

CSR STRATEGY YOUR AIRPORT CARES

Annual Corporate Social
Responsibility Report 2022





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Welcome from our CEO

“Welcome to our first annual Corporate Social Responsibility (CSR) report.

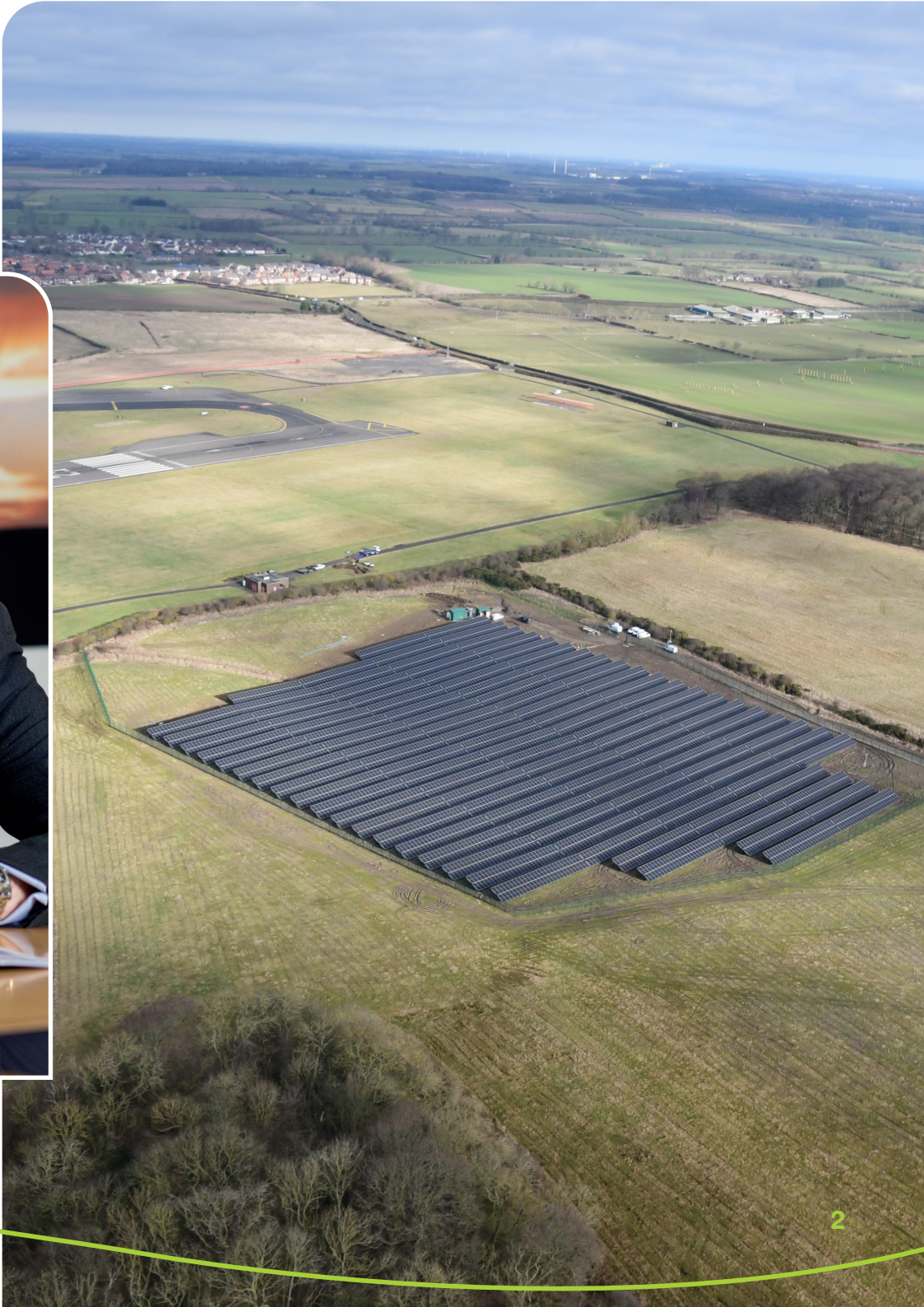
Newcastle International Airport is the region’s international passenger gateway, promoting connectivity that is critical to the success of the North East. It is also part of a community and we are committed to doing what we can to benefit all our stakeholders. We want to ensure that the Airport will continue to support economic growth in the region, be a great place to work, be a responsible neighbour and reduce our environmental impact. We believe that the sustainability of the Airport is the key to unlocking a better future for the North East and achieving our vision.

Our first annual CSR report is an exciting and necessary step in communicating our ambitions to delivering sustainable growth. The people of the North East are at the heart of everything we do, so we are committed to delivering clear and transparent communication on this important agenda.

We welcome you to our evolving sustainability journey.”



Nick Fawcett



Our 2022 CSR Highlights

2,400
Indirect
Employment

2,519
On Site
Employment

Secured our first ever sustainable
finance package, including a
£15m Green Loan

Our key performance
indicators (KPIs) for 2022 are:

KPI 1:
CO₂ emissions for 2022
reduced by 29.5% compared to our 2019
baseline.

KPI 2:
Airport Carbon Accreditation Level 2
'Reduction' achieved.

KPI 3:
Biodiversity Net Gain achieved across
5.77ha of Airport owned land.

KPI 4:
98 score for GRESB, ranked 2nd Airport
in the UK.

£30,000
raised for three
local charities

£420m
Total GVA for the
North East region

(excluding impact from inbound
and business productivity effects)

Procurement of
100%
renewable electricity

ZERO
waste to landfill

**ISO 45001
Accreditation**

For our Terminal Operations, the
Training Academy and our
Samson Executive Jet Centre.

8,300

Trees planted on Airport
land, as part of the North East
Community Forest project.

40,325
Aircraft movements

4.18m
Passengers

**Energy
Efficiency**

Phase one of our Solar
Farm was constructed
and is now generating.

98%
Of passengers
passed through
security in 6
minutes or less

2 Electric airside buses
in operation.

Our First Annual CSR Report

Introduction

We recognise that Newcastle International Airport has a wide reaching influence across the North East; economically, socially and environmentally as well as being a prominent feature in the local community. We need to embrace sustainable business practices to secure growth and ultimately, the future of the Airport. In 2019, we published our Corporate Social Responsibility (CSR) Strategy, a key plan for us to achieve economic, social and environmental benefits from our activities for all stakeholders involved. The CSR Strategy demonstrates our commitment to embracing sustainable practices by setting out a series of objectives grouped under four pillars;

Business and Market, Workplace, Community and Environment.

2022 was a critical year for our recovery from the COVID-19 pandemic. Although we were faced with a set of challenges, we focused our efforts in ensuring we delivered a strong recovery for the Airport, placing sustainability and our communities at the heart of our intentions. As part of our recovery, we will communicate clearly, transparently and consistently with all our stakeholders on our sustainability performance. This report marks our first public document on our sustainability performance. We will produce this every year to track our progress, identify new opportunities to improve and demonstrate our accountability to our CSR Strategy.

We have used our CSR Strategy to organise the structure of this report. The data provided within this report covers the calendar year of 2022 (1st January – 31st December 2022).

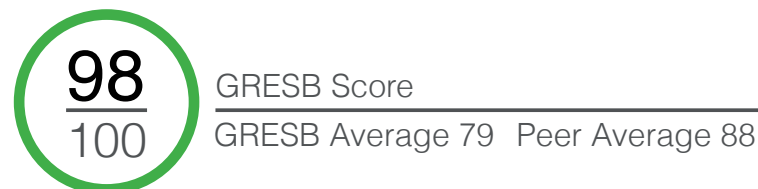
Click [here](#) to find out more.

Sustainability Governance

Our governance structure ensures that the objectives set out within our CSR Strategy are effectively communicated and supported at all levels of the business and integrated into all our activities. Our CSR Committee is a sub-committee of our Board and is made up of Board members who oversee the implementation of the CSR Strategy, monitors performance and discusses new initiatives to deliver our objectives. The Board comprises private and public sector members, including local authority leaders. The Sustainability Steering Group shadows the CSR Committee and reviews actions and prepares the agenda for the CSR Committee.

Sustainability Standards

The Global Real Estate Sustainability Benchmark (GRESB) is an independent organisation who provide validated environmental, social and governance (ESG) data for real estate and infrastructure businesses across the world. Each year, we voluntarily submit ESG information to GRESB who check and benchmark our data and compare it to our peers. In 2022, 649 infrastructure assets participated across 74 countries. We achieved a **score of 98** in 2022, ranking 2nd out of the UK Airports and maintained a five star rating. The GRESB results are used to identify areas where we need to improve and also areas where we can optimise our performance.



Alignment with the United Nations' Sustainable Development Goals

The United Nations' (UN) Sustainable Development Goals (SDGs) are a universal call for seventeen interlinked environmental, social, and economic sustainability goals to be met by 2030. They aspire to protect the planet, end poverty, and ensure everyone can live in peace and prosperity. The SDGs are a benchmark for sustainable practice globally. The objectives within our CSR Strategy align with the SDGs, as shown throughout this report. By improving our sustainability performance and ensuring the objectives set out within our CSR Strategy are implemented into our operations, we contribute to the goals set by the UN.



Business & Market

“To maximise economic benefits and treat our customers, business partners and suppliers respectfully.”



4 QUALITY EDUCATION 	8 DECENT WORK AND ECONOMIC GROWTH 	10 REDUCED INEQUALITIES 
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	13 CLIMATE ACTION 	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 


CSR STRATEGY
YOUR AIRPORT CARES


Newcastle International
Your Airport

Business and Market

To maximise economic benefits and treat our customers, business partners and suppliers respectfully.

Objective 1.1:

To maximise the economic benefits of the Airport to the North East.

Newcastle International Airport is the North East's largest airport, providing a global gateway for businesses, tourism to the North East and air travel for holiday makers. The Airport also plays a vital role for our business community by allowing them to make and maintain trade links, and export and import their goods. We are committed to maintaining and enhancing our role as a key driver of economic growth to our region.

As with the rest of the aviation industry, the Airport was severely impacted by the COVID-19 Pandemic. 2022 was an important year for our recovery and although passenger numbers in the first quarter of the year were impacted by the Omicron variant, passenger traffic recovered quickly to 4.18m passengers, 3.14m more than in the previous year, an increase of 302%. Supported by strong operational delivery and commercial spend from passengers, net turnover amounted to £64.7m, with an operating profit of £23.8m for 2022. The gross added value¹ (GVA) as a result of the success of our operations during 2022 came to a total of £420 million⁴, a significant contribution to the North East economy.

We are passionate about the North East and supporting the local and regional workforce through employment opportunities and helping local businesses access our supply chain. Employing and sourcing locally reduces environmental impact and carbon emissions from travel, as well as



maximising economic benefits to our region. The Airport employed 2,519 people directly on site at the Airport and 2,400 indirectly in 2022, through supporting business partners to operate on Airport owned land, or through hiring their services. Being a specialised industry, not all of our supply needs can be met through regional businesses, however, we are committed to sourcing locally where possible. In our future reports we will report the percentage of our suppliers that are local as well as small and medium enterprises (SMEs).

To demonstrate our commitment to adopting sustainable business practices, especially during the recovery period from the COVID-19 pandemic, in 2022 we secured our first ever sustainable finance package, totalling £208 million from four major banks.

The refinancing package also includes a ground breaking £15 million green loan that will enable the Airport to accelerate the delivery of significant infrastructure projects that are required to decarbonising the region's airport will contribute to the wider sustainability policies of the North East region and secures our continuous sustainable growth. As part of the refinancing package, we have agreed four material key performance indicators (KPI):

- **KPI 1:** CO2 emissions reductions compared to our 2019 baseline
- **KPI 2:** Airport Carbon Accreditation
- **KPI 3:** Biodiversity Net Gain
- **KPI 4:** GRESB Rating

Each KPI has agreed targets for each year that are stretching to improve our sustainability performance which we are required to report formally on each year.

Type of Employment	Jobs	Gross Added Value (£m)
Direct on site ¹	2,519	190
Indirect ²	2,400	120
Induced ³	2,200	110
Total	7,100	420

Note: columns may not sum due to rounding.

Our Fire Training Academy provides world class training to businesses and individuals across the globe. The courses are hosted in market leading facilities and taught by highly qualified and experienced instructors. Courses range from first aid training to offshore training along with specialised fire training.

2022 was the busiest and most successful year to date for the Training Academy. We ran a series of aviation courses throughout the year for 25 different airports such as Heathrow Airport, Manchester Airport, Dublin Airport, Cayman Islands Fire Service and Seychelles Fire Service. We also welcomed 16 Firefighters from the Federal Airports Authority of Nigeria in August and December 2022 who completed a Firefighter Instructor course. We became a JOIFF accredited (International Organisation for Industrial Emergency Services Management) training centre after undergoing an audit in July 2022. This accreditation allows us to provide world class accredited industrial and aviation courses. We also continued to provide Offshore Petroleum Industry Training Organisation (OPITO) accredited courses in conjunction with AIS Survivex (the UK's biggest Energy Sector Training Provider).



¹Gross added value is the value that a producer, industry, sector or region contributes to an economy.

¹Direct – activities that are on-site or immediately off-site that directly relate to the provision of air services or services to passengers or cargo users.

²Indirect – economic activity generated in the supply chain to the direct activities.

³Induced - economic activity generated by the expenditure of the wages and salaries earned in the direct and indirect activities.

⁴Excluding impact from inbound tourism and business productivity effects.



Objective 1.2:

To provide a memorable experience to all our customers, gaining repeat business, a reputation for excellence, communicating in a friendly, engaging manner and encouraging feedback.

We want to ensure that Newcastle International Airport remains the number one choice for people and businesses travelling into and from our region. The experience of all our customers is at the heart of everything we do and we continuously embrace innovative new technology to ensure that our Airport is more efficient, safe and enjoyable. The ACI Airport Quality Service (ASQ) programme is recognised globally to measure passenger experience whilst they are at an Airport. In 2022, our overall ASQ satisfaction score was 4.21/5 compared to the average of 4.08 for Europe.

Reduced staff levels after the COVID-19 pandemic coupled with close to peak passenger numbers during the summer months lead to longer waits for security processing in airports across the country. Through a collaborative effort and achieving a high standard of efficient security processing, our team maintained our pre-COVID levels where **98% of passengers pass through in six minutes or less.**

98% 
Of passengers passed through security in 6 minutes or less

To further enhance our customer experience through our security screening process, in October 2022 work commenced redeveloping our security area. The redevelopment will increase the capacity of the area and see new equipment and technology installed to ensure that passengers can continue to pass through without delays. The entire project will be completed by Easter 2024.



Going on holiday is exciting but it can be challenging or stressful for some people to navigate an unfamiliar space and be in a busy environment. We want to ensure that everybody's journey through our Airport is as smooth and enjoyable as possible. We have high standards for assisting passengers and in 2022 **our team assisted 56,392 people with reduced mobility.**

The Civil Aviation Authority (CAA) recognised our high-quality assistance service, ranking the Airport as 'good or very good' during 2022 in its interim Airport Accessibility Report.

We understand that not every disability is visible and have facilities in place for those who have hidden disabilities. Lanyards are available to discreetly allow staff to be aware of passengers who have hidden disabilities and may need more time or extra assistance whilst travelling through the terminal and security. A custom-designed sensory area is also available for all who may require its use, offering a calm place to wait for your flight to avoid becoming overwhelmed. To continually improve the airport experience for those passengers who have disabilities, we have a commitment to consult and work with local disability groups.

Social media plays an important role in our relationship with our customers. Whether it's receiving feedback or answering enquiries, we value our online community. In 2022, we received **12,743,618 total engagements (likes, shares, comments, saves, link clicks)** across LinkedIn, Facebook, Instagram, and Twitter. We aim to create unique, fun and interesting content for our customers so we can continue to strengthen our relationships with them.


12,743,618
Social Media engagements in 2022

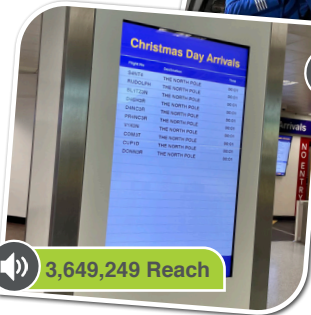
 **4,882,073 Reach**



 **2,237,491 Reach**



 **3,649,249 Reach**



During 2022 our team worked hard to maintain smooth operations and to continue delivering high quality customer service. In recognition of this, we were awarded two industry awards; the "UK and Irish Airport of the Year" at the Travel Industry Awards and "Star UK Airport" at the Travel Bulletin Star Awards.



Objective 1.3:

To play an active role in the governance and promotion of the North East, including the encouragement of inbound tourism.

Newcastle International Airport is the North East's global gateway, providing connections the business community requires to maintain links and export their goods. The COVID-19 Pandemic significantly impacted the tourism industry and we recognised the strategic role we hold to help recover tourism within the North East. Our Visit North East England website will be used to promote the region overseas, and we will work with our partners to rebuild inbound tourism numbers. In 2022, we ensured that we kept the website up to date in collaboration with a range of stakeholders across the region. We also promote the contents of the webpage through our social media channels to reach a bigger audience and increase brand awareness, and have restarted overseas marketing campaigns. This investment in marketing is being significantly ramped up in 2023.

www.visitnortheastengland.com

Objective 1.4:

To treat our suppliers and business partners fairly, and deliver on our contractual commitments.

We pride ourselves on acting fairly and ethically whenever we do business and condemn all forms of bribery and corruption. We abide by our Anti-Bribery and Corruption Code of Conduct which sets out our clear commitment to ensuring no bribery and corruption will feature whatsoever in our business. This is also a legal requirement under the Bribery Act.



Work Place

“To be a great place to work”



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YOUR AIRPORT CARES

Newcastle International
Your Airport 



Workplace

To be a great place to work

Objective 2.1:

To adopt values that encourage positively engaged workforce and business partners.

Our employees and business partners are the backbone of the Airport. To deliver an efficient and effective operation, it is important that we look after and engage with them to ensure we reduce workplace stress, increase productivity, achieve objectives and, overall, improve performance.

During the recovery of the Airport following the COVID-19 Pandemic, communication with both employees and business partners was crucial to successfully navigating this unique time of challenges as a team. Periodic CEO briefings were conducted to share with all staff information on performance and updates on strategic objectives. In addition, all department managers communicated their departmental objectives to their

staff through monthly team briefs.

We are committed to providing our workforce with a voice, and so in 2022, independent Annual Employee Satisfaction surveys resumed so that employees' views can be taken into account in strategic decisions. Over 85% of employees completed the survey. Action plans have been implemented to address the feedback received and monitor the progress of initiatives going forward.

We want to empower our colleagues and support a celebration culture where everyone's hard work is appreciated and acknowledged. As part of our colleague benefit package, we offer access to the Perkbox platform. This enables access to a range of exclusive benefits as well as a platform to recognise and reward one another with points for virtual vouchers and physical gifts.

Investors in People is a standard for people management focusing on staff engagement, communication, organisational culture, and work practices. In 2022, we maintained our Investors in People accreditation, which will be up for renewal again in 2024.



Our business partners play crucial roles in the day to day functioning of the Airport and we liaise closely with them to support the delivery of their operations. In 2022, we also embarked on engagement with our business partners on Net Zero targets and sustainability objectives. We launched our first Annual Sustainability Questionnaire in 2022 to gain an understanding of their priorities and hear their feedback on what we, as an Airport can do to improve our sustainability performance. Following the feedback from the survey, we will be launching a programme of engagement during 2023 to further align our sustainability objectives and focus in on key areas where we can make a difference, such as increasing recycling and reducing energy consumption.

Objective 2.2:

To encourage diversity and equality in the workforce.

We believe in equality of opportunity and champion diversity in the workforce. Employment policies and practices are continuously monitored to ensure they

remain fair and are applied in a consistent and non-discriminatory way. All applications are managed through the same fair and consistent recruitment process and candidates are assessed on their skills, experience, and ability to successfully perform the role without prejudice to any disability or other distinguishing characteristic.

We undertook a Diversity and Inclusion (D&I) survey in 2022 to gather current data on colleague perceptions of D&I so we could better understand the issues our workforce face and set measures to improve our D&I landscape whilst ensuring our approach is evidence-based. One area which we are already actively addressing is balancing out our gender diversity. Currently our workforce is 25% women and at Board level the percentage of women is 11%. It is important to support women in gaining access to the aviation industry and into positions of senior management. We will continue to gather D&I data annually so that we can learn as much as possible from our data, give our colleagues a voice, and take appropriate actions where needed. A D&I Action Plan will also be delivered in 2023 to educate, increase awareness, improve policies and procedures and to measure and report progress.



ISO 45001 Accreditation

For our Terminal Operations, the Training Academy and our Samson Executive Jet Centre.



Objective 2.3:

To promote health and wellbeing to all employees.

In 2018 we signed the 'Time to Change Employer Pledge' and made a commitment to change how we collectively think and act about mental health at every level of the Airport. We promote mental health and wellbeing resources through our monthly 'Team Hubs', as well as our Health and Wellbeing newsletters, circulated to all staff and available online. All staff have access to our Employee Assistance Programme, a service which provides 24/7 confidential telephone support for personal and work related issues. Face-to-face counselling is available along with this service as well. Occupational health checks for all staff who require them and private health care is also available for permanent employees.

Health and safety is the number one priority in all of our operations, both for colleagues and our passengers. We are committed to delivering a safe environment, reducing workplace risks, and creating better, safer working conditions.

In 2022, we achieved the ISO 45001 accreditation 'Occupational Health and Safety Management System' for our Terminal Operations, the Training Academy and our Samson Executive Jet Centre. This accreditation will be audited annually to ensure continued compliance and we will also be looking to expand the scope of the accreditation in 2023 to include our car park operations.

We promote a 'safety-first' mind-set through our 'Be Safe' campaign which continued throughout 2022. The campaign covered a range of themes including regular hazard spotting walks being undertaken in partnership with our on-site business partners.

Objective 2.4:

To provide good jobs for people.

We always strive to create jobs and a work atmosphere that is stimulating, collaborative, inclusive, rewarding and enjoyable. We seek to foster a culture of continuous learning and development for all of our colleagues to reach their fullest potential. All colleagues have annual Personal Development Review appraisals which include the setting of personal and team objectives for the year ahead, as well as creating a personal development plan to identify opportunities for growth. People and Health and Safety focused learning and development programmes are taught annually with broad spectrum of opportunities available to colleagues at all levels. Our leadership

capability programmes are in place to develop the skills of our future leaders.

In 2022, 20 employees enrolled on one of these courses and over 45 training and development sessions were delivered. A total of 20 managers/supervisors have been taken through the ISO Managing Safely course by our own Health and Safety department, giving these employees the tools and knowledge to ensure the staff they are responsible for conduct their work in a safe manner. We also run a number of talent identification and management courses for staff to gain new skills or develop existing ones to support their progression at the Airport.

We have a commitment to pay market-rate salaries, which are reviewed on an annual basis. In addition, we offer a range of employee benefits including an employer contributed stakeholder pension scheme, discounts on retail and catering outlets, the cycle to work scheme, access to private healthcare and Perkbox. Our turnover rate in 2022 was 12.5% for permanent employees. We are proud of our workforce and we want to ensure we create an environment to retain talent and have the processes in place for everyone who enters the Airport to grow and develop successfully. In 2023, we will be looking to enhance our offerings to ensure we remain a competitive business that offers great jobs in the aviation sector. An electric vehicle salary sacrifice scheme will be one of our new offerings for 2023.



CAREER DEVELOPMENT CASE STUDY: SEASONAL TO FULL TIME EMPLOYEE

One of the career developments we are proud of was an employee who started at the Airport as a seasonal Passenger Services Assistant. Within one year, they became a permanent Passenger Services Operative, which involved them getting an Airside Driving Permit. Then within a couple of years, after building their experience and skill set, they became a competent Team Leader of the Passenger Services Department and as a result was managing the Passenger Services operations. Last year this individual became an Airport Duty Manager. Their role now holds the responsibility for the safety and operation of the Airport and our Business Partners.

Objective 2.5:

To provide opportunities for young people to commence their career at the Airport.

The next generation bring creativity, innovation and a willingness to learn which is integral to the success of a growing business. To secure the succession and sustainable growth of the Airport, we actively encourage and promote positions and areas of the Airport young people can get involved with. In 2022, our age profile for our workforce was:

25%
Under 30

40%
30 to 50

35%
50+

We have a strategic partnership with Newcastle College's Newcastle Aviation Academy which is based on our site and offers degrees and diplomas in aeronautical engineering, aviation operations, and cabin crew. The Aviation Academy was recognised for its outstanding commitment to education and was awarded the 2018 Queen's Anniversary Prize for Higher and Further Education. As part of the qualification process for airport operations, there is an Ambassador programme to develop skills needed for a career in an airport. We facilitate work placements for students to learn how to manage passenger terminals, deal with emergency situations and use vital safety equipment, all from tutors within the Airport. In 2022, we had 30 students enrolled on our Ambassador programme, most of whom were 18 years of age.

The purpose of the programme is to enable students to see theory in practice, whilst building valuable skills and experience to add to their assignments and CV's. Students who have successfully completed these courses, have often gone on to secure employment here at the Airport and are now part of the next generation driving change and helping secure our sustainable growth.



Newcastle International
Your Airport

Community

“To be a good neighbour with strong stakeholder support.”



CSR STRATEGY
YOUR AIRPORT CARES

Newcastle International
Your Airport 

Community

To be a good neighbour with strong stakeholder support.

Objective 3.1:

To maintain the respect and trust of the community, with effective engagement.

The Airport is a very prominent feature in the local community and it impacts the lives of people in a number of ways. Our 'Your Airport' brand embodies the essence of us reaching out to customers, the community and other stakeholders and informing them that this is their Airport. We believe that working together improves both communication and understanding, as well as operational efficiency. Our aim is to maintain and strengthen our relationship with our local communities to ensure a strong future that the community can benefit from.

It is important for us to actively engage with the community and give them a platform to raise any issues they have on how our operations affect their lives, their neighbourhood, and their environment. We have a dedicated enquiries inbox and phone line for members of the public to submit any feedback to us. Each piece of feedback is logged, investigated and responded to.

Our Airport Consultative Committee (ACC) also provides another platform for members of the public to raise any issues to the Airport through their local representative. The ACC provides an effective forum in which all matters concerning the development and operation of the Airport which have an effect on its users and the surrounding community may be discussed. Our ACC comprises of a range of stakeholders who are representative of parish councils, local authorities and consumer groups, enabling a wide range of views and

opinions to be shared which help inform our decision making. The advice and suggestions provided by the ACC ensure that we remain accountable for our actions.

We are aware that one of the key areas that impact our communities' lives is noise and although we cannot eliminate noise from aircraft, we have committed to a range of measures to proactively monitor and manage noise from our operations. We have a dedicated noise complaints inbox for members of the public to submit their complaints or enquires regarding noise events. We are then able to investigate, track and monitor any trends in noise complaints which therefore enables suitable action

to be made. In 2022, we re-launched our Noise Sub-Committee (a sub-forum of our ACC, dedicated to noise matters) after a pause due to the COVID-19 pandemic. The Sub-Committee discusses the noise complaints data, raises any issues and make recommendations to the ACC on noise management from the Airport's operations. It also provides an opportunity to enhance understanding on issues relating to aircraft noise and the airport operations.complaints data, raises any issues and make recommendations to the ACC on noise management from the Airport's operations. It also provides an opportunity to enhance understanding on issues relating to aircraft noise and the airport operations.

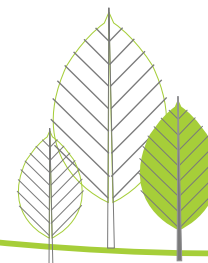
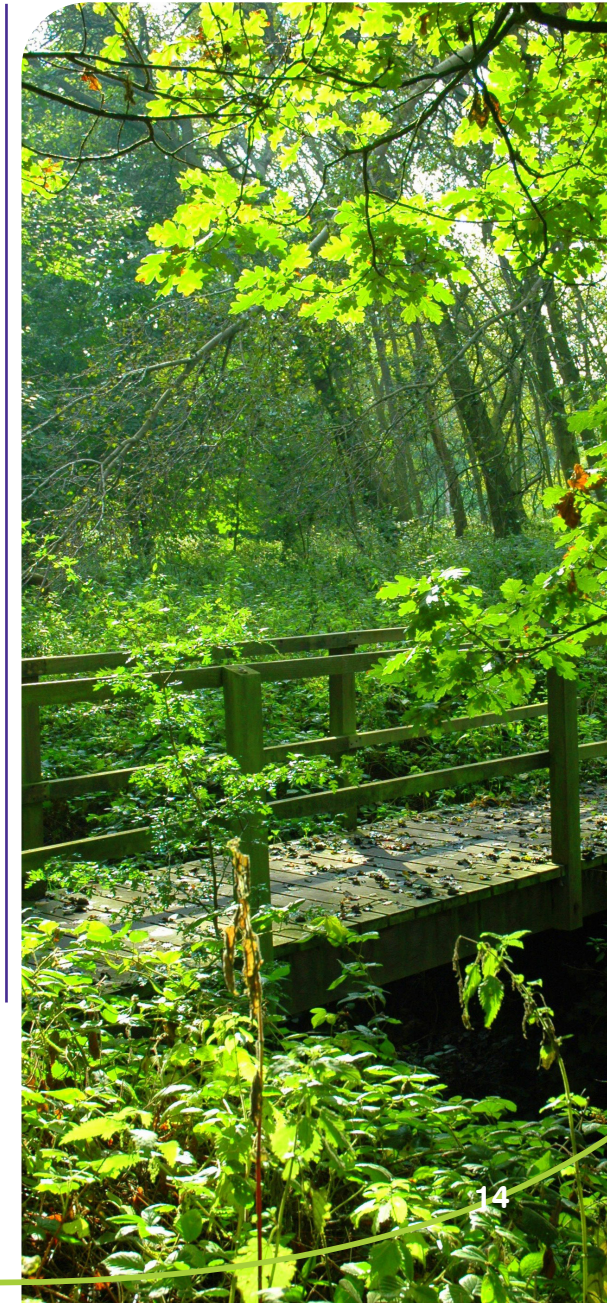


COMMUNITY PROJECT CASE STUDY: ABBOTSWOOD

One of our active community projects is the collaboration with Woolsington Parish Council to enhance a woodland site on Airport owned land, named Abottswood, to offer increased amenity value to the community and also increase the biodiversity value of the area.

A community survey was undertaken in December 2021 via email and social media asking for the resident's perception of Abbotswood. The responses were positive, providing valuable insight into the perceived value, benefits, current problems and opportunities for improvements. They also identified areas for improvement including creating varied habitats in an open green space and recreational space for walking.

Following the feedback provided, a proposed landscape and ecology management plan was created in collaboration with the Parish Council in 2022. The objectives of this project included improving biodiversity, through bird and bat boxes, insect hotels, hedgehog houses, wild flower sowing, and tree planting. These initiatives will conserve and enhance wildlife corridors through Abbotswood to other wildlife corridors across Airport land and the wider ecological network. In 2023, we will continue to work closely with Woolsington Parish Council to deliver the planned enhancements identified.



Objective 3.2:

To undertake a programme of national and regional stakeholder engagement, promoting the Airport and the North East nationally and within the aviation sector.

Throughout 2022 we maintained a strong programme of stakeholder engagement at a local, regional and national level and within the aviation sector. We continued to be a voice in strategic lobbying activities in partnership with the associations we are a member of, including; the Airports Council International, the Airport Operators Association, Sustainable Aviation, NewcastleGateshead Initiative, the Confederation of British Industry and the North East England Chamber of Commerce. Our active participation allows us to influence emerging policy and legislation to support the sustainable growth of the Airport, especially during this critical recovery period from the COVID-19 pandemic.



Objective 3.3:

To maintain an ambitious programme of support for regional and local charitable causes.

Since December 2014, our adopted charities have been Newcastle United Foundation, Sunderland AFC's Foundation of Light and Middlesborough Football Club Foundation. This strategic partnership enables the foundations to work together with us to fundraise regularly in the Terminal building and implement a programme for staff engagement.

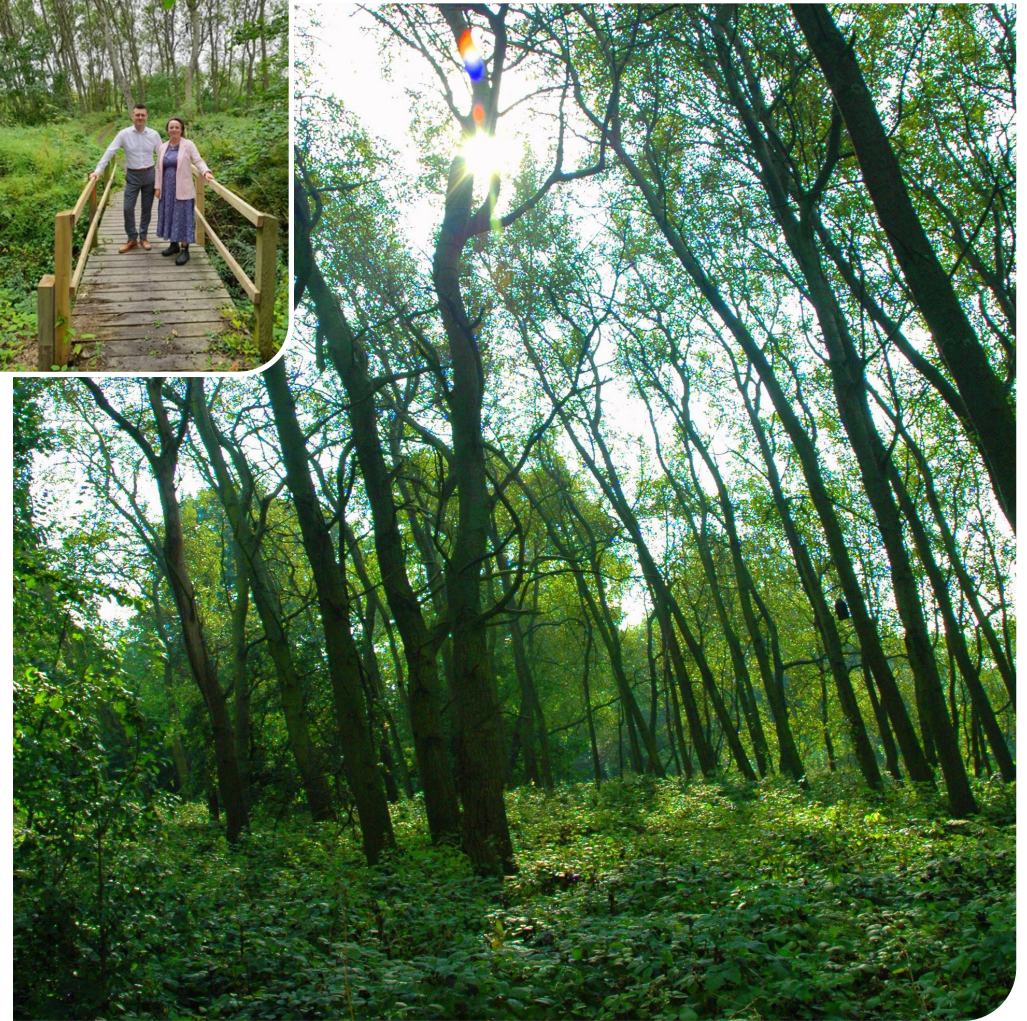
Newcastle United Foundation aims to promote active and healthy lifestyles, particularly in disadvantaged areas, inspire people to learn and reach their potential and build strong, safe and active communities. The foundation works with 50,000 people across Newcastle and the surrounding areas.

Foundation of Light is dedicated to giving everybody choice and opportunities to improve their lives regardless of age, background, ability or personal situation. The Foundation's programme works with children from 18 months old up to the elderly and addresses the region's challenges in education, health and wellbeing, sport and play and world of work.

Middlesbrough FC Foundation focuses on raising the aspirations of those over 21 years old and gives hope and support to some of the most vulnerable individuals across Teeside.

Through this strategic partnership, we helped to facilitate the donation of £30,000 in 2022, split between the three charities, raised through a number of initiatives, including donations of currency within the Terminal.

We also provided sponsorship to support the organisation and running of local events, which in turn helps raise money for various charities across the area.





Objective 3.4:

To maintain a programme of regular employee volunteering in the local area.

We undertook a range of staff volunteering at various events throughout 2022; two have been highlighted on this page. There are many benefits of employee volunteering and it is important for opportunities to be provided to our employees to engage with and give back to the local communities. Therefore we have more planned events and opportunities throughout 2023 for employees to volunteer including our community project at Abbotswood.



EMPLOYEE VOLUNTEERING CASE STUDY: STEMFEST 2022

The STEMFEST event was held in July 2022. The event was focused on encouraging and inspiring young people across the North East into STEM subject related careers. The event involved over 40 businesses across the North East showcasing the range of careers and job roles available in their business. The 2022 event focused on Net Zero as a theme, therefore a number of staff from Air Traffic Control, IT, Environmental and Sustainability and Planning volunteered at the event to provide a fun, interactive and educated session on our roadmap to Net Zero by 2035 and how their careers play important roles in achieving this target.



EMPLOYEE VOLUNTEERING CASE STUDY: YOUTH CLIMATE CHANGE SUMMIT 2022

We also volunteered at the Youth Climate Change summit, hosted by Newcastle City Council which was aimed at 14-18 year olds to discuss their ideas for the future around three key areas; transport, buildings and integrating future resilience into businesses. The event included interactive workshops where the young people could interact with us and other industry experts and explore ideas to help the council achieve their target of net zero emissions by 2030. It was a valuable experience to hear the views of young people within Newcastle and take forward suggestions into future initiatives.




Environment

“To reduce the overall per passenger environmental impact of operations and strive to deliver continuous improvement.”



3 GOOD HEALTH AND WELL-BEING 	5 GENDER EQUALITY 	6 CLEAN WATER AND SANITATION 	7 AFFORDABLE AND CLEAN ENERGY
13 CLIMATE ACTION 	14 LIFE BELOW WATER 	15 LIFE ON LAND 	16 PEACE, JUSTICE AND STRONG INSTITUTIONS


CSR STRATEGY
YOUR AIRPORT CARES


Newcastle International
Your Airport



Environment

To reduce the overall per passenger environmental impact of operations and strive to deliver continuous improvement.

We recognise that the Airport's operations have an impact on the environment. As a responsible business, we continuously monitor environmental impacts to ensure these are managed and mitigated accordingly. We are committed to reducing impact on the local environment and strive to deliver continuous improvement.

Objective 4.1:

To monitor and manage the noise environment within local communities and provide an effective complaints system.

Noise from aircraft is an important issue to our surrounding communities and those living near flight paths and we have invested in the latest technology to monitor its effects. Our noise and track monitoring system receives data from five environmental monitoring units, strategically placed around the Airport, along with radar and flight plan data to provide detailed information on aircraft activities and levels of noise. We have a number of noise abatement procedures that are identified in our Noise Action Plan, as well as the Aeronautical Information Publication which all operators in our aerodrome must abide by to minimise disturbance. Both publications are available for public viewing.

Noise levels and flight tracking data are also available to the public on WebTrak, accessible through our website. WebTrak enables the public to self-investigate airport operations and noise levels in near real-time and it also hosts historical flight information.

In addition, noisier aircraft operating between the hours of 22:00 and 06:00 are subject to surcharges.



During 2022, we received 1,509 complaints from 121 complainants. Of the 1,509 complaints, 97% were received from repeat complainants from communities to the west of the Airport, the complaints from this area related to the design of our Standard Instrument Departure (SID) route, GIRLI 3X and the concentration of early morning departures.

We continue to respond to every noise complaint and query through our devoted noise complaints inbox.



Objective 4.2:

To deliver a comprehensive water and air quality monitoring programme.

Water

In 2022, we consumed 60,611m³ of water which is 98% of the water consumed during 2019 (baseline year). Most of our water consumption is used for terminal facilities. We are installing sub-metering across the Airport to allow us to increase the accuracy of our water consumption data and improve reporting going forward.

‘To protect the local water courses we have automated Total Organic Carbon monitors at each outfall to detect contaminated water.’

We operate a year-round programme to monitor the water quality from our surface water outfalls to the local water courses, as there are some operational activities at the Airport, such as de-icing of aircraft and pavements that have the potential to pollute surface water run-off. To protect the local water courses we have automated Total Organic Carbon monitors at each outfall to detect contaminated water. We have a lagoon-based drainage system which enables contaminated runoff to be directed away from the watercourses and stored within lagoons before being pumped to a foul sewer for treatment. We conduct monthly water sampling from seven locations across the Airport. During the winter period, we enhance our monitoring by undertaking daily testing of the local water courses ourselves, whilst also having a third party consultant to test twice a week to verify our results.



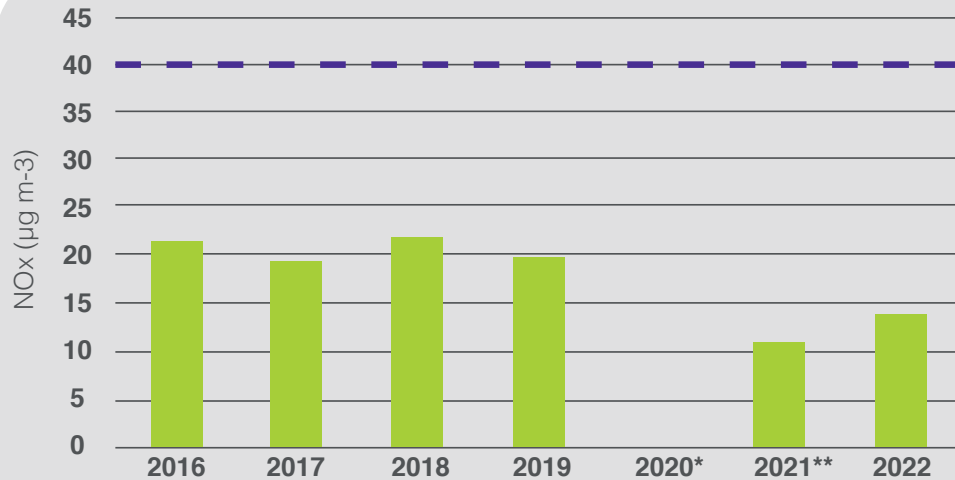
Air Quality

The main sources of air pollution at the Airport are from aircraft engine emissions, surface vehicle emissions, ground support equipment, emissions from fuel tanks, refuelling activities and fire training exercises.

We continuously monitor Nitrogen Oxides (NOx) concentrations at 20 locations across the Airport. The diffusion tubes are replaced and analysed monthly by a third party consultant. The 2010 Air Quality Standards Regulations require that the calendar year mean concentration of NOx must not exceed 40 $\mu\text{g}/\text{m}^3$. During 2022, our annual mean NOx concentration across the Airport was 13.9 $\mu\text{g}/\text{m}^3$.

To reduce the emission of air pollutants we discourage vehicle idling and utilise electric units to power aircraft when stationary. Over the next few years, we will be continuing to replace our diesel run power units with electric versions. We will also be continuing to phase out our diesel vehicles from our operations by replacing these with electric alternatives or potentially utilising biodiesel in the engines (reduces NOx emissions by ~20%).

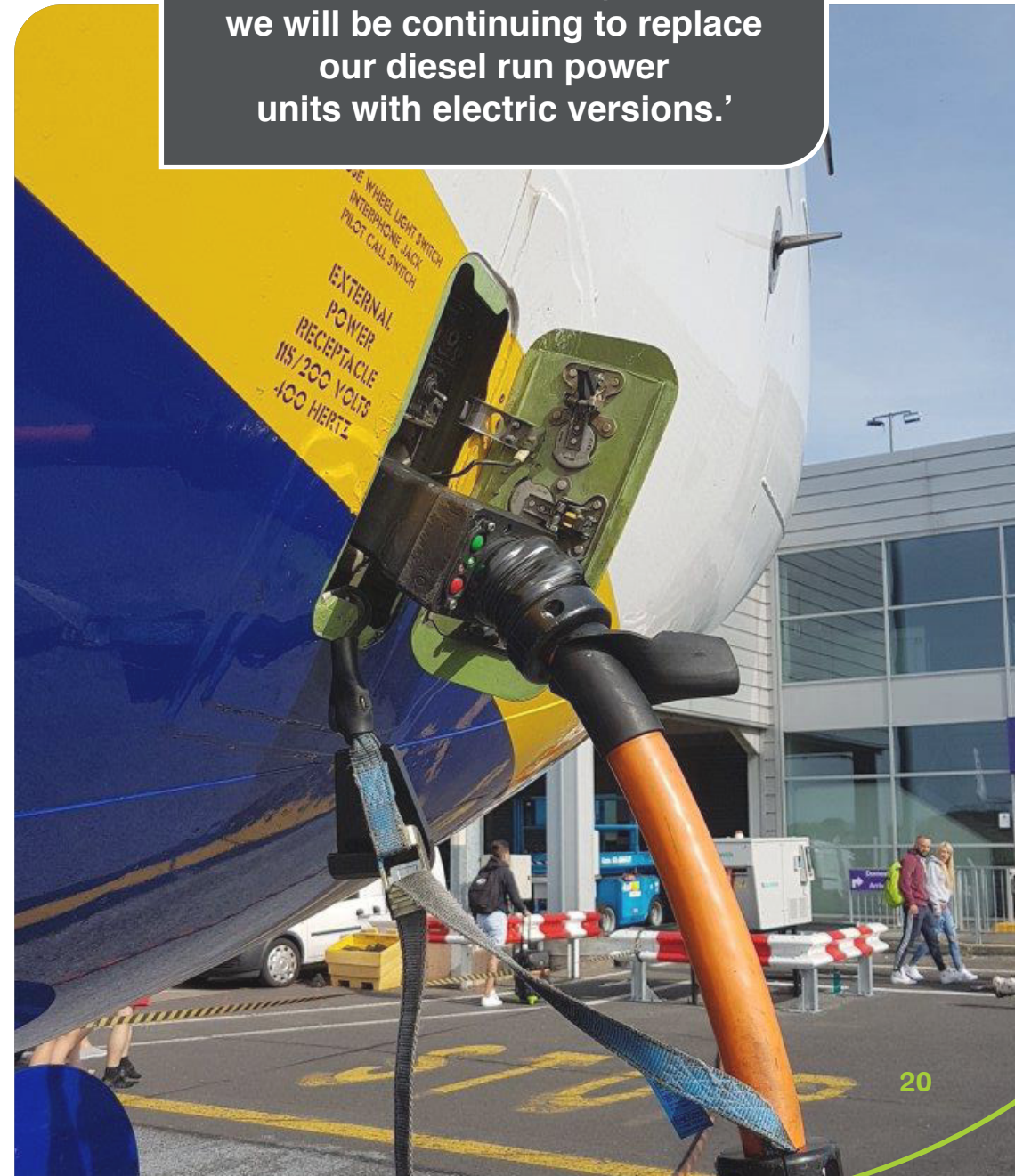
We will also be updating our Air Quality Strategy in 2023 so we can continue to make clear and purposeful action to maintain or reduce our NOx emissions as low as possible.



* No air quality testing was carried out during 2020 due to the COVID-19 pandemic.

** 2021 was not a representative year due to significantly reduced air traffic movements as a result of the COVID-19 Pandemic.

‘Over the next few years, we will be continuing to replace our diesel run power units with electric versions.’





Objective 4.3:

To deliver the Net Zero Carbon 2035 plan, and to reduce energy consumption and investigate the feasibility of generating renewable energy on-site.

Carbon Emissions Overview

In 2019, we began our decarbonisation journey by calculating our carbon footprint to understand our baseline position in order to identify how and when we could transition to be a net zero business.

The following tables break down our 2019 carbon footprint by Scope 1, 2 and 3 emissions.

Scope 1 & 2 – Emissions that the Airport controls

Activity	tCO ₂ e*
Scope 1	
Emissions from combustion of gas	1,059
Emissions from combustion of fuel for stationary machinery and engines	217
Emissions from combustion of fuel for transport purposes	529
Scope 2	
Emissions from purchased electricity – Location Based	2,387
Emissions from purchased electricity – Market Based	3,910

* Tonnes of carbon dioxide equivalent

Scope 3 – Emissions that the Airport has the most influence over

Activity	tCO ₂ e*
Staff Commuting	464
Passenger Surface Transport Access	21,723
Solid Fuels	1,279
Waste Processing	31

Scope 3 – Emissions that the Airport has limited influence over

Activity	tCO ₂ e*
Aircraft Landing and Take-off (LTO) Cycle Up to 3,000 ft	51,685



Our Goals

In 2020, we committed to become a **Net Zero Carbon Airport by 2035**. By 2035, our aim is to not generate any carbon from the energy used to run the ground based infrastructure within our direct control (Scope 1 and 2 emissions) and we will develop internal offsetting (“insetting”) mechanisms to offset any residual emissions.

For Scope 3 emissions that we can influence (emissions from passenger journeys, waste processing, sold fuel etc), we will take responsibility and work to reduce and then offset these to achieve and operate as **carbon neutral by 2035**.

For Scope 3 emissions that we have limited influence over (emissions from flights), we will collaborate with our airlines to implement measures to support their decarbonisation goals.

As part of the government’s Jet Zero 2050 Strategy, a mandate for at least 10% Sustainable Aviation Fuel (SAF) in the UK aviation fuel mix by 2030 is to be put in place. In order to do our part we will work with SAF manufacturers and airlines to help meet this mandate as well as encouraging low emissions flight methods.



‘By 2035, our aim is to not generate any carbon from the energy used to run the ground based infrastructure within our direct control.’



Carbon Emissions Reductions

To calculate and track our carbon emissions each year, we use the Greenhouse Gas Protocol which is the global standardized framework to measure greenhouse gas emissions for business and government. For calculating Scope 2 emissions, there are two methodologies used; location-based¹ and market-based² methodology. We have used both methodologies to calculate and report our emissions for complete transparency.

Using the location-based methodology, we achieved an **overall reduction of 29.5% in our carbon footprint for 2022 compared to our 2019 baseline performance.** Using the market-based

methodology, we achieved an overall reduction of 80.7% in our carbon footprint for 2022 compared to our 2019 baseline performance.

Reduced overall carbon footprint by **29.5%** Compared to 2019

Reduced emissions from gas usage by **50%** Compared to 2019

The table below highlights our emissions by type since 2019:

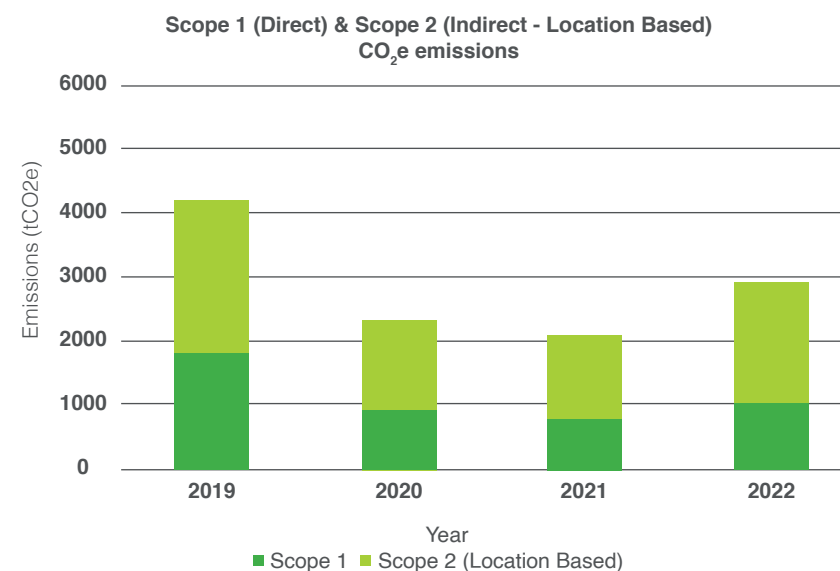
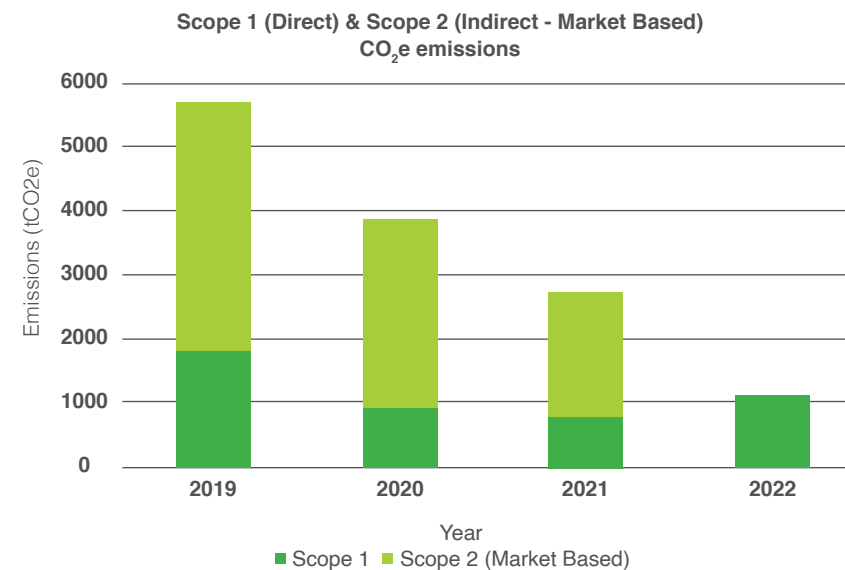
Emission Type	Emissions (tCO ₂ e)			
	2019	2020	2021	2022
Scope 1				
Gas	1,059	486	406	518
Liquid Fuels	217	206	147	244
Transport	529	210	222	330
Scope 2				
Electricity - Location Based	2,387	1,445	1,290	1,866
Total Scope 1 & 2 - Market Based	3,910	2,948	1,956	7
Scope 1 & 2 (Total)				
Total Scope 1 & 2 - Location Based	4,193	2,346	2,064	2,957
Total Scope 1 & 2 - Market Based	5,715	3,850	2,730	1,098

Note:

- All our carbon emissions data has been calculated and verified by an independent consultant.
- Significantly reduced passenger numbers and operations due to the COVID-19 Pandemic during 2020 and 2021 which correlated with a lower carbon footprint.

¹The location-based method uses the grid-average emission factor to calculate the amount of emissions.

²The market-based method calculates the emissions from the electricity company we purchase from. So it is intended to support the use and reporting of green energy tariffs via Renewable Energy Certificates (REC) and Guarantees of Origin (REGO).





Both our gas and electricity consumption reduced significantly as a result of a variety of measures. These include, the procurement of our green electricity contract (REGO certified) which has been in operation since October 2021. We also implemented a wide range of energy efficiency measures to reduce on site energy consumption including, lighting efficiency improvements, BMS “smart” controls and the use of only one boiler to heat the terminal building whilst the other three were isolated and offline.

From reviewing our 2019 carbon footprint, our electricity consumption (Scope 2) causes the majority of our emissions. Therefore, we decided that this was a focus area for us and we are committed to delivering a Solar Farm on site to reduce these emissions. In February 2022, we received planning permission for the construction of a 16MW Solar Farm on Airport owned land, to be built in up to four phases between 2022 and 2035. Construction began for Phase 1 in September 2022, which will generate up to 3MW of renewable electricity from March 2023. On a 100% sunny day, the electricity generated from Phase 1 can power all of our activities. Phase 1 was 50% funded by the European Regional Development Fund.

To achieve our goals, we recognise that the development of a Solar Farm will not be sufficient to reduce all our emissions and that we will need to significantly invest in current and emerging sustainable technologies. In 2022, we appointed a third party consultant to deliver a detailed assessment of future power demand up to and including 2035, against which we could map options for renewable technologies to be incorporated into the Airport infrastructure. We will be looking to implement measures identified in this assessment from 2023 onwards.



To reduce our Scope 1 emissions, we have started to transition our vehicle fleet to electric alternatives. In 2020 we became the first airport in the UK to operate a fully electric airside bus and in September 2022 we celebrated the arrival of our second fully electric airside bus. By replacing the use of two diesel buses we have saved approximately 8 Tonnes CO₂e per year.

In 2022, we also successfully planted 8,300 trees on 5.77ha of Airport owned land, as part of the North East Community Forest project. The woodland will be registered with the Woodland Carbon Code (WCC) which will ensure the new woodland will generate high integrity, independently verified carbon units to offset our staff and passenger surface access journeys (Scope 3) to the Airport.

We also offer the opportunity for our passengers to off-set their surface access journey to and from the airport. Through the car park booking process, passengers can voluntarily donate towards our site wide woodland planting scheme. The donations will be used to plant more trees on Airport owned land to create new areas of woodland, which will all be registered with the WCC. In 2022, 3,045 passengers off-set their journeys.

8,300

trees on 5.77ha of Airport owned land, as part of the North East Community Forest project.





96%
biodiversity net gain compared to the baseline for this area of Airport owned land

Airport Carbon Accreditation

The Airport Carbon Accreditation Scheme is the only institutionally-endorsed global carbon management certification programme for Airports. The scheme provides a common framework for Airports to effectively and efficiently reduce their carbon footprint. In December 2022, we achieved Level 2 accreditation status “Reduction” with the Airport Carbon Accreditation scheme. Work is being progressed to achieve Level 3 accreditation status “Optimisation”, which will formally recognise our Scope 3 emissions and the work being undertaken to engage with stakeholders on decarbonisation strategies.

TRANSITION
Compensation for residual emissions with reliable offsets

TRANSFORMATION
Transforming airport operations and those of its business partners to achieve absolute emissions reductions

NEUTRALITY
Carbon neutrality for direct emissions by offsetting

OPTIMISATION
Third party engagement in carbon footprint reduction

REDUCTION
Carbon management towards a reduced carbon footprint

MAPPING
Footprint measurement

Objective 4.4:

To reduce the amount of waste produced per passenger, increase on-site recycling of waste and continue to divert 100% of waste from landfill.

We are proactively transitioning the culture at the Airport to have a zero-waste mind-set. In March 2022, we updated our Waste Strategy for the Airport which focused on implementing the waste hierarchy of prevention, re-use, recycle, other recovery, and disposal being the last resort.

Since 2013 we have sent zero waste to landfill and have a target of at least 40% of on-site waste to be segregated into recycling waste streams by 2025. In 2022, our recycling rate increased to 30% reflecting our efforts in increasing awareness and educating staff. We also expanded our bin facilities in internal staff areas to further improve waste sorting and recycling. We will also be looking at improving our waste facilities (signage and ease of access) to facilitate better segregation of waste.

In 2023 we will be trialling a segregated food waste stream which will be sent for anaerobic digestion; a renewable energy source.

Many of our catering outlets use TooGoodToGo, a service which connects restaurants and stores with unsold surplus food to customers to be bought at discount. We will be advocating this service to be utilised at all of our catering outlets and will be promoting it to our staff and passengers. Prevention is the first initiative in the hierarchy of waste management and initiatives like these which stop food from going in the bin in the first place have the most meaningful changes.

We have dedicated facilities for the disposal of all international catering waste (classified as Category 1 Animal By-Product). This type of waste from aircraft must be handled, stored and disposed of separately to other waste streams to prevent contamination. This regulation is in place to prevent the spread of animal disease and we have been compliant with these procedures. We have been

working with our airline partners and the Animal and Plant Health Agency to explore opportunities on how to recover recyclable material while remaining compliant with current legislation.

Objective 4.5:

To protect and enhance biodiversity, whilst maintaining a safe operation.

Global declining biodiversity is an important issue that impacts every sector. We will continue to protect and enhance the biodiversity value of Airport land. We have a Wildlife Management Plan which we renew every year to ensure our mitigation methods for wildlife hazards remain appropriate and effective. In 2022, we introduced a falconer to introduce a predatory presence on the airfield. The aim of this measure was to discourage their presence in our aerodrome and redirect them away from the runway mid-point to reduce bird hazard and promote aviation safety for passengers and airport operations.

In 2022, we undertook a Habitat Survey and Biodiversity Net Gain Assessment on all Airport owned land, outside of the airfield. With this baseline data we are working with third party consultants to produce management plans for the variety of habitats, identify areas of enhancement and track biodiversity net gain as a result.

The 8,300 trees planted on our site in collaboration with the North East Community Forest project also provides good connectivity to existing woodland areas and thus expands associated functional habitats. This resulted in a **biodiversity net gain of 96% compared to the baseline for this area of Airport owned land.**

In 2023, we will sow wild flowers on our solar farm site. These wild flowers will feed important pollinators such as bees and butterflies.

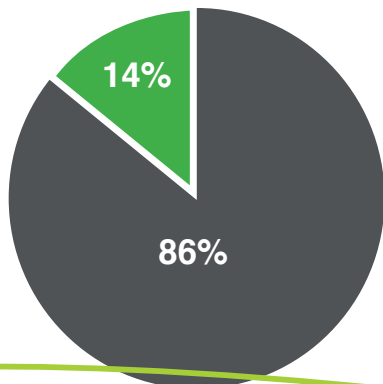
Our solar farm is fenced off and on private owned land so it will be left undisturbed making it a prime location for habitat improvement.

Objective 4.6:

To promote public transport and sustainable travel.

Surface access emissions account for ~27% of our baseline Scope 3 emissions, with the majority of our staff and passengers using cars to commute to and from the Airport. One of the key barriers to the use of sustainable modes of transport is that we operate 24/7 and the public transport options do not mirror this. Encouraging and promoting the use of sustainable modes of transport to and from the Airport is an important initiative to influence these emissions and we have started to address this.

Following the COVID-19 pandemic, we re-launched green travel initiatives for staff, including our Car Share Scheme and Cycle to Work scheme to incentivise and facilitate sustainable travel options for commuting to the Airport. We also undertook a Staff Travel Survey during 2022 in preparation of the full re-launch of our Green Travel Plan in 2023, to enable us to track the progress and effectiveness of this project. The survey identified that 86% of staff commuted to and from the Airport via private vehicle. Our Green Travel Plan will identify and promote a further range of sustainable modes of transport to commute to and from the Airport. To improve sustainable surface access for our passengers, we will be undertaking a passenger travel survey during 2023 to gain a better understanding of what modes of transport our



■ Car ■ Non - car

passengers use and most importantly why. We will continue to work with local partners, including Metro and bus operators to improve transport provision to suit our passengers' needs.

As part of our decarbonisation strategy, we are also investigating opportunities to increase our electric vehicle charging provision across the Airport site for both passengers and staff.

Objective 4.7:

Engage with staff, business partners and the supply chain to secure support from the whole Airport community.

We recognise that our Net Zero ambitions and sustainability goals require support from all of our stakeholders which is why we have implemented a new Stakeholder Engagement Strategy. In 2023 we will host our first Airport Sustainability Summit. We will be inviting representatives of our business partners to discuss how we can align and organise our Net Zero and environmental efforts to achieve them co-operatively.

Objective 4.8:

To comply with all relevant environmental and industry related obligations, and continually improve environmental management to demonstrate best practice.

There were no breach of consents of defined limits in legislation during 2022.

To embed our CSR Strategy into all areas of the Airport, Environmental Plans have been created for each Department that identify the environmental risks associated with their operations and the mitigation measures to reduce and offset them. Each Department Manager is responsible for ensuring that the plans are implemented, monitored and reviewed to ensure the objectives set out in the CSR Strategy are embedded by effective governance.



Looking Ahead to 2023



CSR STRATEGY
YOUR AIRPORT CARES



Newcastle International
Your Airport

Looking ahead to 2023

To ensure we continuously improve our sustainability performance, we have committed to delivering a range of measures

OUR BANKING KPI TARGETS FOR 2023:



KPI 1:
Achieve 25% reduction in our CO2 emissions compared to our 2019 baseline.

KPI 2:
Achieve Airport Carbon Accreditation Level 3 'Optimisation' status.

KPI 3:
Deliver another 5ha of biodiversity enhancements on Airport owned land to increase biodiversity net gain by at least 10% compared to the baseline.

KPI 4:
Maintain a 5 star rating for our 2023 GRESB assessment.



FOCUSING ON SAFETY



We will attain **OS45001 Accreditation** for our car park operation.

PLAN FOR THE FUTURE

We will review our Noise Action Plan, and submit a revised version to Defra.

We will also start the process of updating our Masterplan by commencing baseline surveys and assessments.



IMPROVE CUSTOMER EXPERIENCE

Food and beverage outlets to optimise space and improve our offerings, whilst also continuing the redevelopment of our security search area.

REDUCING OUR CARBON EMISSIONS

Phase 1 of our Solar Farm will be generating renewable electricity from March 2023.

We will relaunch our Green Travel Plan, to increase our offerings and promote sustainable modes of transport, for example an electric vehicle salary sacrifice scheme.

Undertake feasibility studies on a range of renewable energy projects to continue decarbonising our operations.

Continue transitioning our vehicle fleet to electric or other suitable alternatives.

Launch our first Annual Sustainability Summit to engage with business partners to further align sustainability objectives.

RESURFACE OUR RUNWAY

We will start the process for resurfacing our runway and replacing all our landing lights with energy efficient LED lights.

