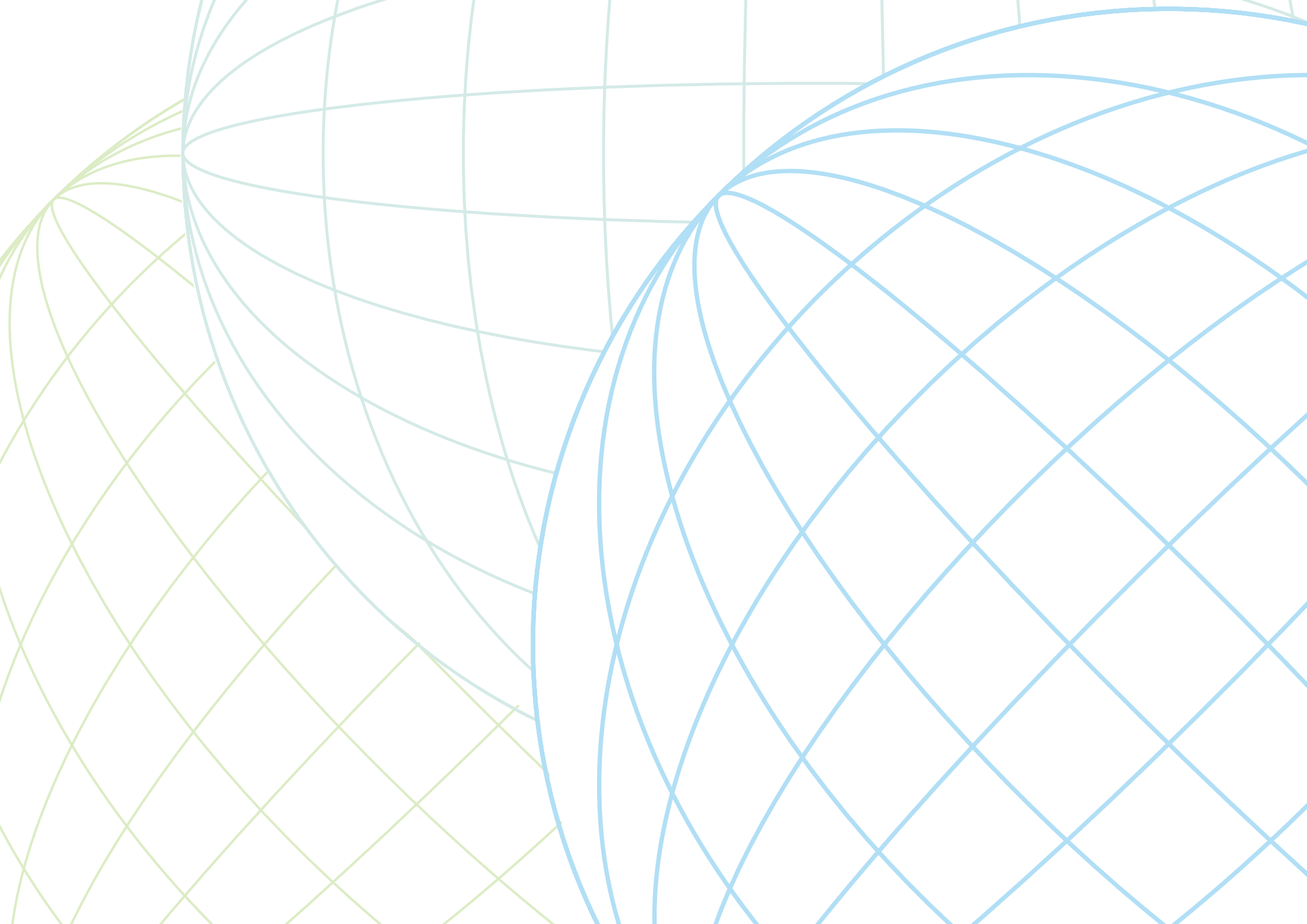


2025 Report



ESG
Environmental • Social • Governance





Contents

Message from Chief Executive Officer and Chief Corporate Affairs Officer	6	Noise	21
Route Map	7	The Importance of Noise Mitigation to Us	
1. Introduction	8	Working Together	
About the Airport	9	Airport Consultative Committee	22
2. Environment	12	Water	
The UK's Net Zero Strategy	13	Air Quality	23
Our Measuring and Reporting Strategies	14	Adapting for the Future	
Decarbonising While Expanding		Partnerships for Sustainability	24
Net Zero Roadmap	15	Sustainability Champions	
Sustainable Aviation Fuel		Sustainability Summit	25
Our Carbon Offsetting Strategy		3. Social	26
Energy	16	People	27
Reducing Carbon Emissions		Talent Development at Our Airport	
Solar Farm	17	Strategic Talent Investment	28
Sustainable Surface Access to the Airport	18	People, Policies and Systems	
Our Fleet Progress		Digital Transformation – HiBob	
Biodiversity	19	Employee Engagement	
Growing a Greener Future		Health and Wellbeing	
Waste	20	Equality, Diversity, and Inclusion	29
Success in Recycling		Menopause Support	
Looking Ahead		Employee-led Networks	
		How We Are Looking Ahead	

Community	30
Inspiring the Next Generation	
Propelling Careers	
Our Charity Engagement	31
Our Charity Partner: True Colours Theatre	
Engaging With Local Charities	32
Community Fund: Supporting Local Causes That Matter to Our People	
Our Chaplaincy Team	33
Newcastle Eagles Women's Team	
Community Outreach: Engaging With Local Leaders	
Accessibility at Our Airport	34
Masterplan 2040 Consultation	35
Our 90th Anniversary	
4. Governance	36
Integrity	37
Commitment to Excellence	
Control	38
Ensuring Safety and Resilience	
Keeping Data Safe	
Transparency	39
Transparent Reporting	
ESG Framework	40
Awards	41





Message from our Chief Executive Officer

Our aim is to be the best Airport - one that delivers exceptional services for our passengers and is fit and ready for the future.

Achieving this means keeping sustainability at the heart of everything we do.

This report provides a great opportunity to reflect on the significant progress we've made across the business as we continue our journey towards achieving Net Zero by 2035.

I am proud of the steps we've taken to further reduce our carbon emissions, enhance recycling, expand our electric vehicle fleet and plant more trees through community volunteering initiatives.

All of this has helped us maintain international recognition as an industry leader in sustainability.

I'm equally proud of the positive impact we continue to make within our local communities.

In 2024, our colleagues voted for True Colours Theatre to become our official charity partner, and it has been a privilege to support such an inspiring organisation.

Their work to empower and support young people through performing arts is truly special and we are honoured to play a part in it.

While we have made excellent progress across all areas of the business, we are committed to going even further so we can achieve our long-term ambitions.

We hope you enjoy reading this report which showcases our activity undertaken in 2025 and trust that you continue to support us as we work towards creating a greener, more sustainable future.

- Nick Jones, Chief Executive Officer

Message from our Chief Corporate Affairs Officer

The aviation industry is undergoing one of the biggest transformations in its history.

As technologies evolve and passenger expectations change, airports across the world are rethinking how they operate and how they can best prepare for the future.

At Newcastle Airport, we see this not as a challenge but as an opportunity to innovate, lead and collaborate more closely with our business partners.

This report highlights the major progress the business made throughout 2025.

We're proud to have once again been recognised as a leader in our field, showing we're not only responding to a changing industry but helping to shape its future.

With the support of our airlines, on-site business partners, local authorities, and communities, we are confident we can build on this momentum and achieve even more.

Together, we are committed to driving meaningful change and ensuring we create a more sustainable future.

- Alice Andreasen, Chief Corporate Affairs Officer



Our Destinations



Newcastle Airport Route Map



Introduction

Newcastle 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. In 2024, we 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



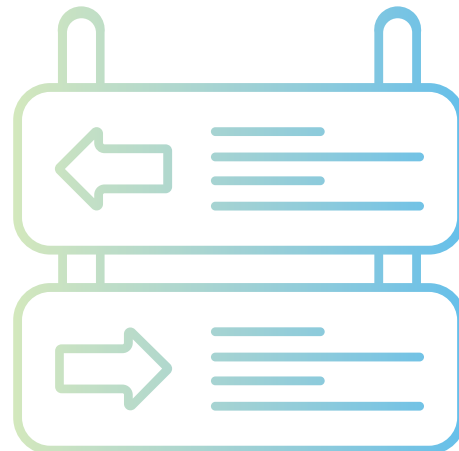
In 2025,
Newcastle Airport welcomed
**5.6 million
passengers**

reflecting strong demand for travel.

We achieved

24,795 aircraft arrivals and **24,232 aircraft departures**

in 2025, supporting regional and economic growth, and continued to deliver award-winning customer service whilst progressing our sustainability ambitions.



The Airport is a major regional employer, with more than

3,500
people working on-site.

We support a further

17,500
jobs in the region across 270 suppliers.



Our Airport contributes more than
£1bn
in Gross Value Added (GVA) to the North East economy.

Our ESG Priority Areas

Newcastle Airport is a multi-award-winning Airport, proud to connect the North East to the world. As we continued to grow and welcome more passengers in 2025, we remained committed to delivering lasting benefits closer to home, from supporting local communities and driving economic growth to carefully managing our environmental impact.

To achieve this, we focused on the following key priorities in 2025 - reducing carbon emissions, enhancing biodiversity, supporting our local communities and investing in our people. These actions helped accelerate our journey towards

achieving Net Zero by 2035 and continue to ensure that we have a positive, long-term impact on the region.







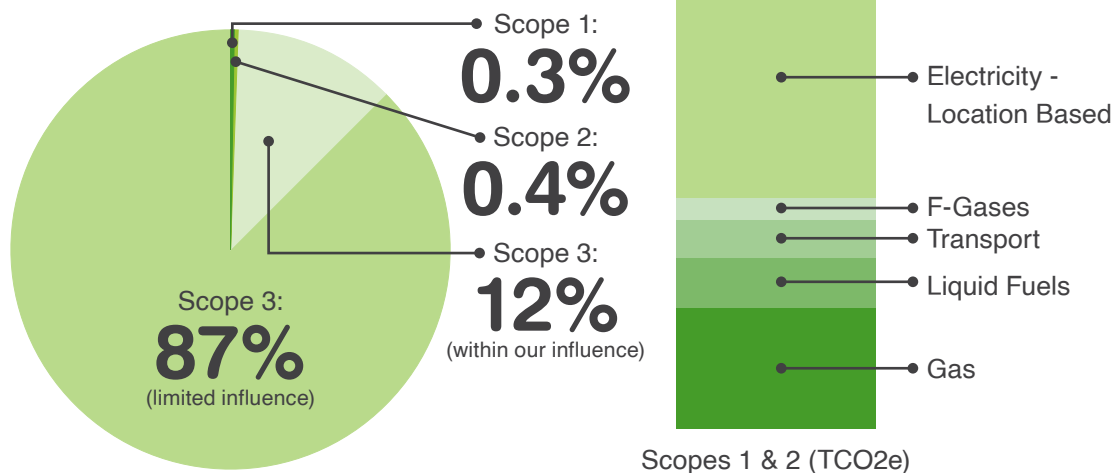
Environmental

Net Zero by 2035

Newcastle Airport is committed to becoming Net Zero by 2035. This reflects our dedication to sustainable aviation and responsible business practices, and in 2025 we continued our steps towards achieving this goal.

Net Zero by 2035 involves the reduction and removal of greenhouse gas emissions from our ground-based infrastructure (Scope 1 and 2 emissions), reducing and offsetting those Scope 3 emissions within our influence, and collaborating with our airline partners to reduce Scope 3 emissions that we have limited influence over. We continue to work with business partners to address Scope 3 emissions, including waste processing and passenger surface access, and recognise that collaboration is critical to achieve our Net Zero ambitions.

Carbon Emissions (Scopes 1-3)



Our Measuring and Reporting Strategies

In 2025, we calculated and tracked our carbon emissions using the Greenhouse Gas Protocol, a globally recognised framework that ensures consistent, transparent and accurate reporting. Our emission calculations were audited by an independent third party to ensure accurate and reliable figures.

For our Scope 2 emissions, we reported using location-based and market-based methodologies. The market-based method accounted for the specific energy sources we procured in 2025, such as accredited renewable electricity sources, rather than the electricity grid's emission factor that is used in the location-based method.

Using the location-based approach, we achieved a 46% reduction in our 2025 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.

Emission Type (tCO ₂ e)	2019	2020	2021	2022	2023	2024	2025
Scope 1							
Gas	1,059	486	406	589	732	715	627
Liquid Fuels	217	206	147	244	224	285	278
Transport	529	210	222	330	366	221	90
Refrigerant Gases				224	198	149	117
Scope 2							
Electricity - Location Based	2,837	1,445	1,290	1,454	1,372	1,408	1,134
Electricity - Market Based	3,910	2,948	1,956	7	0	0	0

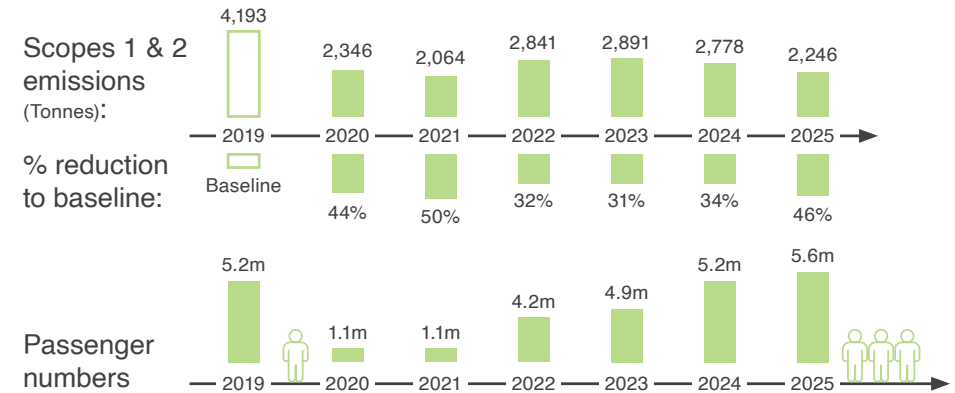
Scope 1&2 (Total)							
Total Scope 1&2: Location Based	4,193	2,346	2,064	2,841	2,891	2,778	2,246
Total Scope 1&2: Market Based	5,715	3,850	2,730	1,394	1,520	1,371	1,112

Decarbonising While Expanding

Newcastle Airport saw a 19% reduction in Scope 1 and 2 emissions, despite passenger numbers increasing by 8%, in 2025.

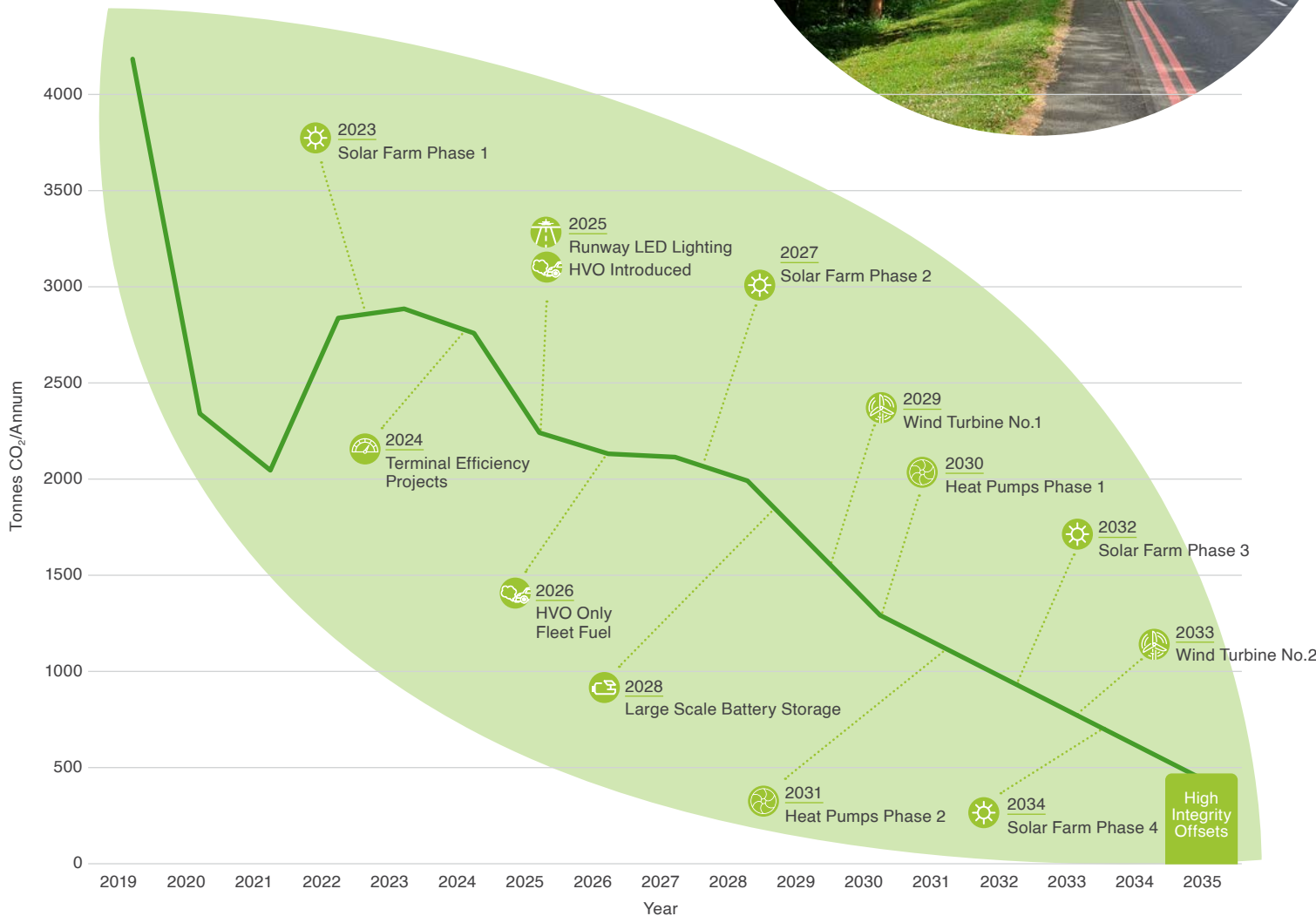
Decarbonising our operations, whilst passenger numbers increased, demonstrates that Net Zero and sustainability are core strategic pillars of the business.

The reduction in emissions in 2025 is the result of a range of targeted initiatives, such as the increasing use of Hydrotreated Vegetable Oil (HVO) and electric vehicles (EVs), switching the runway lights to energy-efficient LEDs and optimising our terminal's heating, ventilation and air conditioning (HVAC) system.



Net Zero 2035 Roadmap

Our roadmap sets out a clear, strategic pathway to achieving Net Zero by 2035. It defines the key infrastructure investments and operational changes required to reach this goal. The roadmap is a live framework that will continue to evolve as new technologies and innovations emerge, ensuring our approach remains focused, transparent and aligned with long-term sustainability objectives.



Sustainable Aviation Fuel

The Department for Transport's Sustainable Aviation Fuel (SAF) mandate requires that 2% of the UK's jet fuel demand should be made up of SAF in 2025, with this increasing to 10% in 2030.

Throughout 2025, we continued to work closely with our airline partners and regional SAF developers to facilitate and explore the use of SAF at the Airport and will continue these discussions going forward.

Our Carbon Offsetting Strategy

In 2025, we began developing a Carbon Offsetting Strategy and are aiming to publish this in 2027.

The strategy identifies verified carbon offsetting credits that we can leverage to offset both residual Scope 1 and 2 carbon emissions and Scope 3 emissions which we have influence over.

This strategy will play a key part in our Net Zero ambitions, as well as our advancement in the Airport Carbon Accreditation (ACA) framework.

Energy and Efficiency

Since 2019, we have reduced the carbon emissions associated with electricity consumption by 60% and achieved a 19% decrease from 2024 to 2025.

Early in 2025, as part of our runway rehabilitation project, we upgraded our runway lighting from Halogen to LEDs. This switch alone has saved approximately 14 million kWh of electricity and over 28 tonnes of carbon.

To reduce our reliance on gas, we are identifying on-site areas where hot-water systems can be electrified. In 2025, we completed the electrification of the hot-water supply for one of our primary departure lounge bars. By separating space heating from hot-water generation where feasible, we are steadily decreasing our dependence on gas across the estate.

As we continue towards our 2035 goal, we are committed to implementing more innovative solutions to further decarbonise our operations.



Our Solar Farm Performance

In 2025, our 3MW solar farm produced over 2,500,000 kWh of renewable energy*

Our solar farm, which has over 5,500 panels, provided 20% of the Airport's power demand in 2025 and helped prevent around 500 tonnes of carbon emissions from entering the atmosphere.

In late 2025, the Airport secured the required level of export capacity from the grid that would allow us to develop a further 4.5 MW solar farm. We have the required planning permission to expand our solar farm up to a maximum of 16 MW.



*equivalent to powering

950 UK homes
per year,

or St James' Park for

**HALF A PREMIER
LEAGUE SEASON.**



During sunny days,
our solar farm can
generate more than

100%

of the Airport's
electricity demand.

Newcastle Airport Solar Farm



Sustainable Surface Access to the Airport

In 2025, we began work on our first Surface Access Strategy. Whilst not yet complete, the strategy will set out aims and objectives to increase the percentage of sustainable staff and passenger journeys to and from our site. Surveys will take place to understand current staff and passenger behaviour and meetings will be undertaken with key stakeholders. The Strategy will align with the adopted North East Combined Authority Strategic Transport Plan and will be published in 2026.

In 2025, we opened an ultra-rapid charging hub on Airport land in partnership with Fastned. The Fastned site is Newcastle's largest ultra-rapid EV charging hub, with each charger supplying 100% renewable energy and boosting the region's EV charging infrastructure.

This hub provides fast, reliable, renewable charging for passengers, residents, taxi drivers and business fleets.

Our Fleet Progress

We are progressing towards all Airport-owned vehicles being fully decarbonised by 2035. In 2025, over 30% of the Airport's vehicles were EVs and two of our operational departments acquired fully electric fleets.

As an interim decarbonisation measure, we began operating our diesel vehicles on HVO, which enabled us to reduce our emissions, while continuing to upgrade our vehicles to EVs.

HVO is used as a sustainable replacement to diesel that requires no modifications or engine retrofits. It can reduce carbon emissions by up to 90% compared to diesel. In 2025, HVO allowed us to reduce our transport carbon emissions by almost 60% in one year. That saving is the equivalent to taking 75 typical diesel cars off UK roads for a year.



Newcastle Airport EV Fleet

Expanding Biodiversity

Growing a Greener Future

In 2025, Newcastle Airport continued the delivery of the Abbotswood Management Plan which enhanced biodiversity on Airport-owned land to the north of Woolsington. We also delivered a 66-metre long wildflower meadow, made up of 30 different plant species which will vary in height and colour from spring to autumn. A diverse meadow will bloom in spring 2026 running along the main walkway through the area.

We signed an agreement with Allendale Estates to lease an area of land for the purpose of woodland creation. The site will deliver 10 ha of new woodland near Corbridge, Northumberland. Planting took place in February 2025 and will contribute to offset our residual emissions by removing over 4,000 tonnes of carbon from the atmosphere over its lifetime.

To date, we have undertaken the following woodland planting projects:

Airport Woodland Planting Project – Phase 1:	1,801	Woodland Carbon Units to be generated over the woodland's lifetime
Airport Woodland Planting Project – Phase 2:	2,372	Woodland Carbon Units to be generated over the woodland's lifetime
Shaw House Off-site Woodland Project:	4,197	Woodland Carbon Units to be generated over the woodland's lifetime



8,370
Total Woodland Carbon Units



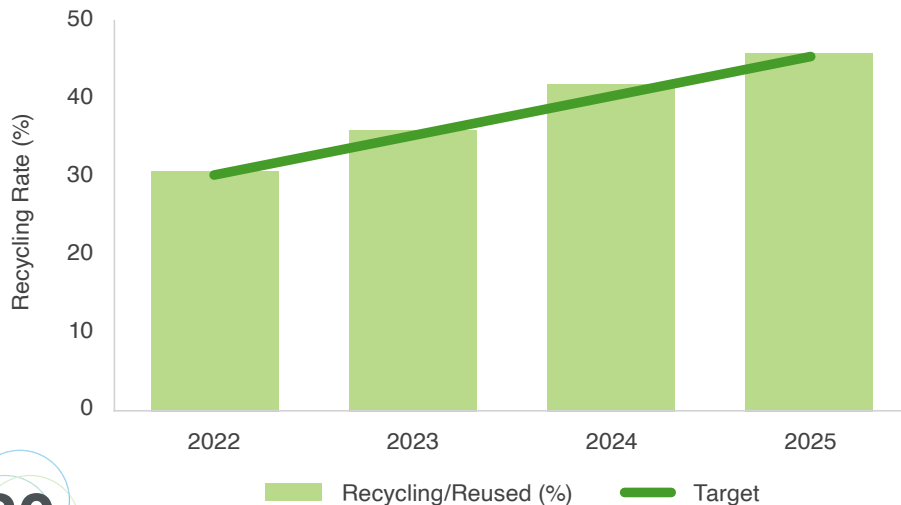
Waste

Our Success in Recycling

Waste was a key priority for Newcastle Airport in 2025, and we exceeded our recycling rate target of 45%.

We achieved this through increased communication across site, including a site-wide recycling leaderboard, waste yard training for over 100 staff members from 20 internal departments and Airport business partners, a significant focus on improving signage in our main waste yard and improved bin facilities across site.

We also began trialling the collection of separated aircraft cabin waste, so that uncontaminated recyclables from aircraft can be recycled and diverted from entering the International Catering Waste (ICW) stream.



How We are Looking Ahead

In 2026, we are exploring ways to improve our waste segregation.

We have plans to improve our waste yard by enabling waste weighing through pioneering technology. This waste weighing will improve visibility on waste output from individual departments and business partners to further enhance the recycling rate.

We will continue to work with airlines, aircraft cleaning business partners and the Department for Environment, Food and Rural Affairs (DEFRA) to take our aircraft cabin waste recycling project forward.



Noise

The Importance of Noise Mitigation to Us

Newcastle Airport responds to noise complaints and investigates flight compliance by using premium flight and noise tracking software. This software displays flight radar data to monitor aircraft compliance and uses our noise monitors to continuously assess levels of noise.

The Airport's noise monitors are installed at the following locations:

- Dinnington First School
- Ponteland Primary School
- Woosington
- North Gosforth Academy
- Heddon on the Wall Community Library

The public can access information on our flights and associated noise by visiting [WebTrak](#), our community-facing platform provided by our noise management system software partners.

In 2025, several noise mitigation measures were in place, such as track monitoring, additional charges for night-time flying and monitoring aircraft compliance with Continuous Descent Approach (CDA).

CDA allows aircraft to land using less engine power, therefore reducing the noise produced. We monitor our airlines' compliance with our flight paths and elevations to ensure safety and that communities are not unnecessarily exposed to certain levels of aircraft noise.

Working Together

We engage with our local communities to discuss the impact of noise. Our Noise Sub Committee (NSC), a sub-forum of our Airport Consultative Committee (ACC), meets quarterly. The NSC includes members from the Airport, councillors and community representatives. Any key discussion points will be brought to the ACC for consideration.

Our Noise Action Plan (NAP) was updated in 2024 and lays out how the Airport will mitigate the impact of aviation noise from 2024–2028. The NAP outlines our proactive approach to mitigating the impact of aircraft noise on surrounding communities. The NAP can be found on the Airport website.



ACC

Airport
Consultative
Committee

The ACC serves as a vital link between Newcastle Airport and its local communities. It provides a space for open dialogue, allowing for representatives from local communities and authorities to discuss operations, future developments, and their potential impacts.

The ACC meets quarterly and is linked to the UKACCs, a group of 24 ACCs. The ACC is also in close contact with the Department for Transport and the Civil Aviation Authority. Minutes can be found on the Airport website.



Protecting Our Waterways

Newcastle Airport has a robust and tightly controlled water management system to protect the local environment and ensure compliance with legislative permits.

Our water management system includes penstocks and lagoons which are fitted with monitoring equipment, oil interceptors and pits, and an extensive sampling and testing regime.



Aerial View of Newcastle Airport

Air Quality

To monitor air quality, Newcastle Airport has nitrogen dioxide (NO₂) diffusion tubes in several locations across our site.

In 2025, our recorded NO₂ levels were consistently lower than the annual mean concentration limit of 40 µg/m³ set by the Air Quality Standard Regulations (2010). Our highest average monthly NO₂ reading for the year was 16.9 µg/m³.

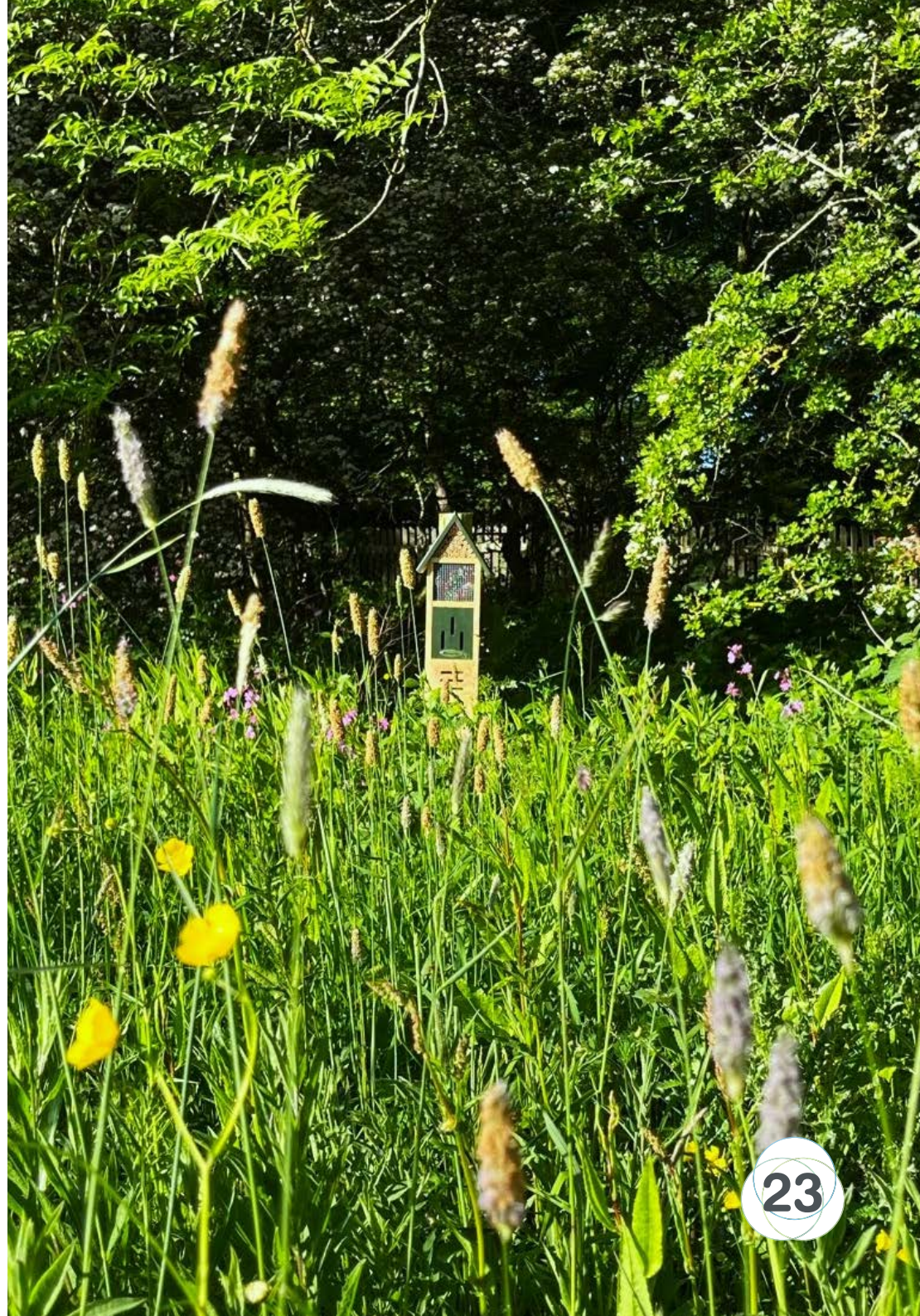
Our increasing use of HVO and the decarbonisation of our fleet have played a significant role in lowering our NO₂ levels over recent years.

Adapting for the Future

Newcastle Airport recognises the urgent need to adapt to climate change and ensure long-term operational resilience.

We voluntarily submitted a climate adaptation report and risk assessment to DEFRA in 2024, in response to their Climate Adaptation Reporting Power 4 (ARP4) requests. The risk assessment was developed in collaboration with multiple departmental colleagues, and the action plan was agreed and is being delivered.

We are a member of the Department for Transport's UK Aviation Climate Adaptation Working Group, collaborating with peers to share learning and best practice on climate adaptation.



Partnerships for Sustainability

Driving Environmental Action Together

At Newcastle Airport, we understand how important collaboration with our business partners is to deliver sustainable change. Stakeholder engagement and partnerships are very important to us, and we proactively created opportunities for collaboration in 2025.

Our Sustainability Champions

Sustainability Champions are representatives from Airport departments and business partners across the site. They drive sustainability in their area and meet with the Sustainability team and other Champions bi-monthly to discuss sustainability issues and ideas for improvement.

The close collaboration between our Sustainability Champions in 2025 was fundamental to increasing our site-wide recycling rate by more than 5% in one year.





Our 3rd Annual Sustainability Summit

In December 2025 we hosted our 3rd annual Sustainability Summit. We met with over 40 attendees across 20 Airport departments and business partners.

Our Sustainability Summit is a major celebratory event each year, which looks back at successes and challenges of the year and plans for the future.

We showcased the decarbonisation and recycling successes from 2025, and discussed what was next for our Net Zero roadmap and environmental targets.





3

Social



People and Culture

At Newcastle Airport, our people are at the heart of our success. In 2025, we continued to invest in talent and build an inclusive, healthy workplace where our colleagues feel proud to work and can thrive. This focus supports our long-term commitment to being an employer of choice for the North East and ensures we have the skills, capabilities and culture to meet future regional and industry needs.

Talent Development at Our Airport

We remain committed to developing early career talent and creating clear pathways into long-term careers at our Airport. In 2025, we partnered with seven training providers, offering nine apprenticeship qualifications to 22 colleagues across areas including, Finance & Payroll, Air Traffic Control, Leadership & Operational Management, Women in Leadership, Engineering, Digital Design and HR.

Our apprenticeships provide structured learning, hands-on experience and opportunities for progression.

“As an apprentice it was important for me to find a business which allowed me the prospect of continuous professional development whilst supporting through my apprenticeship. Being able to combine my passion for travel with my workload motivated me to choose to work at Newcastle Airport.”

- Sophie Watt, Payroll and Recruitment Apprentice

Strategic Talent Investment

To further support long-term workforce development, we introduced a new Talent Manager role in 2025. This investment strengthened our focus on leadership, onboarding, succession, and capability planning, and reinforced our commitment to developing and retaining talent within the region.

We also launched our new behavioural framework, aligning it with our values and embedded it across our people processes to ensure clarity, consistency and a shared understanding of expected behaviours.

People, Policies and Systems

We completed a full review of our policy suite in 2025 to ensure our processes are clear, inclusive and reflective of best practice. This included enhanced inclusive language and improvements to several policies, including expanded time off provisions for employees.



Digital Transformation – HiBob

In 2025 we introduced HiBob, our new HR system to modernise how our people access information, communicate and engage. The platform digitises processes, streamlines onboarding and provides a single accessible hub for recognition, communication and development – supporting a positive colleague experience and helping shape our culture for the future.

Employee Engagement

Our annual 'Be Heard' employee engagement survey continues to guide how we enhance the colleague experience. In 2025, we saw strong participation and positive sentiment:

- 71% response rate
- Employee Net Promoter Score (eNPS) of +8

Results highlighted a keen sense of belonging, pride in the Airport and alignment between individual and organisational values.

Health and Wellbeing

Our people's health and wellbeing is a top priority and in 2025 we achieved the Bronze Better Health at Work Award, reflecting our commitment to building a supportive and healthy workplace.

We achieved this award for:

- Growing our network of qualified Mental Health First Aiders
- Introducing Wellbeing Advocates across the Airport
- Delivering mental health training to 30 managers
- Conducting a health and wellbeing survey for our people

Acting on feedback, we launched our Men's Health and Wellbeing Network, 'Checked In,' sponsored by our Director of Aviation Development. The network hosted Andy's Man Club to raise awareness of men's mental health and promote open conversation.

Equality, Diversity, and Inclusion

Our commitment to equality, diversity, and inclusion continues to strengthen as we build a workplace where everyone feels respected, supported and able to succeed.



Menopause Support

In 2025 we partnered with Henpicked, the leading menopause workplace provider, with more than 50 colleagues joining awareness sessions. We also signed the Menopause Workplace Pledge, reinforcing our commitment to supporting colleagues experiencing menopause.

Employee-led Networks

Our employee networks continued to grow, offering safe, supportive spaces to connect, learn and drive positive change.

- **Checked In (Men's Health & Wellbeing):** Created in response to colleague feedback and focused on men's wellbeing.
- **Flying with Pride (LGBTQ+ Network):** Launched in 2025. We sponsored Northern Pride, marched at Newcastle Pride, and supported the 'Safer to Be Me summit' with ReportOUT. We were the first organisation to sign the Newcastle–Gateshead Declaration, highlighting our commitment to stand in support of marginalised and oppressed groups worldwide.
- **Women in Leadership Network:** Continued to expand its reach, with well attended sessions and events featuring four influential women from the North East who shared their career stories and inspired colleagues and partners.

How We Are Looking Ahead

We remain ambitious about the role our people will play in supporting the continued growth and success of Newcastle Airport. The progress we made in 2025 has created strong foundations and in 2026 we will continue investing in talent, strengthening our culture and enhancing the colleague experience. By building capability, supporting wellbeing and inclusion and empowering our people to thrive, we are ensuring we have the skills, diversity and resilience needed to support our growing operations and the communities we serve.



Inspiring the Next Generation

Newcastle Airport is committed to being a local employer of choice and we actively support skills development and career awareness across the region.

Each year, we participate in the My Future, My Choice careers fair, providing young people with an insight into the wide range of jobs and training opportunities available at the Airport.

We were also invited to speak at Middlesbrough and Sunderland colleges to highlight the roles available and gave a presentation at Northumbria University to their marketing, business, and tourism undergraduates.



We are passionate about providing opportunities for children and young adults in the region. In 2025, we hosted two training days for Hays Travel Apprentices, offering practical support for the apprentices based in head office.

We also jointly hosted an event with the Back in Time for Bed organisation, for parents and caregivers working in the travel industry. This event provided support and resources for those balancing their work and family responsibilities.

Propelling Careers

In 2025, a record-breaking 92 participants took part in Newcastle College's Aviation Ambassador Programme - a joint venture delivered in partnership with the Airport. The programme enables students to develop essential skills across security, passenger services and business development, with many going on to secure employment at the Airport or our business partners following their studies.



Our Charity Partner: True Colours Theatre

True Colours Theatre in Wallsend, North Tyneside, was voted by our employees to be our charity partner for 2025–2026. The award-winning charity runs a fully inclusive performing arts school which helps children and young people with additional needs build confidence, make new friends and be able to express themselves in a safe environment.

In 2025, we raised an impressive £34,346 through a wide range of fundraising activities.

As part of our 90th anniversary celebrations, we launched a highly successful external competition offering flights and prizes, with all proceeds donated directly to the charity. We also rebranded the charity globes throughout the terminal with True Colours' artwork to raise awareness of our partnership and to encourage passengers to donate.

Our colleagues also played a key role in fundraising for the charity. This included taking part in the Middlesbrough Half Marathon and colleagues from the Airport's Fire Department and Training Academy climbed Scafell Pike while wearing full fire kit and breathing apparatus - a combined weight of 25kg. Seasonal collections also made a meaningful impact, with teams donating more than 50 Easter eggs and festive treats for the charity's activities.

We continue to help True Colours connect with our passengers and raise awareness of their programmes. They were invited to fundraise at the Trade Roadshow and have held performances in the terminal.

Through these initiatives, we strengthened our partnership with the charity and reinforced our commitment to supporting organisations that deliver lasting benefit to communities across the region.

Engaging With Local Charities

In 2025, we worked closely with the Ponteland Anti-Litter Squad, joining several of their community patrols in public areas around our site. These joint efforts have helped maintain a clean, welcoming environment for both passengers and local residents, whilst strengthening our commitment to being a responsible neighbour within the wider community.



Community Fund: Supporting Local Causes That Matter to Our People

Alongside the work we do to support True Colours, our colleagues have deep connections with a wide range of other local charities and community groups.

To recognise and celebrate this, we launched a Community Fund programme in 2025, giving our people the opportunity to directly support the causes closest to them.

On two occasions during the year, colleagues could apply for a £250 grant for a local charity or organisation of their choice. The Fund supported 12 community groups, spanning local sports teams, youth initiatives and early years charities. The funding helped the organisations purchase essential items, from equipment to day-to-day resources, enabling them to continue delivering valuable support across the region.

Through the Community Fund, we continue to champion grassroots organisations and strengthen our role as an active, positive force within the communities we serve.



Our Chaplaincy Team

We continued working closely with the Chaplaincy Team to ensure that items unable to pass through security and unclaimed lost property are diverted to local charities rather than going to landfill.

Through this partnership, food, toiletries and other useful items were donated to a local foodbank, as well as to organisations such as Nepacs and Vision Aid Overseas. Additional items, including buggies, water bottles and sun cream, were donated to good causes across the region.

These efforts reinforce our commitment to being a responsible neighbour while reducing waste and supporting those who need it most.



Newcastle Eagles Women's Team

In the 2025–2026 season, we sponsored the Newcastle Eagles Women's Team, helping promote women in sport and encouraging increasing visibility and participation across our region. Through this partnership, colleagues were given the opportunity to attend matches and tickets were also donated to local sports groups in a bid to encourage greater involvement in women's sport.

Community Outreach: Engaging With Local Leaders

We have a strong relationship with regional political leaders who actively support our growth and sustainability ambitions. In 2025, North East Mayor Kim McGuinness, Emma Foody, MP for Cramlington and Killingworth, and Joe Morris, MP for Hexham, continued to champion our expansion plans - including easyJet's investment to open a new base – which will deliver significant economic benefits for the region through job creation and increased inbound tourism. They also continued to support our sustainability projects and Net Zero commitments, reinforcing the vital role we play in driving the region's long-term economic and environmental success.



Accessibility at Our Airport

Our Passenger Services team assisted a record 109,000 passengers in 2025. This equates to 2% of all passengers who travelled through the terminal. As part of our commitment to provide an inclusive and accessible experience for everyone, we continued to enhance the support available to those requiring special assistance.

This included working in partnership with True Colours to develop new inbound and outbound guidance videos. These resources clearly explain what passengers can expect throughout their journey, whether they are arriving or departing, and outlines the assistance available at each stage.

To further support passengers who may benefit from visual aids or structured guidance, we also produced a My Airport Adventure Workbook. This interactive resource breaks down every step of the Airport experience in a simple format, while offering engaging activities designed to keep users focused and at ease during their visit.

Throughout 2025, our Passenger Services team regularly engaged with local disability groups and representatives in bi-monthly Disability Forum meetings.

As part of this, the Airport supported initiatives such as Purple Tuesday – a global movement dedicated to improving accessibility and inclusion for disabled people – and organised workshops and sessions to raise awareness of the importance of accessibility for passengers.

In recognition of our high-quality services we provide, the Airport was awarded ‘Very Good’ status, the highest possible rating, in the Civil Aviation Authority’s annual accessibility report for the fourth year in a row.





Masterplan 2040 Consultation

During the second half of 2025, we consulted on our draft 2040 Masterplan. This document outlines our long-term growth projections, including reaching 9 million passengers by 2040. The consultation was our biggest-ever, with more than 600 responses from local residents, businesses and stakeholders. We shared the proposals through a range of initiatives, including public drop-in events and stakeholder meetings. Feedback was shared via an online survey, feedback forms and formal written representations and was largely positive, with the majority supporting our expansion proposals.

Our 90th Anniversary

In 2025, we celebrated our 90th anniversary and undertook a range of initiatives to engage with the local community, stakeholders and employees. Exhibitions dedicated to the history of the Airport went on display in the terminal and in museums across the region:

- The Discovery Museum (Newcastle)
- Winter Gardens (Sunderland)
- The Word (South Shields)

Alongside the exhibitions, we arranged a celebratory event for business partners, stakeholders and local community representatives. A donation of £250 was provided to our surrounding villages and the Ponteland Beavers were welcomed to site to bury a time capsule to mark the milestone.





Governance

Integrity

Newcastle Airport upholds high standards of compliance to ensure our passengers and staff can travel and operate in a safe environment. These high standards are shown through our accreditation, control and transparency.

Commitment to Excellence

Newcastle Airport achieved a 100% score in the 2025 Global Real Estate Sustainability Report (GRESB) - ranking us first in our sector. This score was based on the following categories:

- Management and Policy – Evaluation of the governance, risk management and policies of an organisation related to sustainability.
- Implementation and Measurement – Implementation of sustainable strategies, including measurements such as energy consumption, carbon emissions and waste management.
- Performance Indicators – Environmental and social performance metrics such as energy efficiency, Greenhouse Gas emissions and Health and Safety data.

In 2025, we maintained Level 4 status in the Airport Carbon Accreditation scheme, which independently assesses Airports on the way they manage and reduce their carbon emissions.

We are also proud to be an ISO 45001-certified company, following our successful recertification in November 2025. This international standard demonstrates our commitment to managing occupational health and safety risks and to continuously improve safety across our site.





Control

Aerial View of Newcastle Airport

Ensuring Safety and Resilience

Safety and Risk Management is at the forefront of our business operations. At Newcastle Airport, we strive to foster an environment where safety and risk awareness are among our highest priorities.

In 2025, we recorded no employee or public RIDDORS (Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations). This was supported by the introduction of focused safety days, targeted weekly and monthly campaigns and the implementation of new software to enhance the safety and resilience of the Airport.



Keeping Data Safe

In 2025, Cyber security remained essential to protecting passengers' data and maintaining the integrity of our operational systems. We implemented appropriate measures to ensure secure practices as demonstrated through our accreditations and regulatory compliance. This included our Civil Aviation Authority (CAA) cyber certificate of compliance, alongside routine CAA audits to confirm continued adherence to required security standards.

Internally, a comprehensive cyber security awareness training programme continued to ensure all staff maintained a strong understanding of cyber risks. Performance was monitored at both individual and departmental levels, enabling us to identify areas for improvement and support continuous engagement with cyber security best practices.



Transparent Reporting

At Newcastle 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.
- 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 continue to adhere to the Streamlined Energy and Carbon Reporting (SECR) framework as part of our commitment to transparency and compliance. SECR is a mandatory reporting requirement that ensures the clear disclosure of energy consumption, greenhouse gas emissions and energy efficiency measures.

ESG Framework



The ESG framework provides a structured approach to organising Newcastle Airport’s sustainability activities across three core pillars: Environmental, Social, and Governance.

It guides how we prioritise actions and measure and report progress, ensuring a balanced and integrated approach that aligns with stakeholder expectations and reinforces accountability across the organisation.

Awards



Star Awards 2025: In 2025, we were named 'Star UK Airport' for the fourth consecutive year. The award is voted for by the national travel trade and recognised our exceptional support for travel agents, as well as our innovative marketing initiatives that raised awareness and increased sales for our airline partners.



ASQ Airport Service Quality Awards: We were awarded Best Airport in Europe, in the 2 to 5 million passenger category, at the Airport Service Quality (ASQ) Awards. These recognise airports worldwide for the quality of their customer service and are based entirely on passenger feedback while they are at an Airport.



ACI Accessibility Enhancement Accreditation – Level 1: We became the second UK Airport to be awarded Level 1 status by Airports Council International, reflecting our commitment to improving accessibility for passengers.



Better Health at Work Award: We were awarded the Better Health at Work award which recognised our meaningful action to support employee wellbeing. We achieved the bronze status in 2025 and are working towards achieving silver in 2026.



G R E S B

GRESB: We received a perfect 100% score in the 2025 Global Real Estate Sustainability Benchmark (GRESB) sustainability assessment – placing us among the world's leading Airports for sustainability.



ACA Level 4: In 2025 we maintained our Level 4 accreditation. This achievement highlighted our commitment to reducing our carbon emissions.



World Luxury Travel Awards: Our Aspire Lounge was crowned the 'Best International Lounge in the UK' at the World Luxury Travel Awards. This achievement celebrated its premium facilities and the incredible team who deliver a warm, world-class pre-flight experience for passengers.



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

