/06	2006/07	2007	2008	2009	2010	2011	Chg vs prev year	Comments if applicable
Number of S106 commitments delivered on time	Percentage	100%	100%	100%	100%	100%	99% (Real Time Information in Coach station expected to be complete in Spring 2009)	100%	100%	100%	0.00%	
Money paid to community	£	£100k					100	100k	100k	100k	0.00%	

## Passenger experience

% of passengers processed through security within 10 minutes	Percentage	95%						New in 2010	98.19%	97.85%	-0.34%	
% of passengers processed through security within 15 minutes	Percentage	98%					New in 2009	99.00%	99.67%	99.28%	-0.39%	
Number of occurrences when the maximum calculated average queue length in any 15 minute time period is greater than 30 minutes	Number	0%						New in 2010	0	1	1	



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