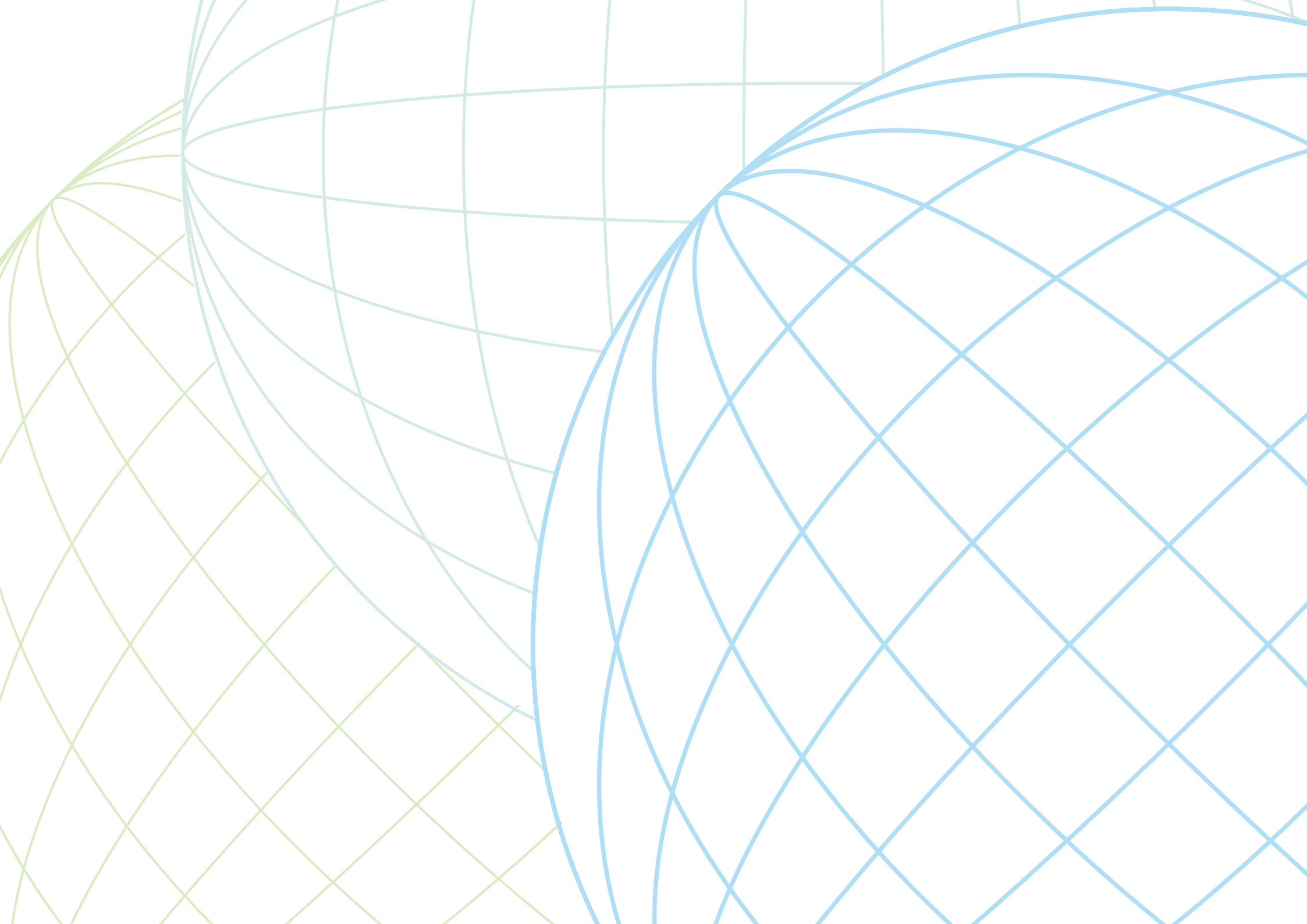




ESG
Environmental • Social • Governance



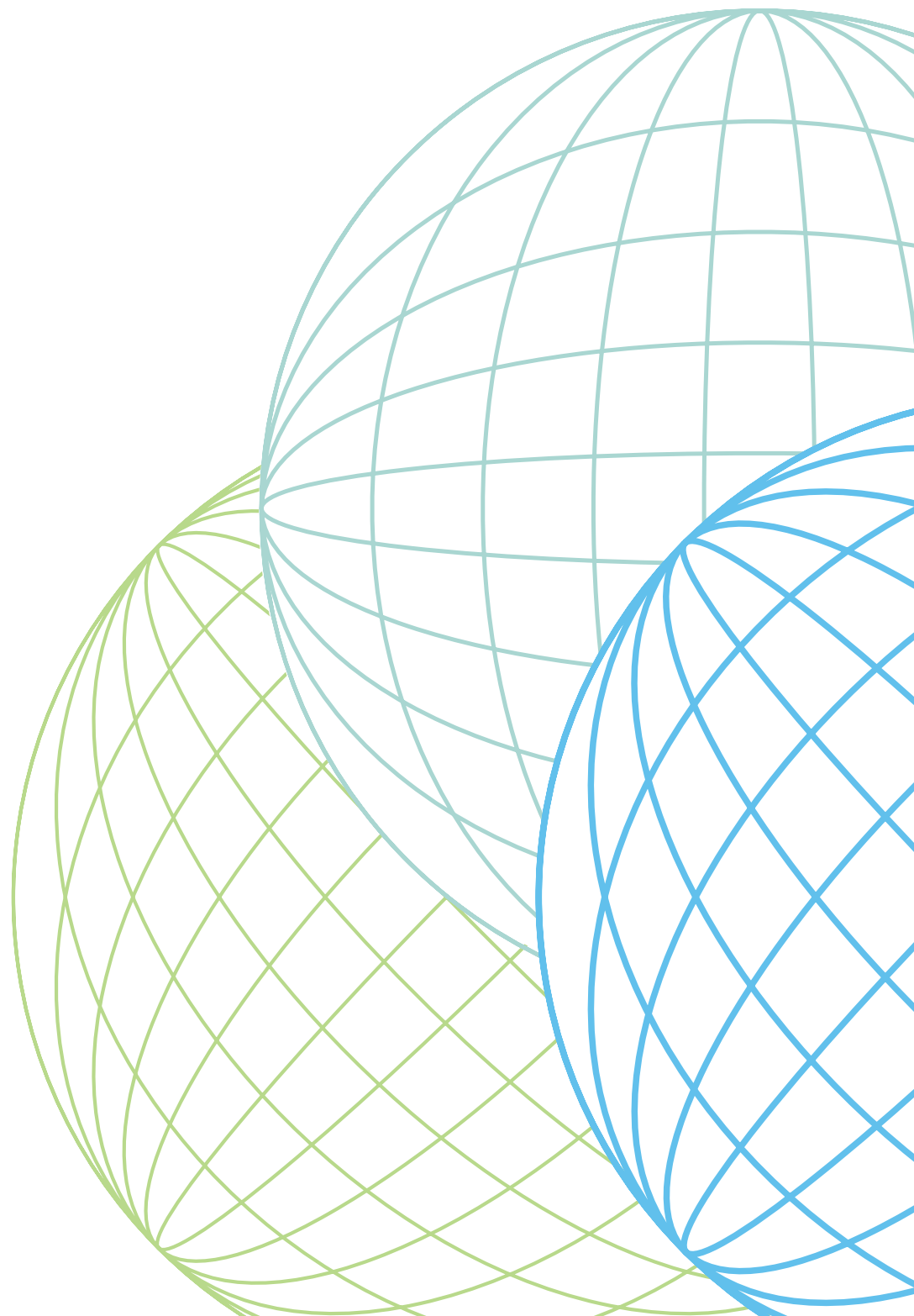


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Message from our Chief Executive Officer

Our aim is to be the best Airport and as part of that, it is essential we prepare for the future. We understand this cannot be achieved without having a strong focus on sustainability, a commitment to being a great place to work, and ensuring we are a good neighbour to both our local communities and the region.

This report highlights the great strides we have made across the business in all of these areas, from expanding our electric vehicle fleet, enhancing recycling efforts to planting more trees through community volunteering initiatives, and improving staff experience.

While we have come a long way, we recognise there is still more to do. We are committed to pushing ahead and aligning our long-term goals with our airline and business partners to drive meaningful change.

Everyone at the Airport is proud of what we have achieved so far and are excited for what lies ahead. We hope you enjoy reading our report and continue to support us on this journey towards a more sustainable future.

- Nick Jones, Chief Executive Officer

Message from our Chief Corporate Affairs Officer

It's an incredibly exciting time at Newcastle Airport. Not only did we welcome 5.2 million passengers through our doors in 2024, but we have continued to lead the way in building a more sustainable future.

Sustainability is at the heart of everything we do and in 2024 we took a major step forward by moving to an ESG reporting structure. This change enhances transparency, enables us to track progress against key sustainability targets and ensures compliance with regulatory frameworks. More importantly, this reinforces our commitment to driving positive change.

We take great pride in working with our local communities, the wider region and our partners to create a greener, more sustainable future. Every step we take is moving us closer to our goals and we are excited to remain at the forefront of sustainability in our industry. We look forward to sharing our journey with you.

- Alice Andreasen, Chief Corporate Affairs Officer

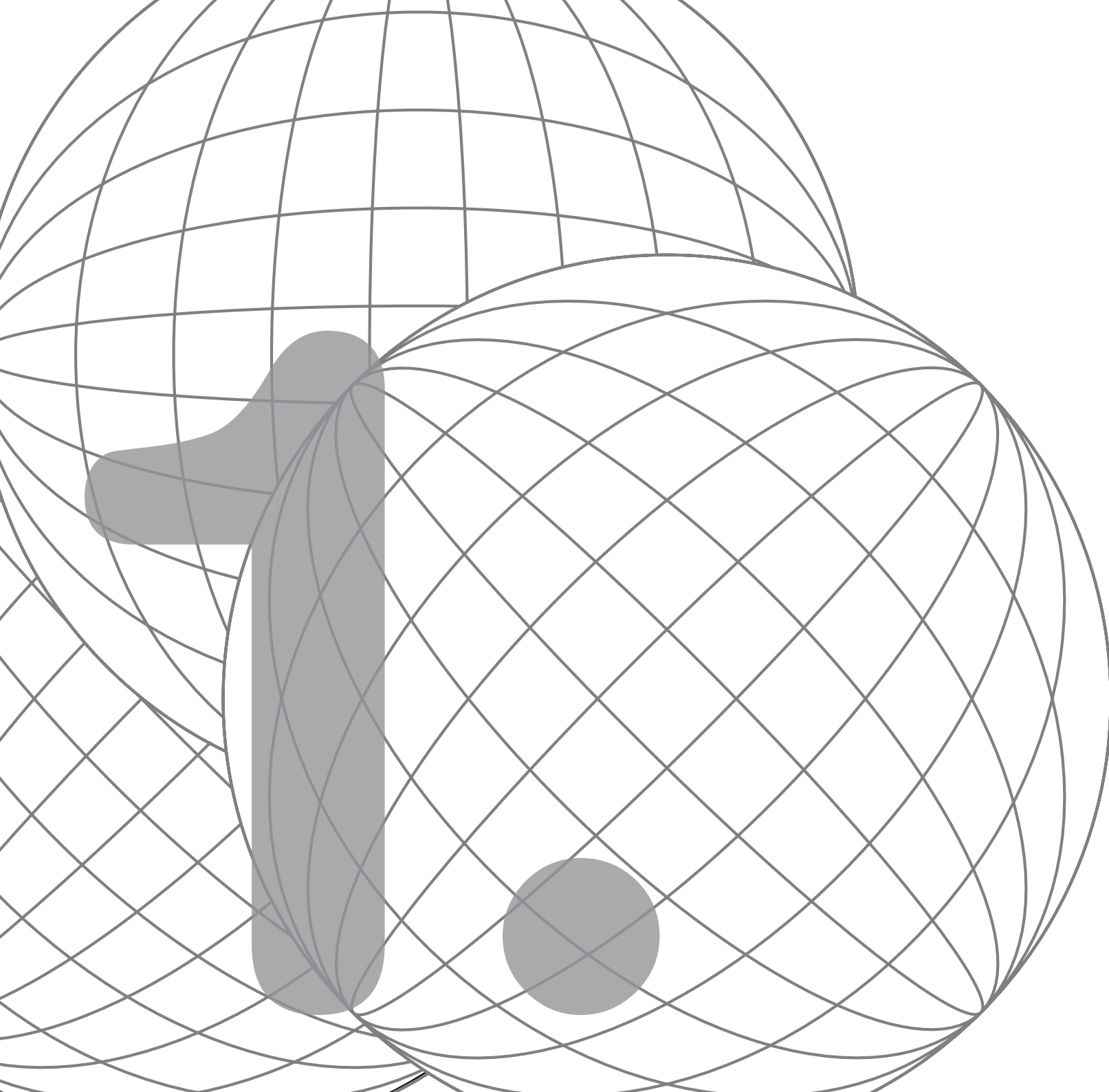


Our Destinations



KEY: • Onward connecting hub

Newcastle Airport Route Map



Introduction

Newcastle International Airport recognises the significant economic, social, and environmental impact we have on the North East. Achieving sustainable growth for a secure future is a core priority.

Since launching our first Corporate Social Responsibility (CSR) Strategy in 2020, we have remained committed to open communication with our stakeholders. This year, we have transitioned to an Environmental, Social, and Governance (ESG) reporting structure to provide clearer insight, monitor our sustainability performance, and align with relevant regulatory requirements. This report reflects our ongoing dedication to responsible business practices and a sustainable future.

About Our Airport



In 2024,
Newcastle International Airport welcomed

5.2 Million Passengers

reflecting strong demand for travel.

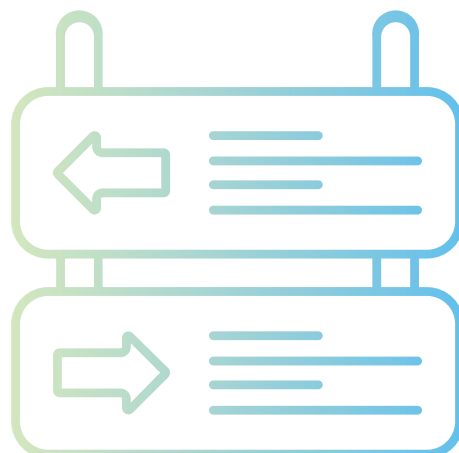
The Airport handled

24,216
Plane
Arrivals

and

23,345
Plane
Departures

supporting regional connectivity and economic growth. Managing this volume of traffic highlights the importance of delivering efficient operations while advancing our sustainability goals and providing excellent service to our passengers.



The Airport is proud to
directly employ over

500

permanent members of
staff with a further 140
seasonal employees.



On the Airport site, there were over

3,700

staff employed as a
result of our Airport
operation.

£1bn

Our Airport contributes over

GVA (Gross Value Added) annually to
the North East Economy and supports
over 17,000 jobs in the secondary and
tertiary supply chain.

Our 2025 ESG Priority Areas

At Newcastle International Airport, we are committed to delivering sustainable growth while supporting our people, communities, and the environment. Our Environmental, Social, and Governance (ESG) priorities guide our actions for 2025 as we work towards

**achieving Net Zero by 2035 and enhancing
our positive impact on the region.**







Environmental

The UK's Jet Zero Strategy

In 2022, the Department for Transport published the Jet Zero Strategy. This is the UK Government's plan to achieve net zero aviation emissions by 2050 whilst maintaining growth for the sector. The strategy for aviation focuses on improving operational efficiencies such as increasing the use of Sustainable Aviation Fuels (SAF), investment into zero-emission aircraft technology, and enhancing airspace modernisation to reduce emissions. There is also an emphasis on airport sustainability with initiatives such as increasing renewable energy use, electrifying ground operations and improving transport access for passengers and staff. Newcastle International Airport is committed to this strategy, and we have started implementing relevant measures on our site.

Our Commitment to Net Zero by 2035

In 2020 we committed to becoming a Net Zero Carbon Airport by 2035, reflecting our dedication to sustainable aviation and responsible business practices. Our goal is to eliminate carbon emissions from the ground-based infrastructure within our direct control (Scope 1 and 2 emissions) by transitioning to low-carbon technologies and renewable energy. Any residual emissions will be addressed through internal offsetting mechanisms.

For Scope 3 emissions within our influence—such as passenger journeys, waste processing, and solid fuels—we are actively working to reduce and offset these emissions to achieve and maintain carbon neutrality by 2035.

We also recognise the importance of collaborating with our airline partners to reduce Scope 3 emissions beyond our direct control, particularly those from flights. In support of the UK Government's Jet Zero 2050 Strategy, which mandates at least 10% Sustainable Aviation Fuel (SAF) by 2030, we will continue to work closely with airlines to facilitate the use of low-carbon fuels and encourage the adoption of low-emission flight technologies.



How Do We Measure And Report Our Carbon Emissions?

We calculate and track our carbon emissions annually using the Greenhouse Gas Protocol, a globally recognised framework that ensures consistent, accurate, and transparent reporting. Our emissions calculations are independently audited by a third party each year.

For Scope 2 emissions, we report using both the location-based and market-based methodologies to provide a comprehensive view of our impact. Location-based methodology reflects average emissions from the national grid. By this measure, we achieved a 34% reduction in our 2024 carbon footprint compared to our 2019 baseline.

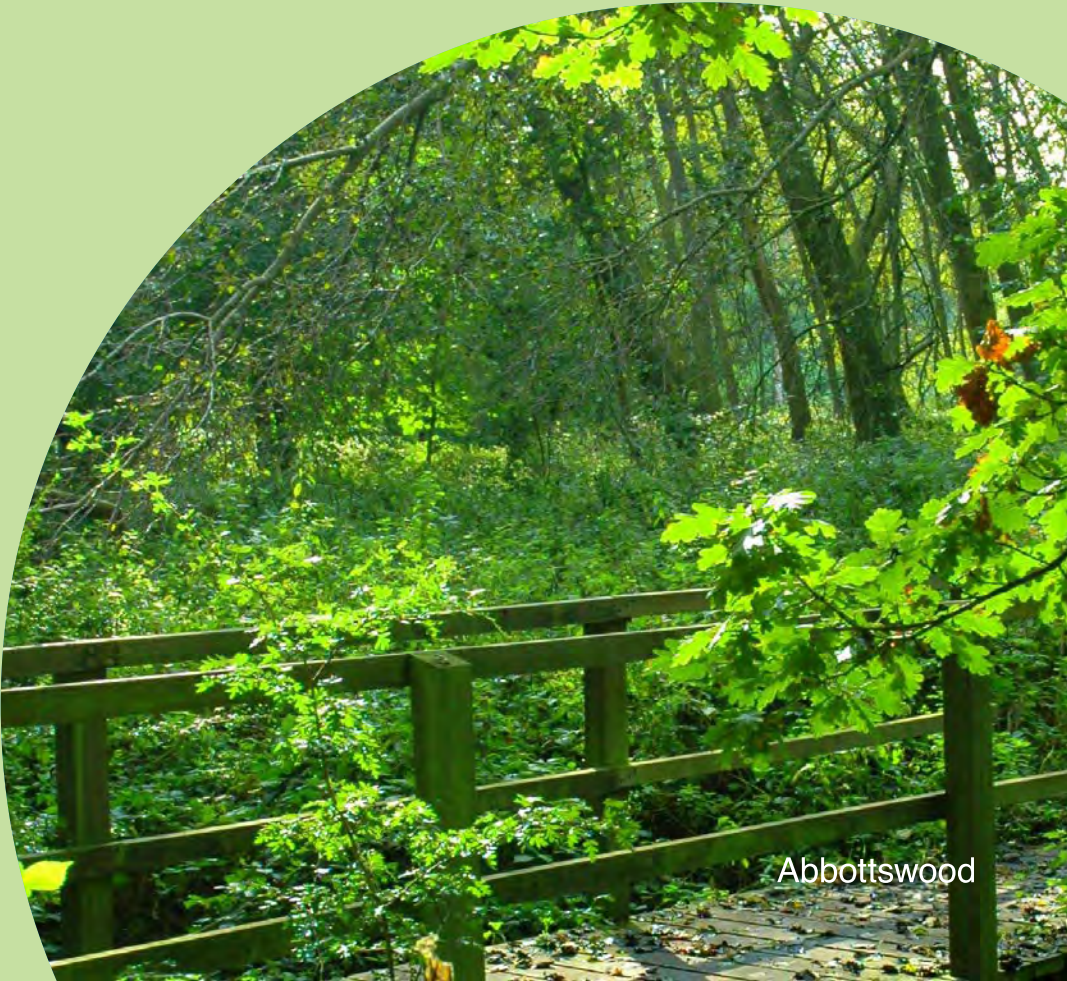
Emission Type (tCO2 e)	2019	2020	2021	2022	2023	2024
Scope 1						
Gas	1,059	486	406	589	732	715
Liquid Fuels	217	206	147	244	224	285
Transport	529	210	222	330	366	221
Refrigerant Gases				224	198	149
Scope 2						
Electricity - Location Based	2,837	1,445	1,290	1,454	1,372	1,408
Electricity - Market Based	3,910	2,948	1,956	7	0	0

Scope 1&2 (Total)						
Total Scope 1&2: Location Based	4,193	2,346	2,064	2,841	2,891	2,778
Total Scope 1&2: Market Based	5,715	3,850	2,730	1,394	1,520	1,371

Market-based methodology accounts for the specific energy sources we procure, such as Renewable Energy Guarantees of Origin (REGO) accredited renewable electricity.

Using this approach, we achieved a 76% change in our 2024 carbon footprint compared to 2019.

Note: All our carbon emissions data has been calculated and verified by an independent consultant. Refrigerant gases have been included from 2022 onwards.



Abbottswood

Energy

Reducing Carbon Emissions

Since our baseline year of 2019, we have achieved a 34% reduction in emissions within our direct control, with a 4% reduction in emissions from 2023 to 2024.

This progress is the result of a range of targeted initiatives, including air leakage reduction measures such as rapid-rise doors in our baggage undercroft and innovative AirDoor technology at our terminal entrance pods. We have also accelerated the deployment of Electric Vehicles (EVs) and charging infrastructure, and adopted Hydrotreated Vegetable Oil (HVO) as a low-carbon fuel alternative for fleet vehicles awaiting electrification.

In August 2024, we started to transition our diesel vehicle fleet to HVO, a renewable biofuel, which can reduce carbon emissions by up to 90%. As an interim measure while our fleet decarbonises, the switch has already contributed to a 40% reduction in transport-related emissions.

Further energy efficiency measures have also contributed to our emissions reductions. The installation of rapid-rise doors in our baggage undercroft and AirDoor technology at all six terminal entrances has significantly reduced heat loss, resulting in a 4% reduction in on-site gas consumption in 2024.

We continue to optimise our terminal Heating, Ventilation, and Air Conditioning (HVAC) systems through smart Building Management System (BMS) controls. In 2024, we strategically operated only one of our four boilers to heat the terminal while keeping the remaining three isolated and offline, further reducing our energy consumption.

Additionally, we are replacing a total of 1,267 runway lights with energy efficient LEDs. These will reduce the Airport's carbon emissions by 87 tonnes per year - the equivalent to taking around 19 cars off the road annually.

As we advance towards our Net Zero 2035 goal, we remain committed to identifying and implementing innovative solutions to further decarbonise our operations.



Solar Farm

As part of the Airport's commitment to Net Zero by 2035, our 3MW Solar Farm is a centre piece for our Net Zero Ambitions and continues to play a crucial role in reducing our reliance on grid electricity.

In 2024 alone, it produced 2,371,699 kWh of clean energy, preventing over 478 tonnes of CO₂ emissions*. We have planning permission to expand our solar farm up to a maximum of 16MW.

***this is equivalent to the annual electricity
consumption of approximately
878 AVERAGE UK HOMES.**

On a sunny day, our
solar farm can generate
more than

100%

of the Airport's
electricity demand.



Newcastle Airport Solar Farm

Decarbonising Transport

How our staff and our passengers get to the Airport plays a big role in contribution to our carbon emissions. In 2025, the Airport will release the most recent iteration of our Surface Access Strategy. The Surface Access Strategy looks at the current and future nature of travel to the Airport, opportunities for improvements, and potential constraints to this, both on and near the Airport site, and throughout our catchment.

This document previously sat within the Airport Masterplan but will now become a standalone document.

Our Fleet Progress

Strategically, we are positioning ourselves so that our Airport-owned vehicle fleet is fully decarbonised by 2035. Currently, over 30% of our vehicles are fully electric vehicles (EV).

As our fleet electrifies over time, we have transitioned our existing diesel vehicles to be fuelled by HVO.

HVO can be used as a drop-in replacement for diesel, requiring no modifications or engine retrofits. Its most significant benefit is that it helps to reduce net CO2 emissions by 90% compared to diesel.



Newcastle Airport EV Fleet

Biodiversity

Growing a Greener Future

We stay proactive by exploring ways to enhance and support the biodiversity of our local areas.

In 2024, our ambitious woodland planting project saw:



17,000

Trees Planted

to create an additional 10.42 hectares, equivalent to 14 football pitches. These woodland areas form part of the North East Community Forest (NECF).



Tree planting in Abbottswood

Waste

Success in Recycling

We have made it a key priority to recycle as much waste as possible and are constantly working on methods to increase our rates.

Since 2018, our annual recycling rate has been on the rise. We are proud to have reached our recycling rate target of 40% in 2024 and have set an ambitious target of 45% for 2025.

Looking Ahead

In 2025, we aim to be separating our International Catering Waste (ICW) into recyclables and non-recyclables. Currently ICW cannot be recycled at all as it is designated as the highest risk animal by-product waste.

We will be working with our airline and catering business partners alongside DEFRA and the Department for Transport. This initiative will significantly reduce the amount of waste heading to landfill, increasing our recycling rates.

Noise

The Importance of Noise Mitigation to Us

To respond and investigate noise complaints, we use a noise and flight tracking system provided by Envirosuite-NoiseDesk. This software displays reliable flight tracking data to monitor aircraft compliance and continuously monitor noise levels through noise monitors installed within local communities at the following locations:

- Dinnington First School
- Ponteland Primary School
- Woolsington (Middle Drive)
- North Gosforth Academy
- Heddon on the Wall library

The information available on NoiseDesk can be accessed on the community-facing platform version, WebTrak which can be accessed via

<https://webtrak.emsbk.com/ncl4>.

Working Together for Quieter Skies: Community Noise Engagement

We continuously engage with the local community to discuss the impact of noise on them. Our Noise Sub Committee (NSC), a sub-forum of our Aircraft Consultative Committee (ACC), meets on a quarterly basis prior to the ACC to discuss noise matters. Attendees of the NSC include members from our Airport in addition to councillors and community representatives, including the lead of a local Noise Action Group for residents. Any discussion points will be brought to the ACC for their consideration.

Our Noise Action Plan (NAP) document has recently been updated and sets out how the Airport will mitigate the impact of aviation noise from 2024-2028. The NAP outlines a comprehensive and proactive approach to managing and mitigating the impact of airport noise on surrounding communities. The NAP can be found here:

https://www.newcastleairport.com/media/foemavz/noise-action-plan-2025-lr-compressed_compressed-1.pdf



ACC

Airport Consultative Committee

Our Airport Consultative Committee (ACC) serves as a vital link between the Airport and the local community. It provides a forum for open dialogue, allowing representatives from local authorities and community groups to discuss operations, future developments, and their potential impact.

The ACC meets four times a year and is linked to UKACCs, a liaison group of 24 ACCs. The ACC also keeps in close contact with the Department for Transport and the Civil Aviation Authority (CAA).

Water

At our Airport it is crucial that any surface water runoff is correctly managed. We have an extensive water management system to protect the local environment and ensure we are compliant with our legislative discharge consents.

Our water management system consists of a series of lagoons fitted with monitoring equipment which captures water before it is discharged either into the sewer or watercourse. We also have oil and fuel drainage interceptors across site which play a huge role. In 2024, work kickstarted on replacing & upgrading the site's main drainage interceptor. We also provide training for staff and conduct rigorous water sampling across site as part of our onsite water management.



Aerial View of Newcastle Airport



Air Quality

To monitor water quality, we have a system of Nitrogen Oxides (NO_x) tubes around the Airport, used to measure levels of air quality around the site. In 2024, our NO₂ fell consistently below the annual mean concentration set by the Air Quality Standards Regulations (2010). In any individual month, none of our NO₂ monitors read above the maximum EU Air Quality Limit of 40 µg/m³.

The decarbonisation of our fleet thanks to electric vehicles plays a significant role in this.

Climate Resilience

We recognise the urgent need to adapt to climate change and ensure long-term operational resilience. As part of the Climate Adaptation, Adaptation Reporting Power 4 (ARP4), the Government wants to make sure that organisations are ready for the impacts of climate change by creating a climate adaptation report. As a result, the Airport has assessed key climate risks using UKCP18 climate projections and DEFRA adaptation guidance to safeguard passengers, employees, and critical infrastructure. Our Climate Adaptation Risk Assessment is available to read here: <https://www.newcastleairport.com/media/vhddmqq/defra-updated-1912.pdf>

Partnerships for Sustainability:

Driving Environmental Action Together

At our Airport, we understand how vital collaboration with our business partners is as we work towards a sustainable future. We are proactively making efforts to provide opportunities for stakeholder engagement.

Sustainability Champions: Concessionaires

In Summer 2024, we launched the Sustainability Team Champions, a collaboration between Sustainability and our on site commercial partners. Meeting on a bimonthly basis, topics such as waste management, facilities management, heating and cooling, and energy efficiency are discussed.

A key achievement has been working closely with our concessionaires to enhance food waste disposal facilities across outlets.

This collaboration resulted in a

288% increase

in food waste recycling after its implementation, successfully diverting waste from the non-recyclable stream and sending it for anaerobic digestion — generating electricity and producing fertiliser. The group will continue to meet regularly, driving further sustainability improvements together.



Sustainability Champions: Airside Operations

In February 2025 we launched our Sustainability Champions: Airside Operations group, meeting bimonthly. At our kick off meeting waste management, low carbon travel, heating and cooling, energy efficiency, and environmental incident reporting were all discussed.

With the separation and recycling of ICW on the horizon, a parallel breakout group has been formed with our airlines and catering waste ground handlers to prepare for this change.

The group will continue to meet and collaborate on sustainability improvements together and we will grow our membership.

Sustainability Summit

In November 2024, we were proud to have hosted our second annual Sustainability Summit. With 18 of our airline and business partners in attendance; we engaged in conversation on waste management, sustainable travel including SAF and HVO usage, low carbon energy such as solar farm capacity and terminal efficiency improvements.

It was fantastic to strengthen our partnerships with our attendees and further conversations created during the Summit.

Our next Summit is scheduled to be in the third quarter of 2025 and we look forward to updating you on our collective progress.



Sustainability Summit 2024



Social



Our 'Be Heard' annual employee engagement survey is helping to shape a great employee experience. The key findings from the most recent survey in November 2024 demonstrates the progress we've been making in this area.

Key findings:

- 79% response rate
- eNPs score of 11
- 16 point increase from 2023 survey
- 6 points above benchmark group.

The survey also measures Engagement, Employer Excellent, Alignment, and Role Clarity. All 2024 themes scores tracked above 2023 and benchmark group scores.

A donation was made to our charity partner for every completed survey in January.

Employee wellbeing is paramount where we have introduced a 'Know your Numbers' health check for employees, an initiative partnered with Newcastle United Foundation. We also launched our Mental Health First Aiders programme where 12 colleagues from across the business are now trained to be a point of contact for any colleague who is experiencing a mental health issue or has emotional distress.

We have maintained our Investors in People accreditation, a standard for people management focusing on staff engagement, communication, organisational, and work practices.

Living the Airport Values

In 2024, we relaunched our company Values. We spread the message at roadshows held across the business, distributed Values branded merchandise to all colleagues and displayed Values imagery and artwork in all staff areas. Our company Values are also an integral part of our recruitment process and our performance and development reviews.

Equality, Diversity, and Inclusion (EDI)

Equality, Diversity, and Inclusion (EDI) is a top priority for us. In 2023, we established a dedicated EDI Steering Group to help drive progress in this important area. The EDI steering group works with colleagues from across the business to look for opportunities to improve equality, diversity and inclusion and we proactively seek feedback from the workforce.

In 2024, to increase understanding of EDI related topics across the workforce, a series of awareness days were implemented. These included: company-wide Coffee, Cake and Connections sessions to mark national Time to Talk Day, Race Equality Week was marked with a newsletter, quiz, and sponsorship of Pride events throughout the region. Tickets were provided to staff to allow them to take part in the celebrations.

Our Women's Leadership Network and Neurodiversity Network have been formally created following feedback from employees on which employee support networks would be most beneficial to them. Men's Mental Health and LGBTQIA+ Allies groups have also been identified as areas of interest.

To accommodate and provide employment opportunities for those living in Newcastle City Centre and the West End, we have worked with Nexus and Transport North East for a new night bus which launched in March 2024 linking Newcastle City Centre and the Airport. This service provides public transport to the Airport for those with early morning shift patterns between 02:50 and 05:20. The trial has been extended until March 2026.

Leading with Inclusion: Advancing Women in Aviation

In 2024 the Airport was the main headline sponsor of the North East Chamber of Commerce 'Inspiring Females Awards'. Aligning with our ambition to promote EDI in our workforce, and to encourage more females to consider careers in the aviation industry. Our sponsorship allowed the Airport to showcase career opportunities in the Airport to the most influential businesses in the North East.



NIAL International
Women's Day Event

Community

Landing Careers: How Our Airport Supports Local Employment

We are committed to being a local employer of choice by maximising opportunities to promote our vacancies. At our 2024 Jobs Fair, over 500 roles across the airport site were showcased, attracting 1,060 job seekers who registered to attend. The event was promoted through local job centres, airport social media channels, and news articles in the Chronicle newspaper.

Inspiring the Next Generation

Today's youth are the driving force behind a thriving future for the North East. We aim to inspire and provide opportunity to as many of the youth as possible. The Airport always looks to take part and promote local careers fairs.

We took part in:

- North East STEM Hub's STEMfest event in June 2024.
- My Careers, a 'my choice' careers event hosted by Newcastle City Council.
- Seven visits and talks to allow school, college, and university students to learn more about the Airport's operation.
- Giving exclusive behind the scenes access and personalised presentations by industry experts to over 100 students aged 14-21.



NIAL Stand at STEMfest

Meet Max

Eight-year-old Max contacted the Civil Aviation Authority (CAA) asking about the feasibility of building a new Airport in Tynemouth, North Tyneside. We gave Max a behind the scenes tour which was covered by BBC Newcastle. Al Davies, Head of Air Traffic Control gave a talk at Max's school (Kings Priory in Tynemouth).

Launching Careers: Supporting Young Talent in Aviation

The Airport provides multiple pathways for young people to secure a role in aviation. Our partnership with Newcastle College has formed the Ambassador Programme for Aviation Operations students from the College's Aviation Academy – a specialist teaching facility based just off the Airport's runway.

In 2024 there is almost double the number of ambassadors who spent time at the Airport last year. We also now have a staff member enrolled in an Air Traffic Control apprenticeship.

Our Charity Engagement

The Airport takes great pride in being a good neighbour and supporting meaningful causes that positively impact local communities.

The Airport had a 10-year partnership with the three local football club foundations: Newcastle United Foundation, the Sunderland Foundation of Light and the Middlesbrough FC Foundation which continued during 2024. Online fundraising of over £80,000 has supported the charities work in the community, this includes:

- Delivering inclusive educational and employability support
- Dementia respite care
- 1 to 1 mental health support for local school pupils

In 2025, Airport employees voted to support True Colours Theatre, an award-winning charity that runs a fully inclusive performing arts school in Wallsend, North Tyneside.

The organisation empowers children and young people, many of whom have disabilities, through performing arts.

The partnership not only helps raise essential funds through various initiatives but also provides Airport employees with the opportunity to volunteer at the theatre on community engagement days.



True Colours Theatre performing at our Airport

Our Annual Charity Partner: True Colours Theatre



True Colours Theatre in Wallsend, North Tyneside was voted by our employees as our charity partner for 2025-2026. The award-winning charity runs a fully inclusive performing arts school makes a real difference to the lives of children and young people in the region, many of whom have additional needs.

Engaging with Local Accessibility Charities

For 2025, the Airport has committed to a fundraising target of £40,000. We have undertaken the following initiatives to display our desire to improve our accessibility on-site.

- Our Biannual Accessibility Forum was held in March and November, with representatives from Guide Dogs, North East Autism Society, Alzheimer's Society and passengers who all provided a great wealth of feedback to allow the Airport to continuously improve its service provision.
- Destination North East England ran a Purple Tuesday event to hear how North East based companies are making their premises more accessible, which Airport representatives attended.
- David and Ryan from 'Unsilence the Crowd' were invited on-site to deliver their presentation to our Passenger Services and Cleaning teams. They were able to explain the issues that are faced when travelling.

Community Outreach: Engaging with Local Leaders

The Airport has built strong relationships with regional political leaders who actively support its growth and sustainability ambitions.

Emma Foody, MP for Cramlington and Killingworth, and Joe Morris, MP for Hexham, both met with the team who delivered the £17m runway resurfacing project - one of the largest investments in the Airport's history. Mr. Morris and Ms. Foody revisited our Airport and joined our runway resurfacing team to see first hand the progress of the redevelopment.

The project has future-proofed the runway, ensuring the Airport continues to provide vital connectivity for the region.

Beyond infrastructure improvements, Ms. Foody and Mr. Morris are very supportive of the Airport's Net Zero goals.

Ms. Foody has lobbied for Government support to help Northern Power Grid enhance grid connectivity, enabling the Airport to move forward with future sustainability projects.

We are passionate about being able to meet the needs of every passenger that comes through the Airport. In 2024, we have assisted 89,792 passengers who needed additional support through our terminal. Our infrastructure in passenger services has been boosted by the delivery of one additional thunderlift in 2024 to bring the total to three thunderlifts, all of which are EVs. Thunderlifts are equipment designed for the boarding/ off boarding of passengers with reduced mobility.

The thunderlifts are complemented by our four diesel ambulifts which are medical high lifts designed to transfer passengers with medical needs, three electric Yutong coaches which are airside shuttle coaches and two electric minibuses. In addition to enhancing physical support for passengers, we continue to build meaningful connections with the wider community to better understand and respond to varying access needs.



Governance

Integrity

The Airport upholds high standards of compliance to ensure our passengers and staff can travel and operate in a safe environment. This is exhibited by our efforts regarding integrity by accreditation, control, and transparency.

Commitment to Excellence: Achieving Industry Accreditation

We are proud to have achieved the highest score achievable of 100% for the Global Real Estate Sustainability Benchmark (GRESB) this year, an improvement on the 99% achieved in 2023.

This score was based on:

Management and Policy – Evaluation of the governance, risk management, and policies of an organisation related to sustainability.

Implementation and Measurement – A focus on the actual implementation of sustainable strategies, including the measurements such as energy consumption, carbon emissions, and waste management.

Performance Indicators – Includes environmental and social performance metrics such as energy efficiency, Greenhouse Gas emissions, and Health and Safety data.

We also achieved Level 4 in the Airport Carbon Accreditation scheme. The scheme independently assesses airports on the way they manage and reduce their carbon emissions. It is great to be receiving recognition for the strong progress we're making towards our Net Zero 2035 target.

Newcastle International Airport Ltd is proud to be an ISO 45001 certified company. An audit in January 2025 had no findings and we are due for re-certification in November.





Control

Aerial View of Newcastle Airport

Safety and Risk Management is at the forefront of our business operations. At our Airport, we endeavour to host an environment where safety and risk awareness is of the highest priority.

We are proud to report that no employee or public RIDDORs (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) occurred during 2024.

We have introduced many campaigns and focus days including:

- Be Safe Campaigns
- Safety Focus days
- Training and qualifying employees for IOSH Managing Safety
- Implementation of new digital compliance platform 'Centrik'
- Airside Driving Standards awareness



Keeping Data Safe: Our Approach to Information Security

Cyber Security is essential for keeping our passengers' data secure.

We have taken adequate measures to ensure secure practices which can be exhibited by our accreditation and compliance. An example of this is our CAA cyber certificate of compliance and we are subject to routine audits by the CAA.

Internally, our cyber security awareness training program is in place to ensure that all staff have good knowledge of cyber risks. The program includes videos, tests, and email phishing simulations. Performance within these is recorded per user and department.



Transparency

Transparent Reporting

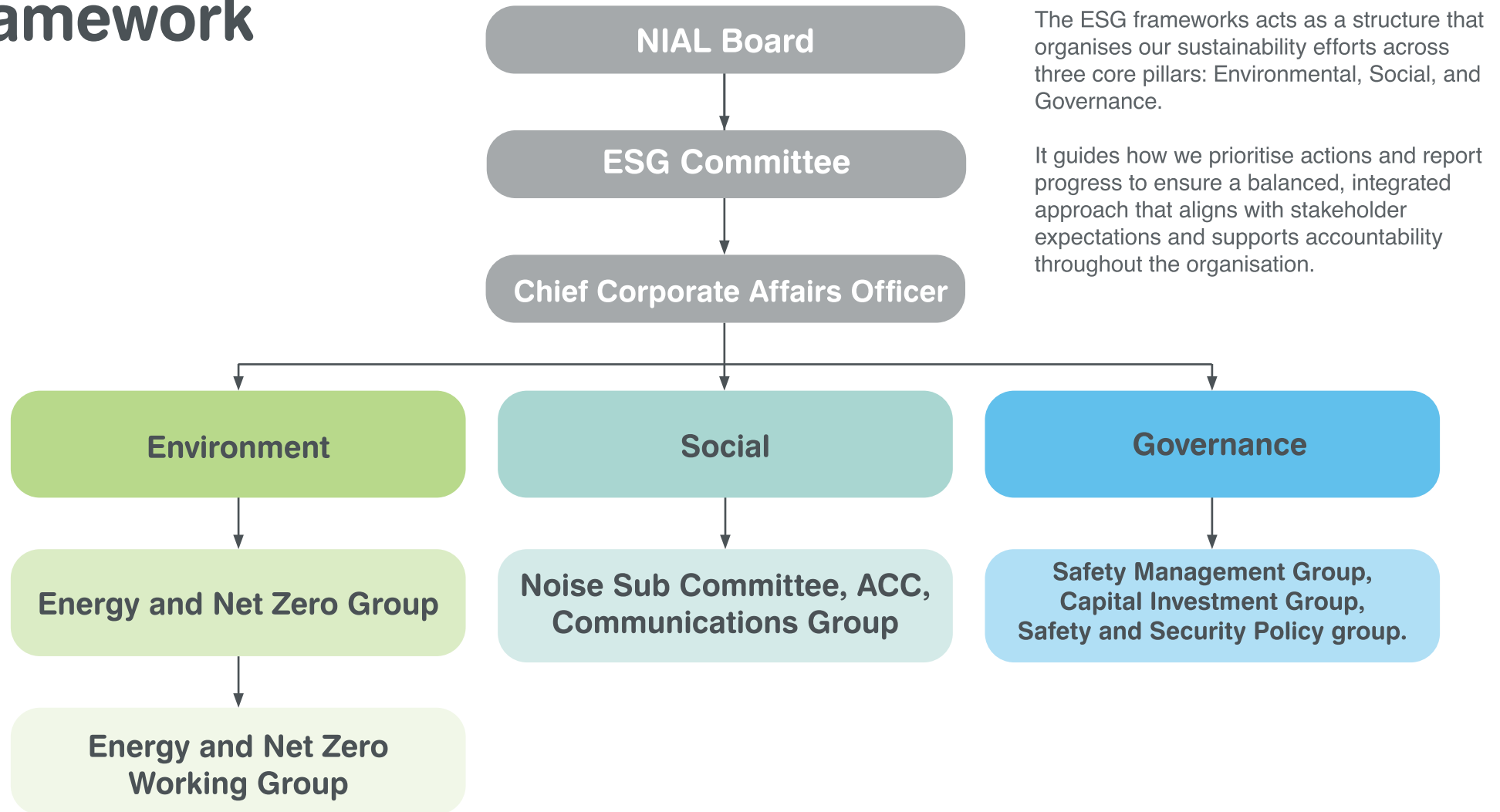
At the Airport transparency is a fundamental principle in our governance approach. We are committed to providing clear, accurate, and timely information on our ESG performance, aligning with regulatory requirements and industry best practices.

We uphold this commitment by:

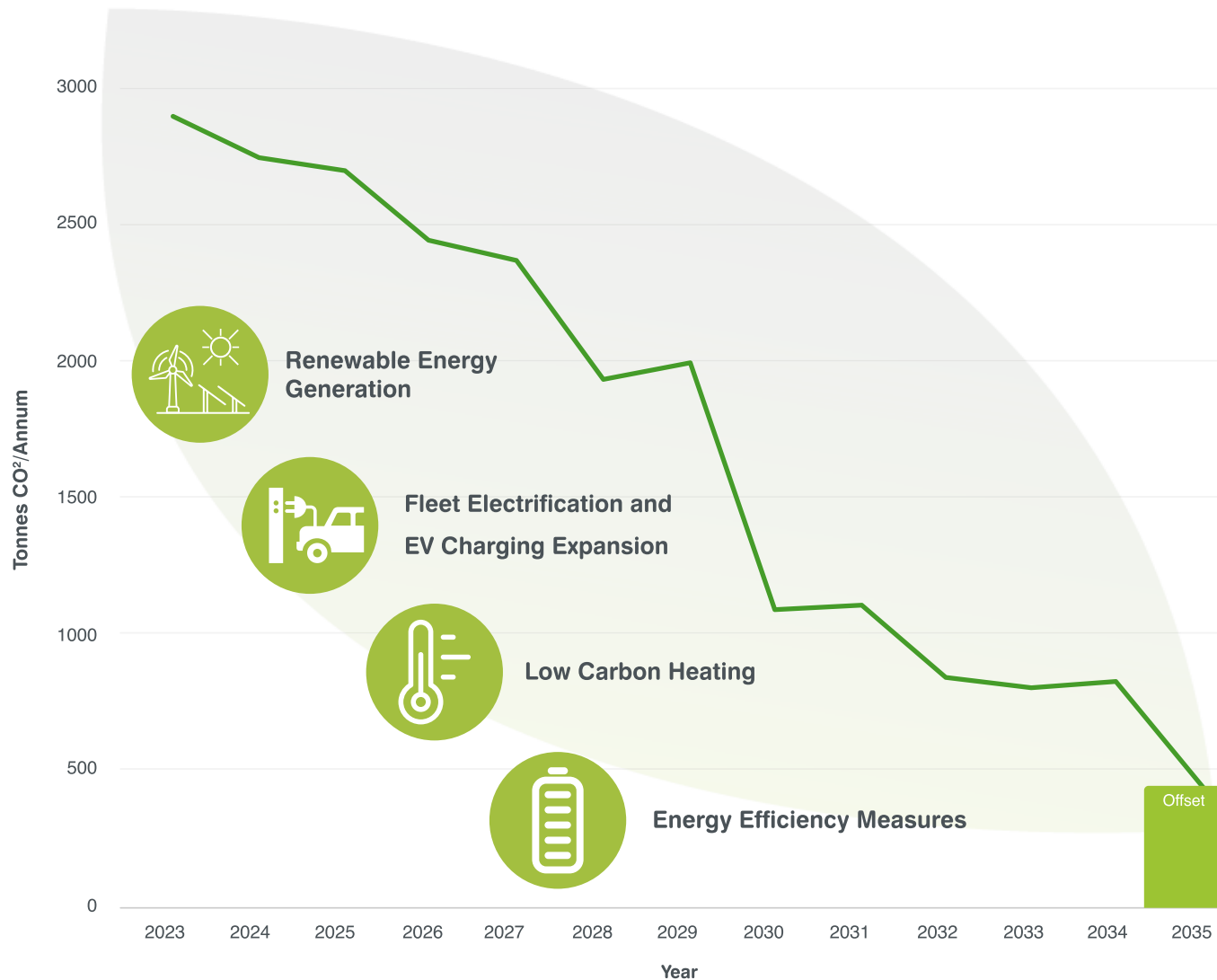
- Disclosing ESG Performance on a regular basis, where previously it was CSR reporting.
- Open engagement with stakeholders through external communications and regular meetings, addressing concerns and listening to feedback.
- Ensuring leadership accountability from our directors overseeing ESG initiatives.

We also adhere to the SECR (Streamlined Energy and Carbon Reporting) framework as part of our commitment to transparency and compliance. It is a mandatory reporting requirement ensuring clear disclosure of energy consumption, greenhouse gas emissions, and energy efficiency measures.

ESG Framework



Net Zero Roadmap



The Net Zero Roadmap outlines the strategic pathway that guides our organisation towards achieving net zero carbon emissions by 2035. It identifies key infrastructural milestones and operational changes. This roadmap - which will change over time as we learn about new technologies and developments - ensures our efforts are focused, transparent and aligned with long-term sustainability goals.

Awards



"Star UK Airport" for third consecutive year at Travel Bulletin Star Awards.
UK and Irish Airport of the Year at the 2024 TTG Travel Industry Awards.



Environmental

Reached Airport Carbon Accreditation Level 4.
Achieved a GRESB score of 100%.

Passenger Services

Newcastle Airport was one of 11 airports to be given the highest rating of "Very Good", marking the third consecutive year it has achieved the accolade.



ASQ Award 2025

The Best Airport in Europe, in the 2 to 5 million passenger category, at the Airport Service Quality Awards.



Best Airport in the world



Routes Awards 2024

“Overall Winner” - the first time ever a UK Airport has achieved this accolade.

“Best in the World” in the under five million passengers category for the second year running.

