

CSR STRATEGY YOUR AIRPORT CARES

Annual Corporate Social
Responsibility Report 2023



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Welcome from our CEO

“Welcome to our second annual Corporate Social Responsibility (CSR) report. This report highlights our main achievements across the Airport in 2023 and transitioning into 2024.

Newcastle International Airport is the region’s international passenger gateway, promoting global 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 of 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.

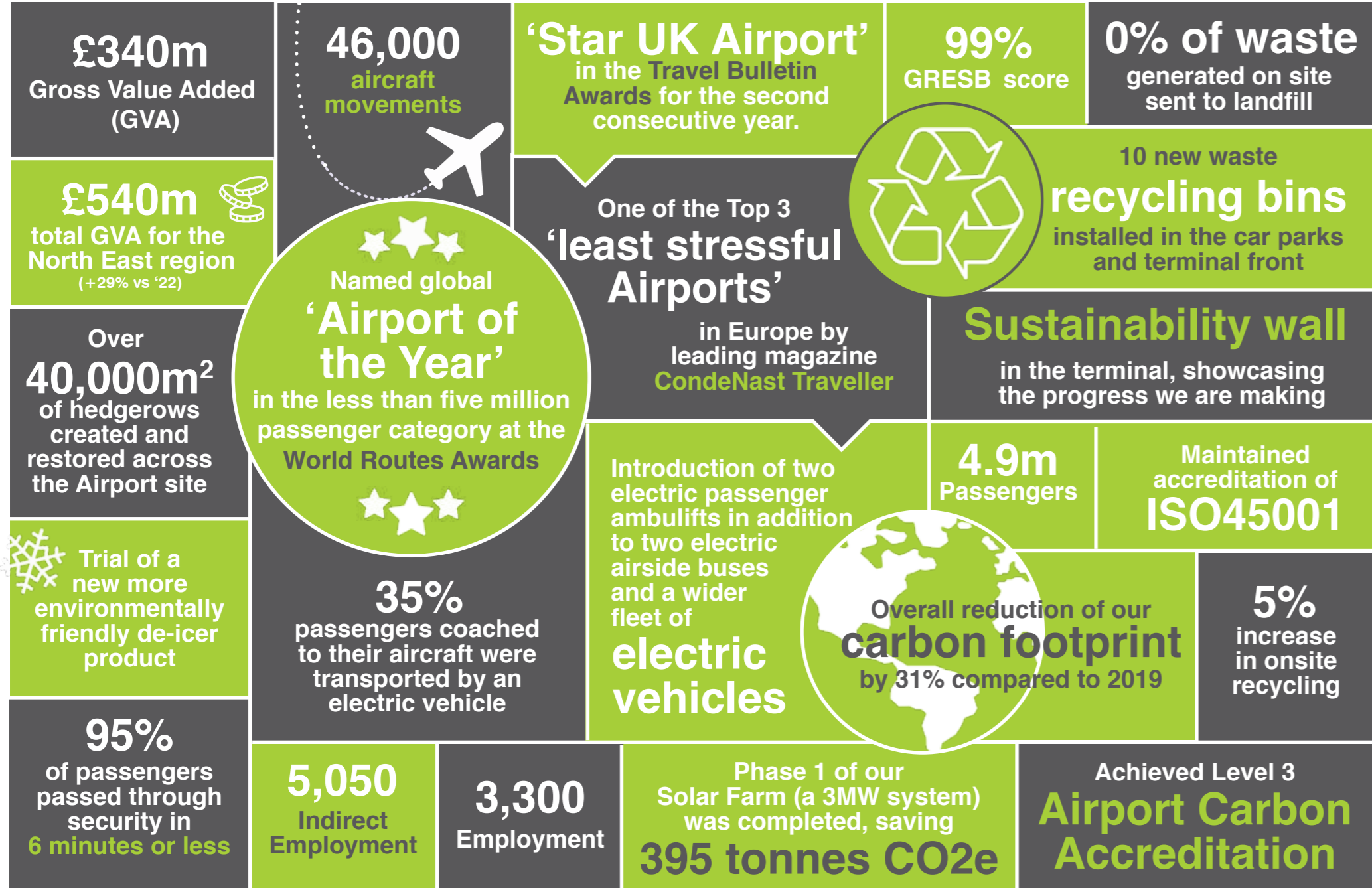
The people of the North East are central to what we do, so we want to provide a comprehensive summary of our work in this report.

We hope you enjoy reading about our continuing business, workplace, community, and environmental developments”.

Nick

Nick Jones, CEO

Our 2023 Sustainability Highlights



Our Second Annual CSR Report

Introduction

Newcastle International Airport recognises its significant impact on the North East – economically, socially, and environmentally. Achieving sustainable growth for a secure future is extremely important to us.

In 2020, we launched our first Corporate Social Responsibility (CSR) Strategy, outlining a plan to deliver economic, social, and environmental benefits for all stakeholders. The strategy focuses on four key pillars: Business and Market, Workplace, Community, and Environment.

2022 was a pivotal period in our post-pandemic recovery, and throughout 2023 we renewed our efforts towards a sustainable and community-centric recovery.

Consistent communication with stakeholders regarding our sustainability efforts remains a priority. This report, the second of its kind, serves as a public record of our 2023 sustainability performance. Annual reporting allows us to track progress, identify improvement opportunities, and demonstrate 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 2023 (1st January – 31st December 2023).

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.

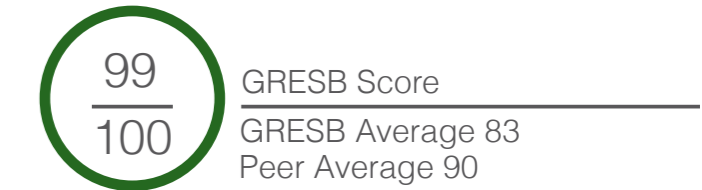
Our CSR Committee is made up of Board members and meets three times annually. The CSR Committee oversees the implementation of the CSR Strategy, monitors performance and discusses new initiatives to deliver our objectives. The Sustainability Steering Group shadows the CSR Committee, it reviews actions and prepares the agenda for the CSR Committee.

Sustainability Standards

The Global Real Estate Sustainability Benchmark (GRESB) is an independent organisation that provides 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 2023, we achieved a GRESB 5-star rating through a score of 99 out of 100. By obtaining this highest possible GRESB rating, the business is ranked 3rd in the world out of participating airports and achieved 'Sector Leader' status. The GRESB results are used to identify areas where we need to improve and 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 below. 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.”



Business and Market

Objective 1.1: To maximise the economic benefits of the Airport to the North East.

Newcastle International Airport is the region's international gateway, providing global connectivity for both business and tourism to the North East as well as air travel for holidaymakers. The Airport continues to play a vital role in the region's economy, providing companies with the opportunity to import and export goods and maintain trade links.

As with the rest of the aviation industry, the Airport was severely impacted by the COVID-19 pandemic and 2023 was an important year for our continued recovery. Passenger traffic reached 4.9m passengers, supported by strong operational delivery and commercial spend from passengers, net turnover amounted to £79.1m, with an operating profit of £33.9m for 2023. The gross value added (GVA) as a result of the success of our operations during 2023 came to a **total of £540 million**, a significant contribution to the North East economy.

We are passionate about the North East and ensure we can provide local and regional employment opportunities by making it simple for local business to 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 3,300 people directly onsite in 2023 and 5,050 indirectly, 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 source locally where possible. In future sustainability reports we will report the percentage of our suppliers that are local as well as small and medium enterprises (SMEs).

Type of Employment	Jobs	Gross Value Added ³ (£m)
Direct ¹	3,300	340
Indirect & Induced ²	5,050	300
Total	8,350	640

Direct¹ – 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.

Indirect and Induced² – economic activity generated in the supply chain to the direct activities or generated by the expenditure of the wages and salaries earned in the direct and indirect activities.

Gross Value Added³ - is the value that a producer, industry, sector or region contributes to an economy.

In 2022 we secured our first ever sustainable finance package, totalling £208 million from four major banks, allowing us to commit to a green recovery from the COVID-19 pandemic. The package included a £15 million green loan, that will enable us to progress the delivery of significant capital projects that will assist us in decarbonising our operations – contributing to the wider sustainability policies of the North East region and securing our continuous sustainable growth.

The Airport's Fire Training Academy is based onsite and provides world class training to businesses and individuals from across the globe. A wide range of 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.

We have agreed four material key performance indicators (KPIs) across 2022, 2023 and 2024:

KPI 1: CO2 emissions reductions compared to baseline

KPI 2: Airport Carbon Accreditation

KPI 3: Biodiversity Net Gain

KPI 4: GRESB Rating

2023 was the busiest and most successful year to date for the Training Academy. Throughout the year the academy ran firefighting courses for organisations including Bermuda Fire & Rescue, British Virgin Islands Fire & Rescue and Irish Air Corps. The team also ran a series of JOIFF accredited aviation courses for over 20 different airports such as Manchester Airport, Liverpool Airport, Cayman Islands Fire Service and Seychelles Fire Service. **The Academy was the first UK Airport to acquire the state-of-the-art FLAIM immersive VR training simulator which has been incorporated in both aviation and industrial training.** The team have also continued to provide Offshore Petroleum Industry Training Organisation (OPITO) accredited courses in conjunction with 3t Training Services (the UK's biggest Energy Sector Training Provider).

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.

In order to ensure that our Airport is the number one choice for people and businesses when travelling into, and from, our region - we ensure the passenger experience is at the heart of everything we do. We continuously embrace new technology and look to innovate where possible to ensure that the Airport is more efficient, safe and enjoyable.

We and our business partners are **investing over £20m in the passenger experience** throughout 2023 and 2024, this includes the refurbished security search area, a brand-new executive lounge and the refurbishment of the majority of the catering outlets in the departure lounge.

Last summer we opened two new Starbucks outlets in the check-in area and departure lounge. Soul+Grain also opened in the departure lounge, a brand new 'fresh food to go' concept. A newly refurbished Upper Crust



Aster & Thyme Bar & Kitchen



opened at the beginning of 2024, along with Aster & Thyme, a brand new bar and restaurant providing a luxurious environment with spectacular views of the runway. Beerhouse has also been refurbished and reopened as Tap & Brew ahead of the 2024 summer season.

The Airport's executive lounge has also undergone redevelopment, with £1.7m being invested in the total refurbishment and expansion of the outlet – allowing for 100 additional customers and making it one of the company's flagship airport lounges in the UK.

Following the COVID-19 pandemic, a significant number of airports across the country suffered from longer waits for security processing due to reduced staffing levels coupled with close to peak passenger numbers, however, through a collaborative effort and a focus on achieving a high standard of efficient security processing our team maintained our pre-COVID levels where **95% of passengers passed through in six minutes or less.**

In October 2022 work commenced on redeveloping our security area, in line with the new Governmental requirement to implement 'Next Generation' security equipment. The redevelopment modernises and increases the capacity of the area as well as having seven new security lanes equipped with the latest security screening technology. The project was completed ahead of Easter 2024. The new next generation security scanners installed in the Airport's security search area will allow passengers to leave liquids and electronic items in their hand luggage during security screening, making the process quicker and more efficient.

We understand that travelling through the Airport 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 2023 our team supported almost 65,000 people with reduced mobility or a hidden disability.

The Civil Aviation Authority (CAA) recognised our high-quality assistance service, ranking the Airport with the highest rating of 'very good' during 2023 in its interim Airport Accessibility Report.

We understand that many passengers may have hidden disabilities, and that they may still require additional support. We have a range of facilities in place for all types of passengers. Lanyards are available to discretely allow staff to be aware of passengers who may need some extra time or assistance whilst travelling through the terminal and security. A custom-designed sensory area is also available for any passengers who may require its use, offering a calm place to wait. To continually improve the Airport experience for those passengers who have disabilities, we have a commitment to consult and work with local disability groups.

During 2023 we opened a new multi-faith prayer room in the terminal, prior to the security search area, for passengers and staff to use as a peaceful area away from the hustle and bustle of the Airport.

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 2023 **we received over 16 million 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.

During 2023 our team worked hard to provide our passengers with the best possible experience. In recognition of this, we were awarded two industry awards; **Best Airport up to 5 million passengers at the Routes World Awards (voted for by our airline partners)** and **Star UK Airport at the Travel Bulletin Star Awards (voted for by the UK travel industry).** CondeNast Traveller also recognised Newcastle as one of the top three least stressful Airports in Europe (and the only one in the UK).

Objective 1.3:
To play an active role in the governance and promotion of the North East, including the encouragement of inbound tourism.

International tourism presents a significant opportunity for the Airport and the North East to not only increase passenger numbers but also contribute significantly to the regional economy. Newcastle Airport provides a hassle-free global gateway for international visitors looking to explore the world-class cities, countryside and coastline that the North East has to offer. The Airport's Visit North East England brand aims to promote the region overseas, increasing the number of inbound tourists visiting the region and supporting our airline partners. The Visit North East England marketing team works closely with regional, national and international stakeholders to promote the best that the region has to offer through international digital marketing campaigns in strategically important countries.

During 2023, overseas digital marketing campaigns were delivered in Germany, Ireland, Spain as well as the Gulf to raise the profile of the region and support inbound aircraft load factors.

Click [here](#) to discover the Visit North East England website.

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.



Penshaw Monument, Sunderland.





Workplace
“To be a great place to work”

Workplace

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, without whom we wouldn't be able to operate. To deliver an efficient and effective service for our passengers and airline partners, it is important that we look after and engage with our colleagues and business partners to ensure we reduce workplace stress, increase productivity, achieve objectives and, overall, improve performance.

Throughout 2023 employees were provided the opportunity to attend online CEO briefings where information on performance and updates on strategic objectives were shared. In addition to the online briefings, regular communications were delivered by email and the Company's intranet page. As well as this, all department managers communicated operational and performance related updates to their staff through monthly team briefs.

We want to empower our colleagues and support a celebration culture where everyone's hard work is appreciated and acknowledged. During 2023 the Airport launched quarterly 'Spotlight Awards' in which employees were recognised by their line managers for going above and beyond. At the end of the year one overall winner was chosen and given the overall 'High Flyer' award for 2023.

As part of our colleague benefit package, we offer access to a rewards 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.

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.



Objective 2.2:
To encourage diversity and equality in the workforce.

We strongly 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.

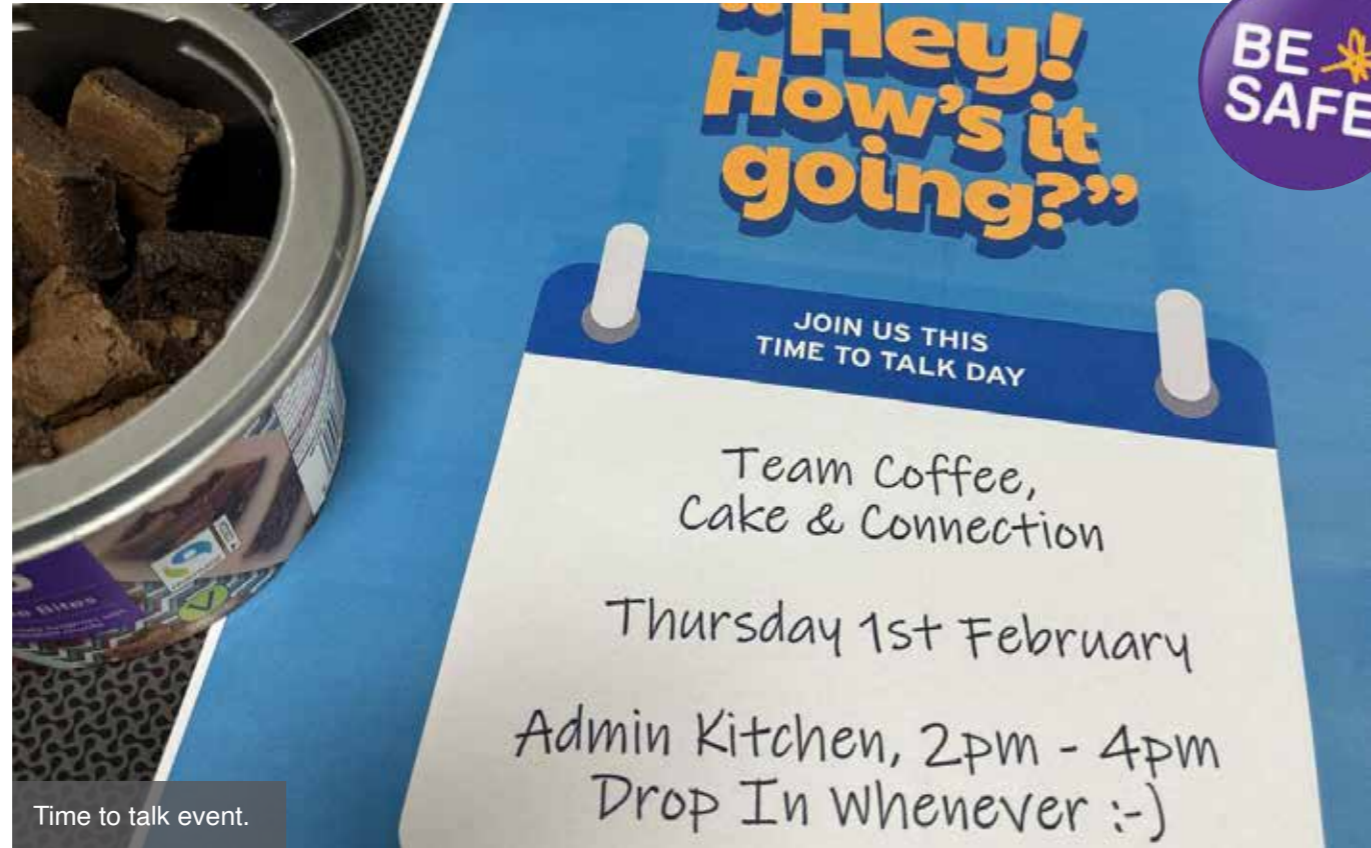
The Company's focus on Equality, Diversity & Inclusion (EDI) has continued throughout 2023, with an EDI Action Plan being delivered to continue to improve awareness of the importance of equality, diversity and inclusion for the business, to ensure that policies and procedures drive our desired goals in this area, and to measure and report on the progress made.

The newly formed Equality, Diversity & Inclusion Group includes employees from across the business and has met regularly during the year to steer changes to policies, procedures, training and reporting, and to facilitate other network groups such as the Women's Leadership Forum. Company-wide training on numerous EDI topics has also been delivered to all staff through an online learning platform.

We will continue to review gender pay trends across the business and our intention is to begin formally reporting gender pay gap information in this report.

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',



Time to talk event.

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, and where needed face-to-face counselling is available. Occupational health checks are provided for all staff who require them and private health care is also available for permanent employees. In addition, we are in the process of increasing the number of mental health first aiders.

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 2023, **we maintained the ISO**

45001 accreditation 'Occupational Health and Safety Management System' for our Terminal Operations, the Training Academy, Samson Executive Jet Centre and Car Park operations. This accreditation is audited annually to ensure continued compliance.

We promote a 'safety-first' mind-set through our 'Be Safe' campaign which continued throughout 2023. 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 ensure that our colleagues work in an 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.

In 2023, more colleagues than ever before said they'd recommend Newcastle Airport as a great place to work. This reflects our commitment to tracking engagement through annual surveys. Colleagues across all departments collaborate on action plans, leading to new initiatives and improvements. We keep everyone informed by sharing the results.

2023 saw a continuation of our people and Health and Safety focused learning and development. A broad spectrum of learning opportunities were made available to colleagues at all levels of the business, with over 50 in-person and online sessions delivered throughout the year.

Our Leadership capability programmes continued in 2023 with over 20 employees enrolled. We ran a number of talent identification and management activities and all colleagues had a Personal Development Review appraisal which includes the setting of personal and team objectives for the year ahead as well as a personal development plan to identify personal development opportunities.

Objective 2.5:
To provide opportunities for young people to commence their career at the Airport.

We understand that 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 2023, our age profile for our workforce was:



Case Study: Aviation Ambassadors

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. We started the 2023/24 year with 42 Student Ambassadors, a number of whom have gone on

to secure employment in Security (11) or Passenger Services (2), as well as with our Business Partners, including TUI (1) and Jet2 (3). Students have the opportunity to put what they learn in the classroom into practice across departments and gain valuable experience that they can use in their studies as well as adding to their CV, enhancing their profile when looking to build a career in aviation.

We regularly engage with local schools and attended several school careers fairs in 2023 to promote the career opportunities available at the Airport for young people. We also delivered several in-person presentations to students from the local colleges and universities on specific topics related to their studies. Finally, a working group comprised of the Airport, Nexus and Turner & Townsend met to discuss collaborative working in relation to developing skills within the region. This project will progress into 2024.

Community

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



3 GOOD HEALTH AND WELL-BEING	5 GENDER EQUALITY
8 DECENT WORK AND ECONOMIC GROWTH	10 REDUCED INEQUALITIES
	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Community



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 we understand that it impacts the lives of local people in a number of different ways. We aim to be a good neighbour, and believe that working collectively improves both communication and understanding. Our aim is to not only maintain, but continuously strengthen our relationships with local communities to ensure a future that both the Airport and community can benefit from.

It is important that we provide a platform for local communities to raise any issues they have regarding how our operations may affect their lives, neighbourhood or environment. We have a dedicated enquiries box and phone line for members of the public to submit any feedback to us. Each piece of feedback is logged, investigated and responded to.

The 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 meets on a quarterly basis and 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 enquiries 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. The Noise 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.

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 2023 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, Newcastle Gateshead 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.

Last year we also involved the local Greek community in our route development work and AEGEAN route launch to Athens which commenced in June.



AEGEAN inaugural.

Objective 3.3:
To maintain an ambitious programme of support for regional and local charitable causes.

Since December 2014, the Airport's official charity partners have been the Newcastle United Foundation, Sunderland AFC's Foundation of Light and the Middlesborough Football Club Foundation. The foundations 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.

Middlesborough 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 Teesside.



In 2023 we received £9,000 in charity donations from the passenger charity globes within the terminal. These charity donations go to each of the three charities highlighted above.

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 2023; two have been highlighted below. 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. We have more planned events and opportunities throughout 2024 for employees to get involved with including litter picking and biodiversity enhancements at Abbotswood.

Case Study:
Community Project Abbotswood

One of our active community projects is the collaboration with Woosington Parish Council to enhance a woodland site on Airport owned land, named Abbotswood, to offer increased amenity value to the community and also increase the biodiversity value of the area. In October 2023 the Airport and Woosington Parish Council undertook the first Abbotswood Community Day. The community day involved colleagues from the Airport and residents from the local community taking part in a number of activities including:

- Tree planting
- Planting 500 bulbs
- Clearing over 100 plastic tree tubes
- Litter picking

Due to the success of the event, the Airport intend to organise a similar event each year.

Abbotswood.



Case Study: Employee Volunteering at STEMFEST 2023

The Airport continued their support for STEMFEST by attending for a second year in July 2023 at the Vertu Motors Arena. 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 from across the region showcasing the range of careers and job roles available in their businesses. Newcastle Airport formed part of the Environment exhibit. 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.



STEMFEST 2023.

Environment

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



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 and a good neighbour, we continuously monitor our 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 investing in new technologies, delivering projects that provide environmental benefit and developing more efficient practices.

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.

Our Noise Action Plan details a number of noise abatement procedures and all operators in our aerodrome must adhere to the Aeronautical Information Publication, which aims to minimise disturbance - in addition, noisier aircraft operating between the hours of 22:00 and 06:00 are subject to surcharges. Both the Noise Action Plan and Aeronautical Information Publication are available for public viewing.

Newcastle International Airport has close relations with airline partners and work is continuing to establish how the Airport can mitigate noise and emissions from its operations.

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.

During 2023, we received 1,300 complaints from 75 individual complainants compared to 1,509 complaints received in 2022. Of the 1,300 complaints, 98% were received from the communities to the west and south-west of the Airport, the complaints from these areas mostly relate to 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 2023, we consumed 68,490m³ of water which is a 0.8% increase of the water consumed during 2019 (baseline year). This corresponds with the increase in annual passenger numbers we have been experiencing since recovering from the COVID-19 pandemic. Most of our water consumption is used for terminal facilities however, 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.

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 (TOC) 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 refuelling activities and fire training exercises.

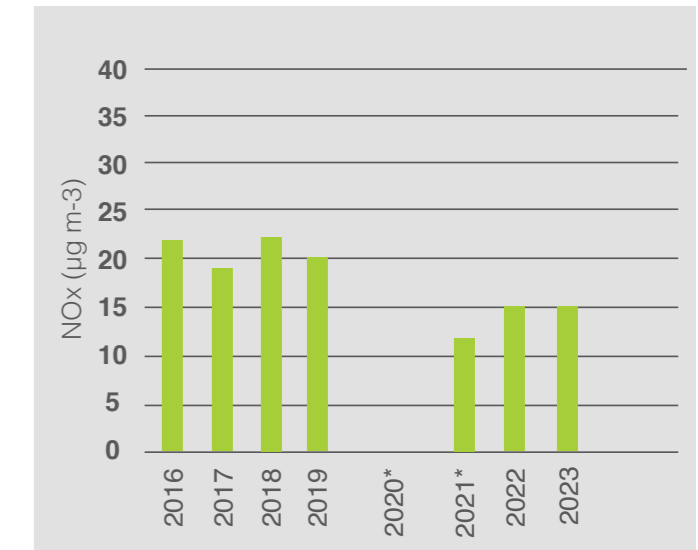
We continuously monitor Nitrogen Oxides (NOx) concentrations at 20 locations across the Airport. The diffusion tubes are replaced and analysed monthly by a third-party consultant. The 2010 Air Quality Standards Regulations require that the calendar year mean concentration of NOx must not exceed 40 $\mu\text{g}/\text{m}^3$. During 2023, our annual mean NOx concentration across the Airport was 15 $\mu\text{g}/\text{m}^3$. This is a 25% reduction in NOx concentration since 2019.

To reduce the emission of air pollutants around aircraft parking stands, we discourage vehicle idling and utilise electric ground power units to power aircraft when stationary. Over the next few years, we will be continuing to phase out our diesel vehicles from our operations by replacing them with electric alternatives.

To date, the Airport has invested in several new electric security vehicles, electric ranger vehicles, two electric airside passenger buses, two electric ambulifts, as well as several electric minibuses and vans.

We will also continue to investigate the roll out of a new, next generation diesel called HVO across our site which has significant tailpipe emissions benefits compared to regular diesel. We will be updating our Air Quality Strategy in 2024 so we can continue to make clear

and purposeful action to maintain or reduce our NOx emissions as low as possible.



*To note on the graph:

- 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.

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. As part of this process we calculated our carbon footprint, this allowed us to understand our baseline position and identify how and when we could transition to be a net zero business.

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



Scope 1 & 2 – 2019 emissions that the Airport controls

Activity	tCO2e*
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

Scope 3 – 2019 emissions that the Airport has the most influence over

Activity	tCO2e*
Staff Commuting	464
Passenger Surface Transport Access	21,723
Solid Fuels	1,279
Waste Processing	31

Scope 3 – 2019 emissions that the Airport has limited influence over

Activity	tCO2e*
Aircraft Landing and Take-off (LTO) Cycle Up to 3,000 ft	51,685





NET ZERO
CARBON
2035

Our Goals

“In 2020, we committed to become a
Net Zero Carbon Airport by 2035”.

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, solid fuel etc), we will work to reduce and 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. 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.

Carbon Emissions Reductions

We use the Greenhouse Gas Protocol in order to calculate and track our carbon emissions each year, this is the global standardized framework to measure greenhouse gas emissions for business and government. We ensure that our emissions calculations are external audited by a third party, too.

For calculating Scope 2 emissions, there are two methodologies used; location-based and market-based methodology. We have used both methodologies to calculate and report our emissions for complete transparency.

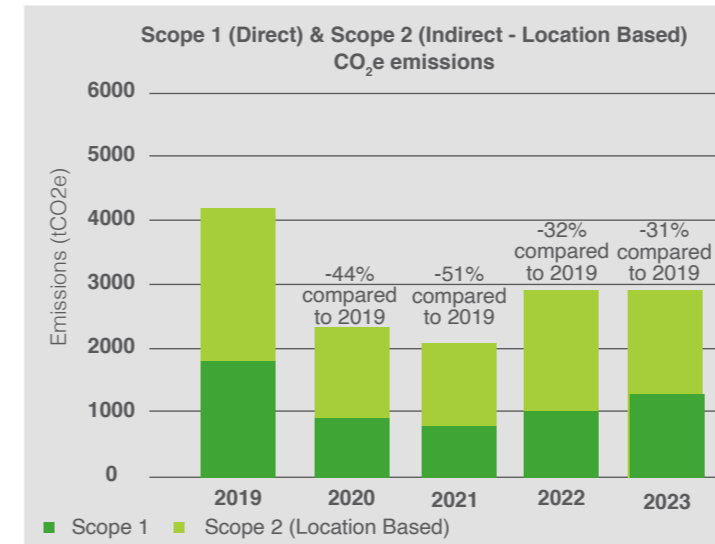
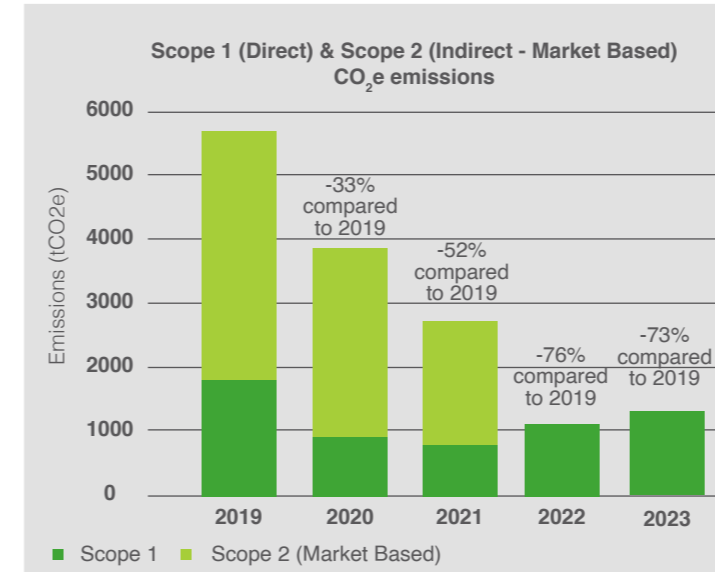
Using the location-based methodology, we achieved an **overall reduction of 31%** in our carbon footprint for 2023 compared to our 2019 baseline performance.

Using the market-based methodology, we achieved an overall reduction of 73.4% in our carbon footprint for 2023 compared to our 2019 baseline performance.

The table below breaks down our emissions by type since 2019 - note on the table and graphs below

Emission Type	2019	2020	2021	2022	2023
Scope 1					
Gas	1,059	486	406	589	732
Liquid Fuels	217	206	147	244	224
Transport	529	210	222	330	366
Refrigerant Gases				224	198
Scope 2					
Electricity - Location Based	2,387	1,445	1,290	1,454	1,372
Electricity - Market Based	3,910	2,948	1,956	7	0
Scope 1&2 (Total)					
Total Scope 1 & 2 - Location Based	4,193	2,346	2,064	2,841	2,891
Total Scope 1 & 2 - Market Based	5,715	3,850	2,730	1,394	1,520

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



Both our gas and electricity consumption has reduced significantly as a result of a variety of measures. We have 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.

Our 2019 carbon footprint shows that our electricity consumption (Scope 2) causes the majority of our emissions. In April 2023 we successfully completed phase 1 of our Solar Farm project. This phase has seen the installation of a 3MW solar system which supports us in reducing our reliance on the national power grid. Across 2023, the farm generated 1,879,962 kwh of electricity, displacing approximately 395 tonnes CO₂e and providing enough power on a sunny day to support the Airport site.

To reduce our Scope 1 emissions, we continue to transition our vehicle fleet to electric alternatives. In 2023, the total number of electric vehicles in our fleet reached 20.

In 2022, we also successfully planted 8,300 trees on 5.8ha of Airport owned land, as part of the North East Community Forest project. The woodland will be registered with the Woodland Carbon Code 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. In 2023, 4.5ha / 40,000 m² of additional hedgerows were planted across the Airport landholding as part of our biodiversity net gain KPI. These can be seen along Prestwick Road. When considering the woodland project as a whole, this results in a total biodiversity net gain of 10.3ha in the last two years.



Airport Carbon Accreditation

The Airport Carbon Accreditation Scheme is the only 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 2023, we achieved Level 3 Accreditation status “Optimisation” within the scheme. At Level 3, airports are required to engage their third parties in carbon footprint management. Third parties include airlines, ground handlers, catering companies, air traffic control and others working on the airport site. It also involves engagement on surface access modes (road, rail) with authorities and users.

Work is being progressed to achieve Level 4 accreditation status “Transformation”, which will transform Airport operations and those of its business partners to achieve absolute (total) emissions reductions. Work is also being undertaken to actively engage with stakeholders and third parties towards driving their emissions reductions.



-  LEVEL 5
-  LEVEL 4+: Transition
-  LEVEL 4: Transformation
-  LEVEL 3+: Neutrality
We are working for Level 4 in 2024
-  LEVEL 3: Optimisation
We achieved Level 3 in December 2023

-  LEVEL 2: Reduction
We achieved Level 2 in December 2022

-  LEVEL 1: Mapping
We achieved Level 1 in March 2022





ZERO
on-site waste
to landfill for
over a decade

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 generated on site from landfill.

We are proactively transitioning the culture at Newcastle Airport to have a zero-waste mindset. 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. In 2023 we continued to divert 100% of waste generated on site from landfill.

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 2023, our recycling rate increased to 35% 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 have made improvements to our waste facilities by introducing new signage to facilitate better segregation of waste on site. In early 2024, we also implemented an additional 10 new recycling bins which were rolled out and installed in the car park areas and terminal front to further encourage recycling amongst our customers. In 2023 we successfully trialled and then implemented a food waste stream where food waste is sent for anaerobic digestion, a renewable energy source. Food waste is used to create energy and the end product is used as an agricultural fertiliser.

34% increase in biodiversity net gain across 4.5ha of hedgerow planting.

In 2023, we sowed several species of wildflowers consisting of a Northumberland Meadow Seed Mix on our solar farm site. These wildflowers 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.

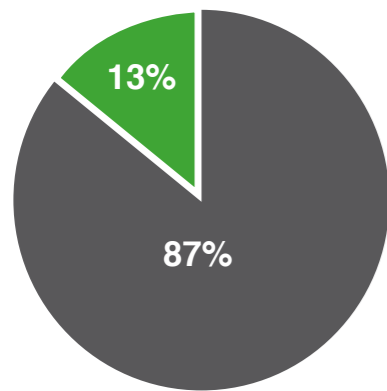


In February 2022, we enabled an option for customers when booking car parking online to offset their carbon from car parking by making donations to a dedicated carbon offsetting fund. Offsetting donations have reached over £400 so far. As a result, approximately 20 trees were planted with species such as Alder and Beech in a dedicated area of Abbotswood, Woosington.

**Objective 4.5:
To promote public transport and sustainable travel.**

Surface access emissions accounted for 35% of our baseline Scope 3 emissions in 2022, 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. In late 2023, we undertook work that would help to realize new bus services to the Airport to commence in early 2024.

In 2022, 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 another Staff Travel Survey during 2023 and 2024, to enable us to track the progress and effectiveness of the Green Travel Plan project. The survey identified that 93% 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.



■ Car (Non- EV) ■ Full EV and Non - car

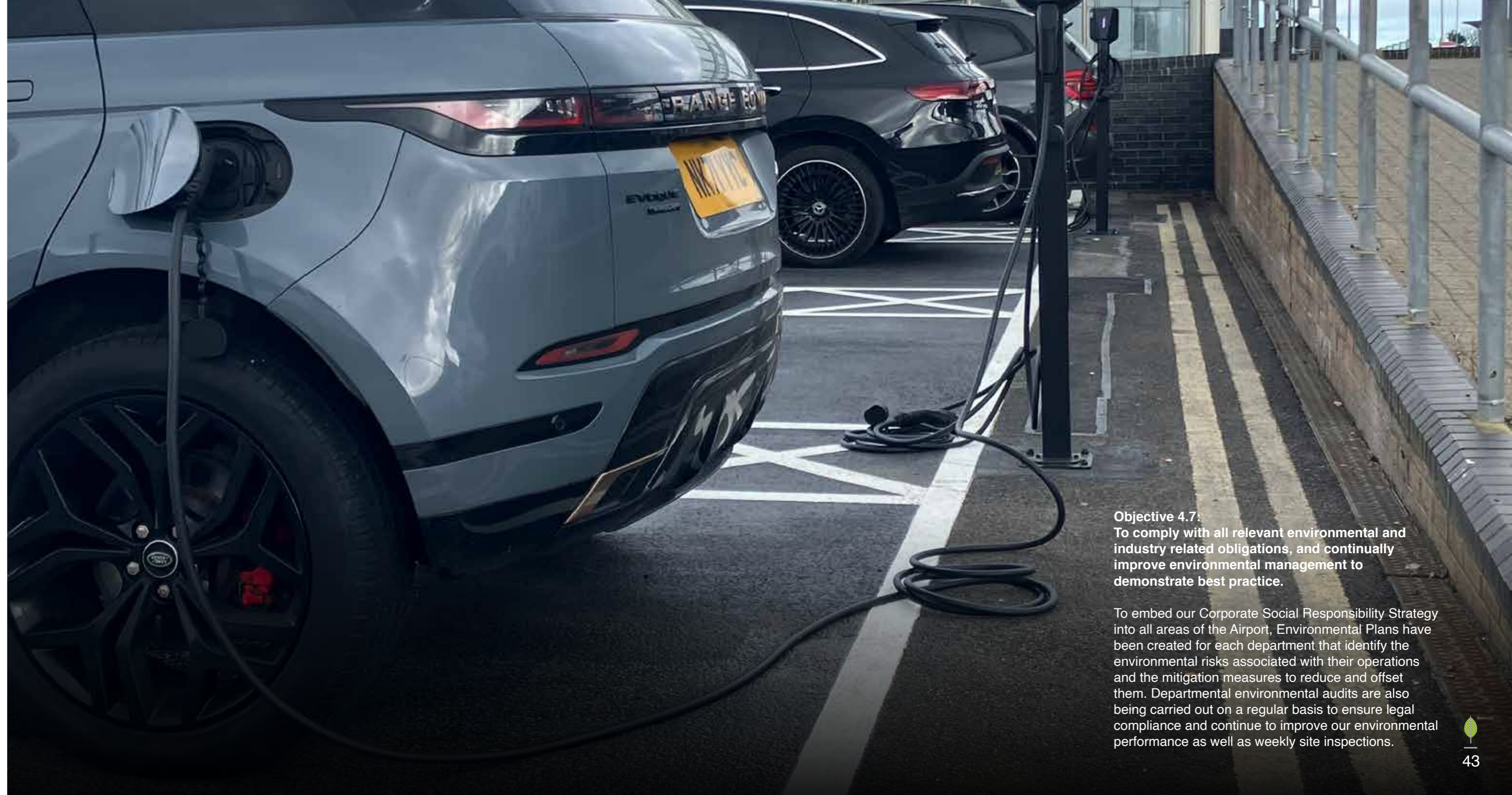
To improve sustainable surface access for our passengers, we undertook a passenger travel survey during summer 2023 to gain a better understanding of what modes of transport our passengers use and most importantly why. We will continue to work with local partners, including Metro and bus operators to improve transport provision to suit our passengers' needs. As part of our decarbonisation strategy, we have enhanced EV charging provision in our car parks for staff, business partners and passengers. We have a mix of slow (less than 7 kW), fast (up to 22 kW) and rapid (45kW plus) charge points on site. These charging points are accessible to staff, business partners, passengers and airport operational vehicles.

An EV Salary Sacrifice Scheme offered to permanent staff was introduced in April 2023.

**Objective 4.6:
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 Partnership Strategy. For example, in 2023 we supported our business partner Jet2 in procuring an airside EV charging station with over 18 charge points for their electric ground handling vehicles.

We also successfully hosted our first Airport Sustainability Summit. Representatives of our business partners attended the summit to discuss how to align and organise our Net Zero and environmental efforts to achieve them co-operatively. Several action points that were raised from the Summit have been implemented and are currently being investigated across the business. There will be another Summit held in mid-2024.



**Objective 4.7:
To comply with all relevant environmental and industry related obligations, and continually improve environmental management to demonstrate best practice.**

To embed our Corporate Social Responsibility 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. Departmental environmental audits are also being carried out on a regular basis to ensure legal compliance and continue to improve our environmental performance as well as weekly site inspections.

Looking Ahead to 2024

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



Our Green Loan KPI targets for 2024

KPI 1:

Achieve 31.3% reduction in our CO2 emissions compared to our 2019 baseline.

KPI 2:

Achieve Airport Carbon Accreditation Level 3 'Optimisation' Status. This has already been achieved so we will move onto Level 4 'Transformation'

KPI 3:

Deliver a further 5ha of biodiversity enhancements on Airport owned land to increase biodiversity net gain by beyond 10% compared to the baseline.

KPI 4:

Maintain a 5-star rating for our 2024 GRESB assessment.

Resurface our runway

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

Plan for the future

We will review our feedback from our proposed Noise Action Plan, consult on the noise abatement measures and submit a revised version to Defra.

We will carry out a public consultation on a new 2040 Masterplan.

Approximately 15,000 trees will be planted across the Airport in 2024 as part of our Biodiversity Net Gain KPI.

Reducing our carbon emissions



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



Undertake planning for phase 2 of the solar farm.



Host a second Annual Sustainability Summit to engage with business partners to further align sustainability objectives



Encourage the use of new fuels such as SAF for aircraft whilst working with airline partners and investigating the use of a new next generation diesel-like fuel called hydrotreated vegetable oil (HVO) for the remaining diesel vehicles on site.



Carry on undertaking feasibility studies on a range of renewable energy projects including mine based heat pumps to continue decarbonising our operations.

Focusing on safety



We will maintain our ISO45001 accreditation across the business.



Improve customer experience

We are investing over **£20m** in the passenger experience ahead of the summer season, this includes the refurbished security search area, a brand-new executive lounge and the refurbishment of the majority of the catering outlets in the departure lounge.

Soul + Grain

