

YOUR AIRPORT

CARING ABOUT THE FUTURE

OUR 2023 ENVIRONMENTAL,
SOCIAL AND GOVERNANCE REPORT



Liverpool John
Lennon Airport

Faster. Easier. Friendlier.



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WELCOME

CEO Message

The past three years have been among the most challenging for the aviation industry. As the global pandemic struck, aviation was one of the first sectors to be affected and will likely be one of the last to fully recover. We expect to return to pre-pandemic levels of passengers during 2024.

Despite the significant challenges brought about by the pandemic during and after the crisis, the airport has continued to provide the excellent customer experience for which it is renowned. Maintaining our commitment to operating within a strong environmental, social and governance (ESG) framework has been a key focus. We are proud of our outlook that encompasses the way we run our business, benefitting not only our passengers, but local communities, the local economy, and the environment too.

I am delighted to introduce our first ESG Report which sets out our various corporate objectives based on the UN Sustainable Development Goals – the globally recognised action plan adopted by leading businesses and 193 world leaders. The Report highlights a series of commitments alongside challenging but realistic targets that will help us meet those commitments.



This Report is also an opportunity to highlight for the first time the diverse range of initiatives that have been undertaken by the airport in recent years to help local communities, to encourage passenger travel for all, and to become an employer of choice. We're also proud to showcase the significant progress we have made to minimise our impact on the environment. All of this has culminated in us being awarded the Which? Best UK Airport and achieving Gold Investors in People status.

This will become an annual report, with future versions highlighting where progress has been made and, no doubt, where more work is required. It will showcase the strategic importance of the airport and the influence it has on local communities, the City Region, and the local economy. It will document how we will continue to combine growth with commitments to keep our ESG strategies at the forefront of how we run the business.

I hope you enjoy this report, and I look forward to introducing the next one.

John Irving
Chief Executive Officer



Our Approach to Sustainability

Liverpool John Lennon Airport (LJLA) has always explored innovative ways to operate as efficiently and sustainably as possible. Our sustainable approach is nothing new – in fact it's been a key focus for us since I first started working at the airport 22 years ago. Whether it's been reductions in energy use, carbon emissions, waste and water minimisation, noise impact reduction, pioneering the use of on-site micro wind turbines or encouraging more passengers and colleagues to use public transport, the airport has been committed to a sustainable evolution of our operations.

We acknowledge that we always need to do more. We strive to continually improve, such as through our recently launched Decarbonisation Plan which sets out our route towards becoming a decarbonised airport operation in the future. Furthermore, by supporting our business partners through schemes such as Sustainable Aviation, to which we were one of the initial airport signatories, we can significantly widen our impact. Within this report we highlight some of our latest initiatives that are helping us deliver on our existing sustainability commitments and set out ambitious but realistic targets to help us achieve more going forward.

As ever, it is a balancing act between running a business that delivers on these sustainability targets – minimising our impact on the environment and our local communities – whilst at the same time operating in a competitive aviation sector which brings significant economic and social benefits to the region and communities we serve.

With the wholehearted commitment of colleagues across the airport community, we are confident that we can continue to strike the right balance to deliver ongoing sustainable development and success for LJLA.

Andrew Dutton
Head of Environment and Sustainability



Who We Are and What We Do

We are one of the UK's longest-established operational airports and were originally known as Liverpool Airport when we officially opened on 1 July 1933. Following a rebrand in 2001, the airport became Liverpool John Lennon Airport, as a lasting tribute to Liverpoolian John Lennon, one of the iconic founder members of The Beatles. The airport is owned by The Peel Group, a leading infrastructure, transport and real estate investment company who first became a shareholder in the airport in 1997 and by Ancala Partners LLP, an independent infrastructure investor which completed its acquisition of a stake in the airport in 2019. Each company has a 47% interest, with Liverpool City Council owning the remaining 6% shareholding.

We are the award-winning, faster, easier, friendlier airport of choice for passengers from across the North West and North Wales. LJLA is recognised for its relaxed, hassle-free environment and best-in-class operational performance and is one of the UK's best-performing airports when it comes to flight punctuality. In 2002, the opening of our new passenger terminal substantially increased capacity, and this has been further complemented by recent investments to improve passenger facilities and deliver an enhanced customer experience. Positive passenger feedback is at an all-time high, and we have won local and national awards in recognition of our excellent customer service.

Our corporate values underpin all that we do both in terms of our customers and our colleagues, with a focus on four key areas:

| | |
|---|--|
|  CREATIVITY We look for ways to succeed through creativity |  RESPONSIBILITY Customers, colleagues & safety are at the heart of all we do |
|  PEOPLE We work together to achieve business success |  PRIDE We go the extra mile and celebrate success |

Today, LJLA is well on the road to recovery from the Covid-19 pandemic and we expect to handle over 5 million passengers during 2024. The airport currently operates flights to over 60 destinations in the UK and across Europe and serves as a gateway for the Liverpool City Region, the North West, and North Wales. Recently, a number of new airlines have started operations from Liverpool, bringing greater global connectivity and improved access to a range of passenger markets. This growth and recent route developments help LJLA continue to give the City Region a competitive edge over many rival areas.

LJLA significantly contributes to the region's economy, generating approximately £520 million in GVA1 across the North West annually. It is one of the region's major employment centres and helps to support thousands of jobs across the region, playing a crucial role in driving prosperity in the North West and North Wales. Additionally, we attract inward investment and bring significant tourism benefits to the area.

1. York Aviation Report - Economic Impact of Liverpool John Lennon Airport: Supporting the Liverpool City Region and the wider North, April 2020.

As well as winning awards and receiving high praise for the way we look after our passengers, we've been recognised by Investors In People for the way we support our colleagues. In 2019, we achieved Silver accreditation in the 'We Invest in People' award, and in December 2022, we achieved the Gold accreditation.

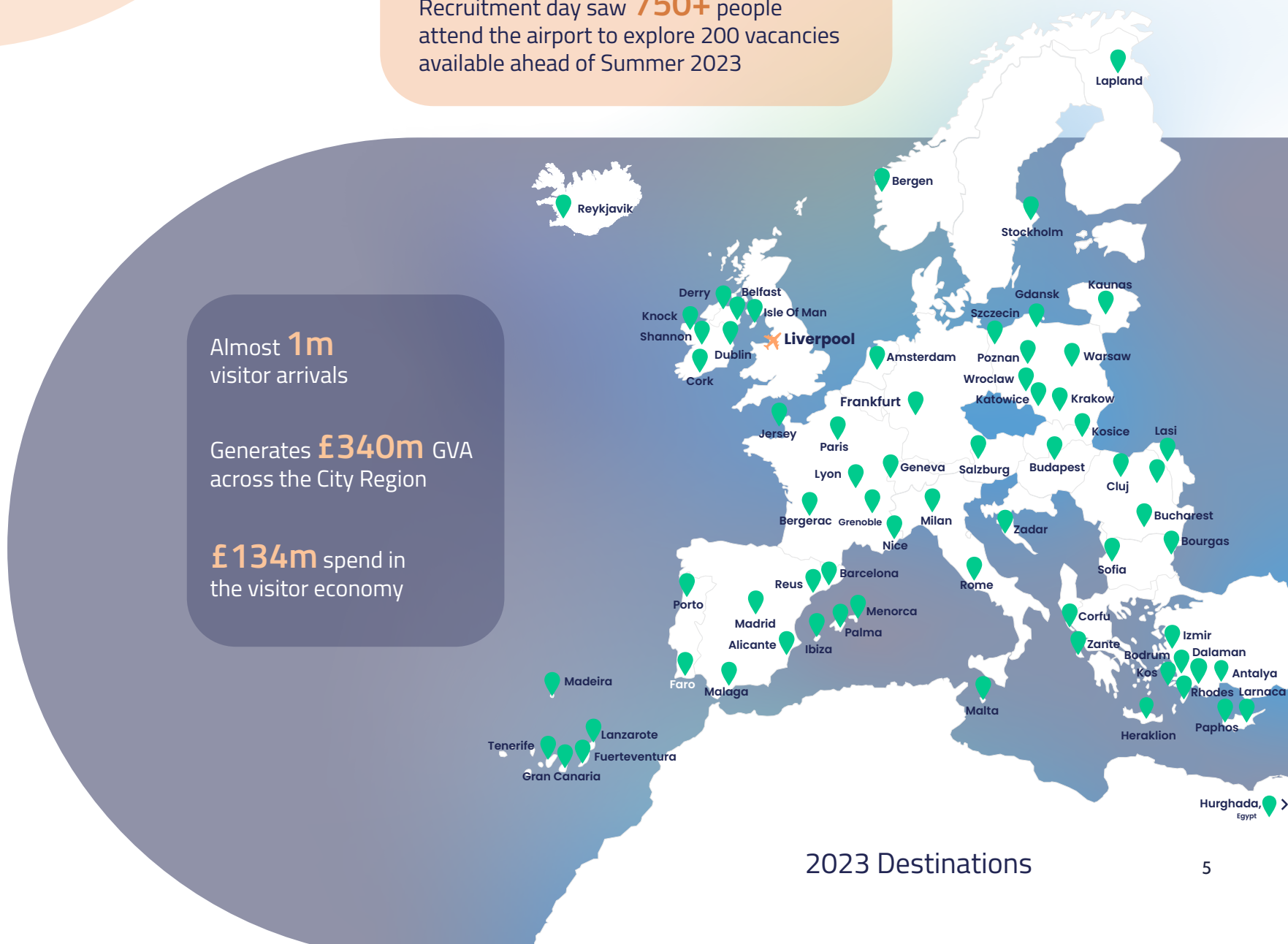


This demonstrates our commitment to continually improving the way we develop and support an engaged workforce who are positive about their work and are proud to work here. We won't stop there and look for continuing improvement and even higher standards. We want to be recognised as a great place to work and are striving to become an employer of choice through the continued development of our People Strategy.

LJLA is a key economic driver for the region:

Supports **5,200** FTE jobs in the Liverpool City Region¹

Recruitment day saw **750+** people attend the airport to explore 200 vacancies available ahead of Summer 2023



Operational Achievements

Helping Our Passengers Get Away On Time

The 2022 Official Airline Guide (OAG) puts LJLA **second out of 20** UK airports for On-Time Performance (OTP) which is a measure for how well the airport fares when it comes to flights operating on time. We have an average score of 83% and have never been positioned outside the top four UK airports.

Keeping Security Processing Times To A Minimum

We pride ourselves on being the faster, easier and friendlier airport of choice for passengers, which is why we monitor the time it takes to pass through security and enable passengers to enjoy more relaxation time before their journey.

In 2022, 98% of all LJLA passengers passed through security in 15 minutes or less:



Operational Excellence: Faster. Easier. Friendlier.

From car park to aircraft and back again, we aim to make the passenger journey for departing and arriving passengers as relaxed as possible, as highlighted below:

Operational Highlights (2022 - 2023)

| | |
|--|-----------|
| Hourly Departures (Peak) | 8 flights |
| Hourly Arrivals (Peak) | 8 flights |
| Annual Average On-Time Performance as % of all flights | 83% |
| Annual Average Security Wait time | 15 mins |
| Fastest time from car park to boarding gate for online check-in passengers | 20 mins |
| Average last bag arrival times on carousel | 20 mins |
| Average UK Border Force area queue time | 15 mins |
| CAA Accessibility Assessment | Very Good |

What Our Passengers Think

We measure the overall customer experience and journey using a Net Promoter Score (NPS) system which enables passengers to instantly give their feedback whilst at the airport.

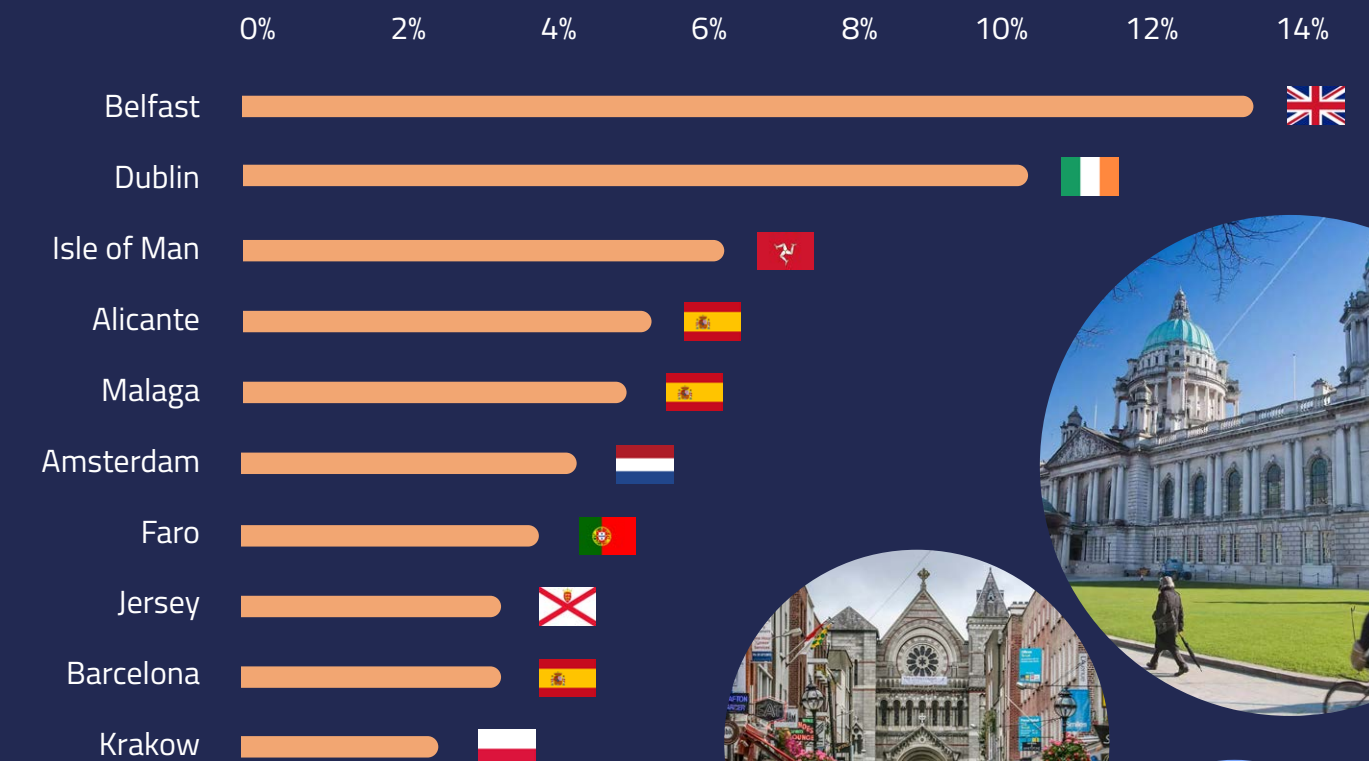
NPS evaluates five key touchpoints: check-in, security, departure, arrival, and baggage reclaim and over the past 12 months, our average score stands at 47 which is classified as 'Great'.

Connecting The Region To The World

Over the past 12 months we have continued to develop new routes with our airline partners and we now serve more than 60 destinations, with onward connections to the world.

Top 10 routes April 2022 to March 2023:

FY23 Destinations by Passenger



Airlines served



Awards and Recognition

In recent years we're proud to have been acknowledged for providing best in class levels of service for our passengers and as a great place for our colleagues to work. Recent awards and achievements include:



Invest In People (IIP)
Gold accreditation
December 2022



Demonstrating support for the UN SDGs



We are rated 'very good' by the Civil Aviation Authority



Disability Confident Employer



Winner of the 2022 Liverpool Chamber Innovation in Business Award for **Customer Excellence**.

Winner of the 2022 City of Liverpool Business Award for **Outstanding Contribution** to Liverpool.





Slave-Free Alliance
5 year partnership



Achieved the Quality Management standard ISO 9001



2019 British Travel awards Winner, Best Medium UK Airport

We have also been recognised as the winner of the **2022 Which? Survey Best UK Airport** and are a **Which? Survey Recommended Provider**.

ESG Governance

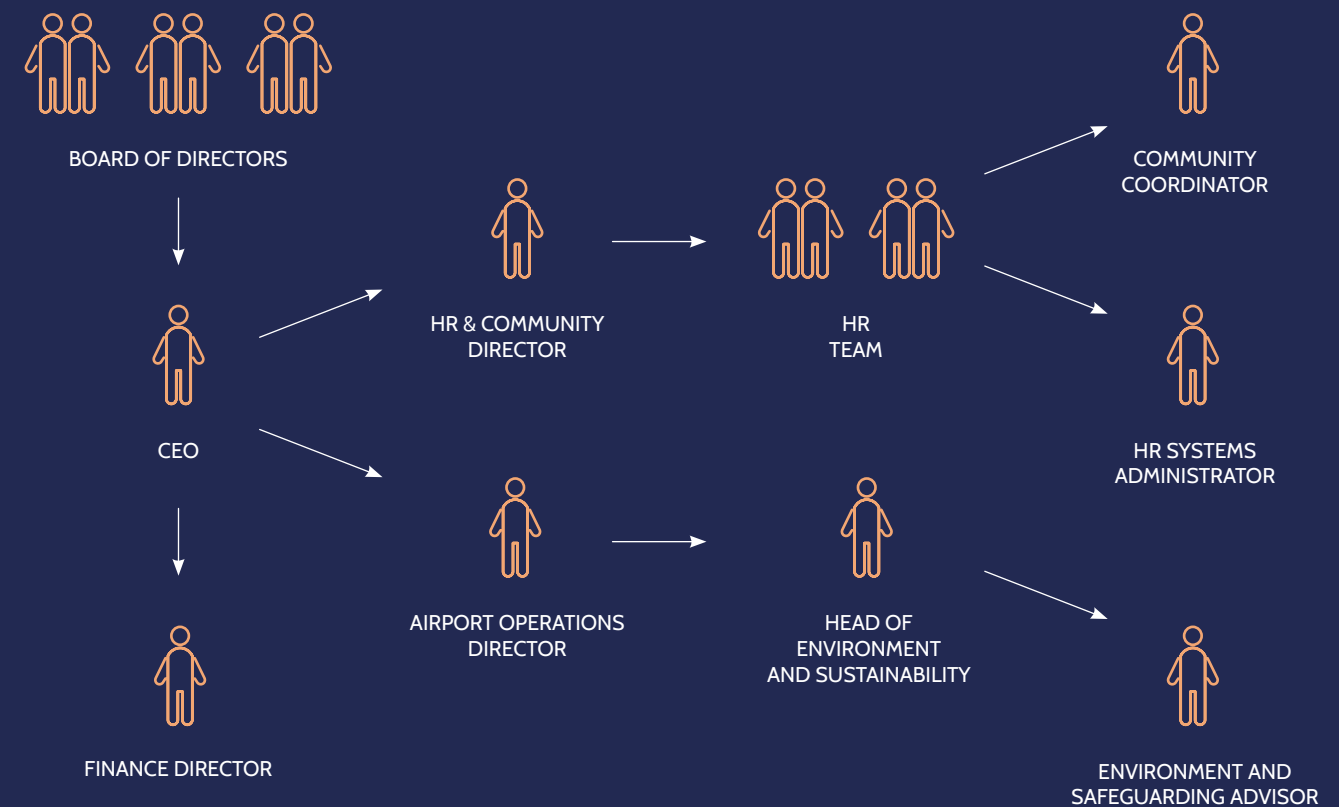
As a key player in the global travel industry, we recognise the critical importance of establishing and maintaining an environmental, social, and governance (ESG) based structure. We have taken great care to minimise our ecological footprint and contribute to a sustainable future. To foster a positive and inclusive social environment for all stakeholders, we promote fair employment practices, colleague engagement initiatives, and community outreach programmes. By adopting an ESG governance structure, we demonstrate our commitment to operating with integrity, managing risks effectively, and meeting regulatory requirements.

The Board of Directors holds overall responsibility for our sustainability governance and is supported by the CEO and the supporting organisation (see below).

Our Airport Operations Director drives sustainability together with the Head of Environment and Sustainability and the Environment and Safeguarding Advisor whose combined responsibilities include setting goals, commitments, and targets in regard to noise, pollution, water use, and carbon emissions. The Airport Operations Director also has overall responsibility for the health and safety of our colleagues and passengers.

Our Finance Director, along with the Finance team are responsible for all financial and legal governance, including the specific accountability for ensuring that the company meets all its GDPR responsibilities.

Social responsibility governance is the responsibility of the HR & Community Director supported by the wider HR team. Their responsibilities include diversity and inclusion, the application and monitoring of our modern slavery policy and fair employment practices. The Community Coordinator helps organise our fundraising activities and volunteering days and our HR Systems Administrator helps pull together data and relevant KPIs.



Our ESG Strategy

The UN Sustainable Development Goals and Our Priorities

In 2015, the UN announced the 2030 Agenda for Sustainable Development, which introduced seventeen Sustainable Development Goals (SDGs or Global Goals). These goals aim to address global challenges such as poverty, inequality, and climate change, while providing clear targets for individuals, businesses, and governments to measure their progress against.

We recognise the great significance of contributing to these goals as part of a global community, and we understand that substantial change can only be achieved through our collective efforts.

Colleagues from across all areas of the business took part in a workshop that helped us identify the 4 goals that were most important for us as a business to focus on and where we can make the greatest contribution.

Our 1st Goal

We are committed to supporting Sustainable Development Goal 3: Good Health and Wellbeing because we understand the vital role that air travel plays in connecting people and promoting overall wellness.

Our 2nd Goal

We recognise the significance of supporting Sustainable Development Goal 8: Decent Work and Economic Growth, as it aligns with our commitment to fostering a thriving local economy.

Our 3rd Goal

We understand the importance of supporting Sustainable Development Goal 10: Reduced Inequalities, and we strive to create an inclusive and enriching environment for all.

Our 4th Goal

Our commitment to supporting Sustainable Development Goal 13: Climate Action encompasses meaningful change across all our operations. We are dedicated to reducing our environmental impact and contributing to the fight against climate change.





Good Health and Wellbeing

As an airport, we recognise our responsibility to prioritise the health and wellbeing of our passengers, colleagues, and the surrounding community. We will create a safe and nurturing environment for all by adhering to sustainable practices, such as minimising emissions and noise pollution (see also Goal 13), promoting healthy travel options, and providing access to quality healthcare facilities within the airport premises.

Our dedication to SDG 3 ensures that we contribute to the overall wellbeing of our colleagues and wider airport community, making us a trusted employer that values health and happiness, with a focus on mental health and wellbeing.

Our Commitment

We will promote and enable good health and wellbeing for our colleagues, wider airport community and passengers.

Targets

- We will continue to mitigate safety risks to prevent work-related illnesses and injuries by achieving ISO 45001 (Occupational Health and Safety Management System) by 2028.
- We will have 50% participation in our colleague volunteering programme by the end of 2028.
- We commit to having 10 mental health first aiders by the end of 2024.

Our Progress So Far

Fundraising Partnership With Alder Hey Children’s Hospital

Alder Hey Children’s Hospital cares for 330,000 children, young people and their families a year. Our fundraising partnership with Alder Hey began in 2016 and has become a central part of our HR and community commitments.

£230,000 raised

From 2016 when we launched our Alder Hey partnership we have raised £230,000 through our fundraising efforts. These funds have contributed to a variety of improvements and initiatives within the hospital, enabling us to make a meaningful impact to the lives of those we aim to support.

In November 2021, we launched our campaign to raise **£80k** for a family room situated within what will be Alder Hey’s newly built state-of-the-art Surgical Neonatal Intensive Care Unit (NICU), which will allow parents and families to stay close to their poorly newborn babies whilst they receive the expert care they require. Our collective efforts helped raise an impressive **£53,000** to date with fundraising activities including:

- Car washes at local retail park
- Supermarket bag packs
- Family fun days
- Payroll giving
- Car boot sales
- Colleague sweepstakes
- On-line car park booking donations
- Cake sales
- Charity globe collection boxes
- Christmas jumper day

Our service partners are also eager to get involved with our fundraising. For example, for every toy purchased from the CharityPodz at **Gondola Services UK Ltd**, the company makes a donation to the Alder Hey Neonatal Appeal.

Shaun McGann (pictured to the left), shares his motivation on supporting our charity work:

“I am happy to fundraise in any way for Alder Hey because my son Thomas had an operation back in 2018 to cure pectus carinatum [a chest wall deformity]. The operation was a success and proved transformational for Tom as he instantly became more outgoing and confident. The level of care he received and the communication with us as parents was outstanding. I also believe the care Alder Hey provide for very poorly and young children is absolutely inspirational.”



Our service partner ABM provides transport, facilities and on-site support for passengers with reduced mobility and the ABM team are also keen to be involved in our charity work for Alder Hey. They donate unclaimed non-valuable or sentimental items for us to sell at our charity car boot sales. These are items that haven’t been claimed by passengers within 14 days. Each quarter, they also donate all monies raised from the sale of expensive electrical items such as laptops and mobile phones.



The ABM team are delighted to work with the airport to help in its fundraising:

“At ABM Lost Property, we are absolutely delighted that unclaimed items are utilised to raise much-needed funds for Alder Hey Children’s Hospital. It is such an amazing charity and one that we are fully committed to supporting.”



Supporting Our Local Foodbank

4,265 kg donated

We donate items that weren’t permitted through security and have been surrendered by passengers, to our local foodbank and in 2022 we donated 4,265 kg of these items. In addition, colleagues across the airport donated items for the foodbank in our Easter and Christmas appeals.



Colleague Volunteering Programme – ‘Donate a Day’

Our volunteering programme enables colleagues to make a positive contribution to the local community whilst being very rewarding for individuals. Activities undertaken as part of the programme include helping in the Alder Hey Charity Shop, the clean-up of the nearby Oglet shoreline, teaching first aid to local community groups and gardening work in the local Noah's Ark Community Hub.

The Donate a Day programme was first introduced in 2019 but paused during Covid-19. In December 2022, we were able to relaunch the scheme, after which 22 colleagues manually completed 130 hours of community work over four days. Many more volunteering days are scheduled in the near future, all of which help colleagues stay engaged and feel that they are making a positive contribution to our local community.



Noah's Ark Community Hub

Noah's Ark Community Hub, in Speke, is just a five-minute drive from the airport. The foodbank, open every Tuesday and Thursday, provides support to those in crisis living locally. The centre also offers debt advice from Riverside Floating Support. Through help with budgeting, benefit advice, debt management support, community links and counselling services, the centre helps to reduce the risk of local people becoming homeless.

In June 2023, a team of LJLA colleagues helped out with a project to transform the outdoor space at the hub. The team painted fences and benches, removed weeds, planted pots, and generally helped to transform the space which can now be enjoyed by local residents.



Colleague Benefits

We offer a range of benefits to our colleagues to support their **physical and mental health, financial needs, and overall wellbeing**. Many of these initiatives have been introduced as a result of suggestions from colleagues as part of our colleague attitude survey Air Your Views.



Examples of the benefits we provide include:



Our Employee Assistance Programme, available for all colleagues and their families.

Company electric vehicle scheme.

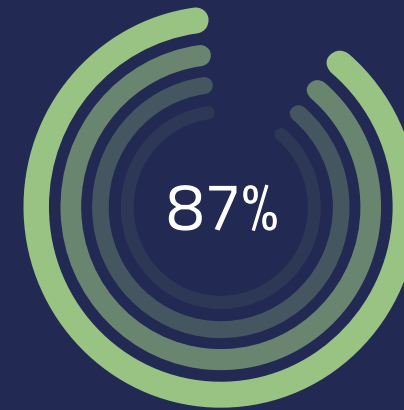
Biannual on-site health checks to help identify common health issues.

Medicash, which enables colleagues to claim money back against the cost of certain medical procedures, as well as giving them access to an online doctor, discounted gym memberships, discounted shopping, movies and more.

Colleague Engagement Survey

As part of our annual colleague engagement survey, 'Air Your Views' offers colleagues the opportunity to give their feedback on their role, working environment, and the business over the past 12 months. The survey, run by third-party provider **People Insight** to ensure confidentiality, enables us to gauge colleague views and track progress by comparing the results with previous feedback.

The results of the survey are shared with departments. Then, throughout the year, we put action plans in place and implement improvement measures.



Our colleagues' engagement remains consistently high, with our 2022 score of 87% charting 10% higher than the People Insight average.



8 DECENT WORK AND ECONOMIC GROWTH



Decent Work and Economic Growth

We understand that sustainable economic growth goes hand in hand with creating opportunities for decent work and providing an environment conducive to enabling business to flourish. We contribute to the growth of the aviation industry and the wider community through prioritising sustainable tourism, maintaining fair employment practices, fostering innovation, and promoting local partnerships. Our efforts not only create job opportunities but also ensure that colleagues are treated fairly, with valuable access to relevant training and development programmes, such as our leadership and supervisory development programme.

By supporting SDG 8, we will drive sustainable economic growth, enhance the overall wellbeing of our workforce, and build a resilient and prosperous future for our region.

Our Commitment

We will promote sustainable tourism, support young people through work experience opportunities and maintain an inclusive and fair working environment for all.

Targets

- We will work with our airline and tourism partners to increase capacity by 22% on routes likely to attract inbound visitors, by 2028.
- We will maintain a negative or neutral gender pay gap each year to address the disparity within the airport industry.
- We will support young people to gain employment through providing a minimum of ten work experience opportunities each year.
- 100% of our colleagues will have received modern slavery training by 2024, and every new colleague will be trained within three months of their start date.

Our Progress So Far

Supporting Young People Into Work Through Apprenticeships

We currently have six apprentices. Our ongoing collaboration with the Learning Foundry and Riverside College enables students interested in aviation to pursue a career within one of our departments, with the prospect of their apprenticeship leading to full-time employment. Our apprentices gain hands-on experience working alongside experienced colleagues and receive a degree in their chosen area.

Our successful apprenticeship programme benefits young people in the area and strengthens our business. One of our success stories is Tom Butler (pictured above). He recently completed his apprenticeship after four years of dedicated learning and qualified as an air traffic engineer.

We are delighted with the progress demonstrated by our apprenticeship programme to date and remain committed to fostering a healthy working environment that nurtures young talent and encourages brighter futures. Our mission is driven by a strong belief in the potential of young people in the Liverpool City Region and wider Merseyside community.



Gender Pay Gap

Males have historically dominated the Airport sector, and this continues to be the case at the airport where 76% of our colleagues are male and 24% are female. However, we are proud to report that we have no pay gap with males earning on average 9.47% less than female colleagues but 1.35% more (median), which continues to be a great achievement in the aviation sector.



Our Gender Pay Gap Report can be found [online here](#).



Reduced Inequalities

At Liverpool John Lennon Airport, we understand the importance of supporting Sustainable Development Goal 10: Reduced Inequalities, and we strive to create an inclusive and enriching environment for all.

We firmly believe that every individual, regardless of their background, deserves equal access to our services. To achieve this, we're implementing measures to promote diversity and inclusion within our workforce, and providing accessible facilities and services for all passengers. By doing so, we are helping to reduce inequalities and ensuring that everyone feels welcomed and valued at our airport.

We are also engaging with the local community in South Liverpool, supporting initiatives that address social and economic disparities, and working towards bridging the gap between different groups. By supporting Goal 10, we demonstrate our commitment to building a more inclusive society, fostering a sense of belonging and empowerment for all who interact with LJLA.

Our Commitment

We support equal opportunities across our business and wider airport community, recognising that differences can lead to innovation, creativity, and flexibility.

Targets

- We will achieve 50% female representation at senior management level by 2028.
- We will achieve 20% representation of colleagues with disabilities (hidden and seen) by 2028.
- We will achieve 12% representation of colleagues from ethnic minorities by 2028.

Our Progress So Far

Empowering Women In Aviation



50% female representation

We remain committed to achieving even greater gender diversity by aiming for 50% female representation at senior management level by 2028.

At LJLA, we take pride in our efforts to foster an inclusive environment where individuals of all genders feel supported in advancing their careers. Whilst the aviation industry globally struggles with poor representation of women in leadership positions, we have made significant progress in appointing women to senior operational roles.

We are dedicated to promoting women's career advancement and encouraging women to pursue promotions through a range of initiatives. The initiatives are designed to support and assist women as they climb the career ladder at LJLA and include flexible working, coaching, and mentoring.



Mel Lawley, Head of Airfield Operations, on her personal journey at the airport:



"I have been working at the airport for over 20 years now. I started off in security on a temporary summer contract and never left! Following a number of different roles over the years, including time spent in Air Traffic Control and Terminal Operations, I now work in airfield operations as Head of Airfield Operations. Our department is responsible for providing a safe and compliant environment for aircraft and ground service providers.

"I have always enjoyed working at the airport. As a company, it has supported me in my career progression, and provided flexibility for childcare throughout periods of maternity leave and then returning to work afterwards.

"I would encourage anyone to consider working at the airport and in particular to look at roles that you may not have immediately thought of. **There are a host of diverse roles across all departments**, with opportunities open to anyone, regardless of gender. All it takes is for you to be willing to work hard and believe in yourself, as you will be provided with all the training and support needed to do the job and progress in your career."

Debbie Lacy-May, Head of Security and Terminal Ops, on gender inequalities:



"My main aim in my role is to achieve what I have set out to achieve. I don't measure myself against anyone else, especially not by gender.

"Some roles within the airport are not portrayed as having a female-friendly image and it's important that we promote and market specifically for females in order to balance the numbers within the industry. I think that having positive, effective women in the workplace will assist female progression, just as positive and effective men have been role models in their positions.

"I hope that, through the positive career I have had so far, I can inspire other young males and females and show them that any career is open to them if they work hard and want it enough".



Embracing Diversity And Compassion: Chaplaincy And Spiritual Spaces

The airport has its own multi-faith chaplain who is there for all colleagues when they need a listening ear. Our multi-faith prayer room located in the Departure Lounge, gives colleagues and passengers a contemplative space in which to engage in religious practices. An additional quiet space outside the prayer room can be used by anyone who wants a moment to themselves. This is often used by passengers with hidden disabilities who might struggle with busy or noisy spaces, or by cancer patients, several of whom who fly from the Isle of Man for specialist treatment in Liverpool.

The chaplaincy has been a part of LJLA for more than 20 years, providing vital support during this time. Airport Chaplain Michelle Wood explains the role of the chaplaincy and reminds colleagues that she is on hand to provide confidential support for colleagues and passengers whatever their faith or background:

“As a chaplain people can tell me anything that they may be worried about and open up to me in ways they may not be able to with friends and family – **offering a safe space**, a listening ear and a shoulder on which people can unburden themselves.

I am there to provide pastoral, humanitarian, and spiritual support for colleagues, passengers and visitors of all faiths and none.”

Passenger Accessibility

The airport works in partnership with a host of disability organisations that provide advice and support, including many that specialise in hidden disabilities. The airport also works closely with its passenger assistance provider ABM, which helps to make the journey through the airport for passengers requiring assistance as pleasant and relaxed as possible, whatever their needs.

The latest Airport Accessibility Report¹ from the UK Civil Aviation Authority (CAA) assesses 26 of the largest UK airports and details each airport’s efforts in providing disabled and less mobile passengers with the standard of service to which they are entitled. LJLA has been rated as offering the top rating of ‘Very Good’ service in each of the four quarterly reporting periods between April 2022 and March 2023.



¹ [CAA Airport accessibility Report](#)





Climate Action

At LJLA, our commitment to supporting Sustainable Development Goal 13: Climate Action encompasses meaningful change across all our operations. We are dedicated to reducing our environmental impact and contributing to the fight against climate change.

We recognise the significant role airports play in carbon emissions production and the pressing need to transition to a more sustainable future. To achieve this, we are committed to implementing innovative measures, such as adopting energy-efficient infrastructure, using renewable energy sources, and investing in initiatives to minimise our carbon footprint.

Our efforts go beyond our own operations. We promote sustainable aviation, encourage alternative transport options, and actively engage with stakeholders to raise awareness about climate action and inspire others to join the cause.

By supporting SDG 13, we take responsibility for addressing the global climate crisis and ensuring a greener, cleaner future for generations to come.

Our Commitment

We commit to being a carbon-conscious airport by decarbonising our airport operations. We will continue to work with on-site partners to reduce indirect emissions.

Targets

- We will decarbonise our airport operations (Scope 1 and 2 emissions) by 2040.
- We will report on indirect* carbon emissions (Scope 3) by the end of 2024.
- We will generate or source 100% of the electricity used at the airport from renewables by 2030.
- We will produce a climate change adaptation report by the end of 2024 and an action plan to be implemented by 2030.

**business travel and colleague commuting*

Our Progress So Far



We have continued to progress a number of environmental initiatives that are helping to make a difference as set out below:

Reducing Carbon Emissions

We aim to decarbonise our operation by 2040 and to play our part in helping society's transition to meet the overall target of a net zero carbon future by 2050 and our Decarbonisation Plan sets out the route towards a net zero carbon future for the airport operation.

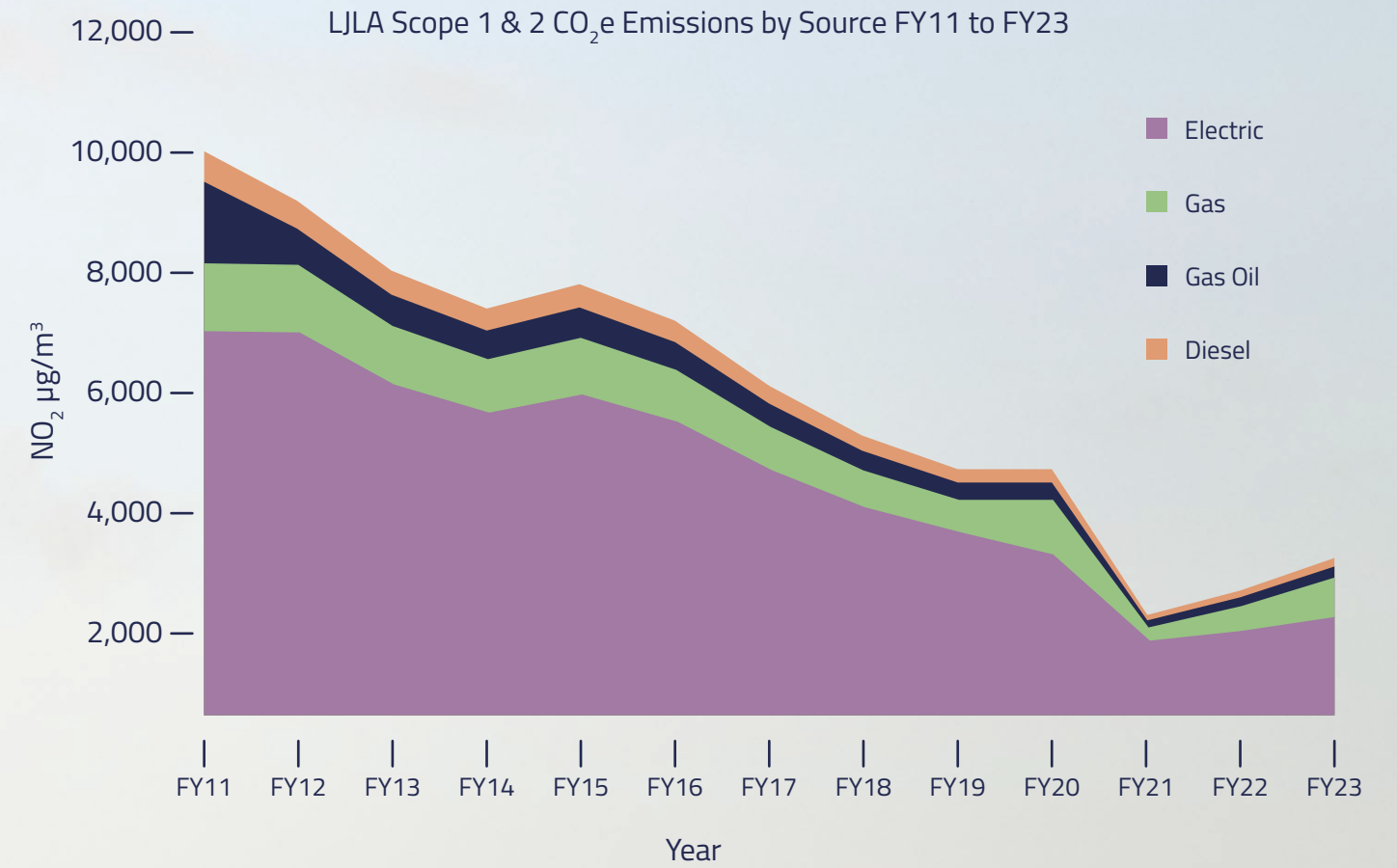
LJLA embarked on its decarbonisation journey in 2010, initiating the formal reporting and monitoring of electric, gas, and liquid fuel usage at the airport.

Over the past decade, we have made significant strides in reducing carbon emissions, achieving a 69% reduction in Scope 1 and 2 emissions since FY11.

We can attribute this reduction to two key factors: firstly, a 33% decrease in the volume of electricity consumed, and secondly, a reduction in emission factors for electricity as more grid electricity is generated renewably. As a result, the combined Scope 1 & 2 emissions at LJLA have seen a notable decrease.

While emissions from gas have remained consistent over the years, the proportion of the overall emissions associated with gas compared to electricity and other fuels has increased. To address this, the airport has set its sights on a medium to long-term plan to transition away from the use of natural gas for space heating and hot water in the terminal. By adopting alternative, more sustainable heating sources, LJLA aims to further reduce its carbon footprint and advance its commitment to environmental stewardship.

The chart below shows two main trends in LJLA CO₂e emissions from FY11 to FY23. The first is the overall downward trend over the past 12 years. The second is the change in the proportion of emissions related to the use of electricity.



A copy of the above Decarbonisation Plan is available [here](#).

Improving Air Quality

For over 20 years, LJLA has been monitoring nitrogen dioxide (NO₂) levels at ten locations around the airport in partnership with the local authority.

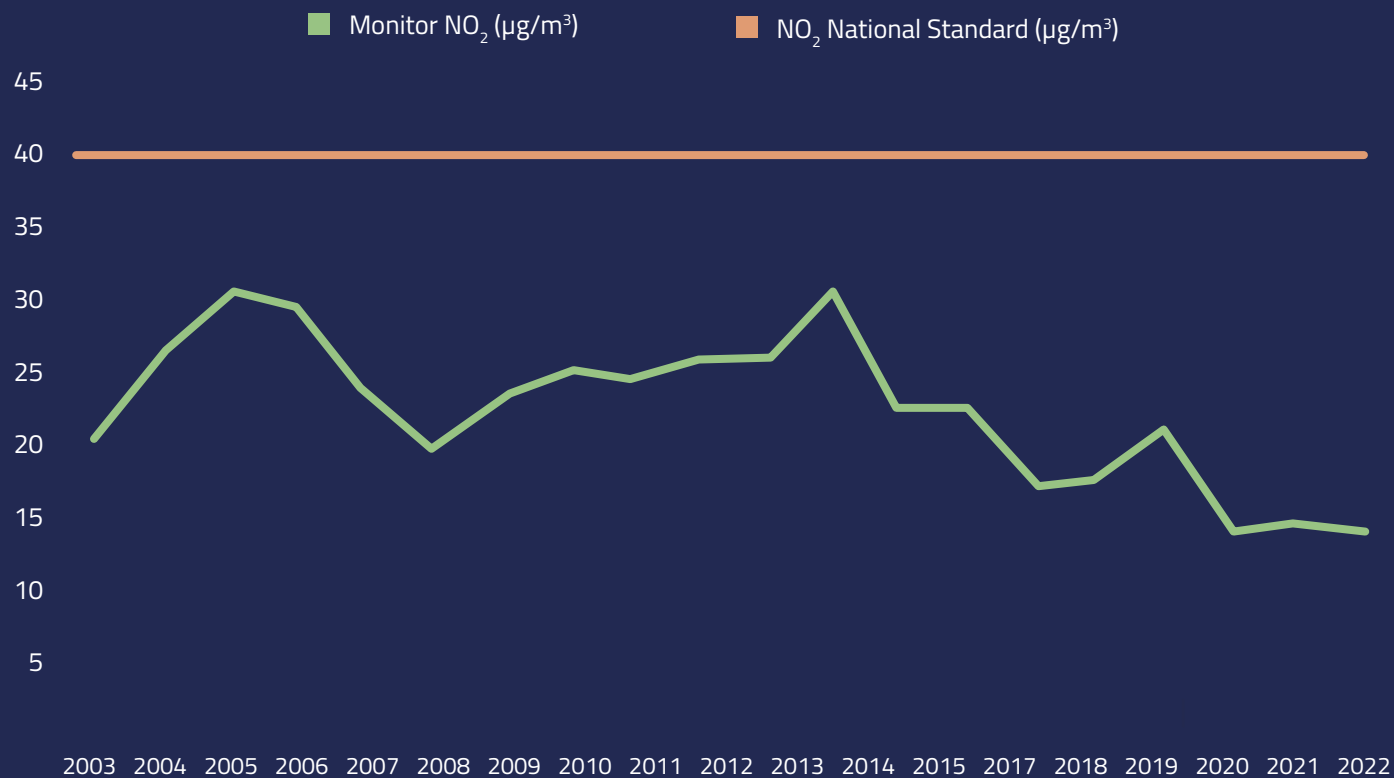
LJLA's annual mean NO_x concentration (a combination of nitrogen dioxide and nitric oxide) across the 10 monitoring locations was just 15 µg/m³ (2022 mean concentration), 25 µg/m³ less than the limit set by the Air Quality Standards Regulations 2010.

To further reduce air pollutant emissions, we discourage vehicle idling and prioritise the use of electric units to power aircraft while stationary. Additionally, we're transitioning ground support equipment from diesel ground power units to fixed electrical ground power.

As road vehicles are the main source of local NO₂ emissions in south Liverpool, LJLA is committed to playing its part in reducing this impact. As part of our efforts, we are actively working on the Airport Surface Access Strategy (ASAS) and have plans to migrate our airport vehicle fleet to electric power between now and 2040.

The chart below illustrates monitoring around the airfield and shows a decreasing trend in NO₂. Our NO₂ is below the national standard and has continued to decrease since 2014.

NO₂ Annual Monitoring Trend at LJLA 2003 to 2022



Managing Environmental Noise

At LJLA, we have monitored and managed the impact of aircraft noise on the local community for the past **21 years**. To address the concerns of our neighbours in the surrounding area, we have invested in state-of-the-art technology to monitor noise levels and track aircraft movements. Additionally, we have implemented a complaints system to address any noise-related issues promptly.

As part of our commitment to mitigating noise disturbances, LJLA adheres to several noise abatement procedures. We continuously seek to improve these measures, and we are currently revising our Noise Action Plan (NAP) and Aeronautical Information Publication. These publications set guidelines that all operators within our aerodrome must follow to minimise noise disturbance.

Noise Monitoring & Complaints:

- Noise and aircraft tracks monitored 24/7 for the last 21 years
- Noise complaints reported to the Noise Monitoring Sub-Committee (NMSC) quarterly
- Number of complaints per 1,000 aircraft movements at LJLA = 3.6

Reducing Waste To Landfill



At LJLA, we offer waste facilities in the terminal and on the airfield for the airport company, concessionaires, and tenants. Most of the waste is generated in the terminal, where we provide segregation options for cardboard, glass, and plastic bottles. Segregation helps to reduce the amount of waste going to landfill as it enables each waste stream to be treated differently and in the most sustainable manner. Any waste that is not segregated at source is sent to a local Material Recycling Facility (MRF), where further segregation is undertaken. The waste is either recovered and segregated or goes to produce a Refuse Derived Fuel (RDF) that is used to generate energy.



Since Brexit, policy changes have resulted in waste from aircraft requiring direct incineration or deep burial without any recovery. As a result, it is no longer possible to segregate aircraft waste once it has been removed from the aircraft.



Managing Water Usage

LJLA's total water consumption averages approximately 40,000 m³, with most used by partners in the terminal, and passenger toilet facilities. To promote responsible water usage, not just to our colleagues but to our partners too, we have implemented sub-metering throughout the airport, enabling us to provide partners with precise data on their water consumption and empowering them to manage their usage efficiently.

In line with our serious commitment to sustainability, we plan to conduct trials of waterless urinals and other water-saving options in the back-of-house toilets in 2024 before introducing them to public areas.



Surface Water Monitoring

Conscious of our location adjacent to the Mersey Estuary, we monitor the quality of our surface water that flows into the estuary in 4 locations, once per month, to safeguard the surrounding environment. Additionally, we closely track our use of de-icing agents, as we are situated near tidal waters, which is a wetland of international importance and a site of Special Scientific Interest (SSI). Our priority is to protect and preserve this ecologically sensitive area.



Airport Surface Access Strategy

The ASAS is collaboratively formulated through the Airport Transport Forum and involves key transport stakeholders from the region including bus and rail operators, local authorities, highways, the Department for Transport (DfT), and user groups.

The strategy focuses on two primary targets: increasing the percentage of passengers using public transport and reducing the number of colleagues commuting to and from the airport individually by car. To achieve these targets, the strategy encompasses a range of initiatives, including operational improvements, promotional and marketing campaigns, information sharing, and infrastructure enhancements.

While the Covid-19 pandemic impacted the original timeline for achieving these targets, our partnership with bus operator Arriva proved highly successful. Through this collaboration, we introduced branded LJLA bus services, offering our colleagues discounted bus travel schemes. Additionally, the branded buses gave the airport a marketing boost.

ASAS is a longstanding initiative, and we periodically refresh it to align with airport developments and changes in the broader transport landscape.

Airspace Change

The UK's airspace is among the most complex in the world, but it has remained largely unchanged since the 1950s. The DfT and the CAA are planning to modernise the UK airspace to deliver quicker, quieter, and cleaner air travel within and around the UK and to systemise the airways. As part of our commitment to the modernisation plan, we initiated an Airspace Change Proposal in January 2018.

The proposal focuses on transitioning from traditional land-based navigational aids to satellite-based technology. Additionally, we are working in coordination with local airports to redesign flight paths in a systematic manner. This initiative is expected to be implemented in winter 2028. Once in place, the region will benefit from reduced CO₂ emissions and quieter flights.





Supporting Our Community, Colleagues and Environment

Although we have prioritised four Sustainable Development Goals for their strategic importance, we are contributing to sustainable development in many other ways.

In this section, we highlight some of the great work our team is doing to support our colleagues, the local community and the environment. These initiatives include our newly implemented community fund, our efforts to support education for all ages, and the actions we have taken to improve biodiversity.



The Community Fund

LJLA is preparing to launch the Liverpool Airport Community Fund (LACF), which will invest in a range of local projects which benefit the local community and the environment.

The main purpose is to mitigate the environmental and social impacts of the airport's operations and give back to the surrounding communities affected by the airport's proximity. LACF reflects our aim to develop the airport sustainably, respecting the local community and the environment.

LACF will support projects in the following areas:



Nature conservation



Community improvement projects



Educational projects

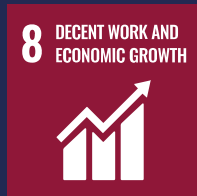


Sustainability initiatives in the locality of the airport

Applications for funding will be considered two times a year by an independently chaired management committee, with the chair having a casting vote on funding decisions. The committee will evaluate each application carefully, applying their local knowledge and expertise to ensure that the fund is used to deliver the greatest possible benefit to the local community.

We will introduce the Liverpool Airport Community Fund (LACF) in **January 2024**.

Supporting Long Service & Recognising Our Colleagues



Airport Tours – Supporting Local Education



The airport offers an Airport Tours programme throughout the year, organised by the dedicated Friends of Liverpool Airport (FoLA) volunteer group. These tours cater to a diverse range of groups and organisations, with a strong focus on educational groups spanning primary schools to postgraduate courses, with visitors attending from across the City Region, the North West and beyond, helping to raise awareness about various career opportunities and aligning with educational curriculum requirements.



41 airport tours

Between April 22 and March 23, we successfully conducted 41 airport tours, 25 of which were for schools and colleges.

Who Are Our Friends of Liverpool Airport?

FoLA is a unique, dedicated volunteer support group, which has been in existence since 1980. This group consists of over 150 members from the local area and beyond. Most are retired and come from diverse backgrounds, with a shared goal of promoting the use of and necessity for the airport. Members support the airport's growth, raising awareness of its services and facilities, and fostering civic pride in our community. Over the past 12 months, FoLA have dedicated 500+ hours of volunteering to assist with airport tours, launch events and wheelchair assistance.

Colleagues receiving certificates and awards from our CEO for years service between 10 to 35 years.

Thanks to the wide range of roles across the aviation industry, and especially within the airport, we are able to support our colleagues through long and enriching careers.

Each year we hold our Long Service and Recognition Awards, celebrating the commitment of colleagues to the business including some with over 40 years of airport experience. It is also an opportunity to recognise colleagues who are our 'rising stars' and those who incorporate our company values in all that they do for the business.

Colleague long service enables the airport to continue to benefit from a wealth of experience, and from the relationships built with colleagues and customers over long careers. Research supports that businesses are more productive overall when older colleagues make up a part of the workforce.

Source: OECD - Promoting an Age-Inclusive Workforce: Living, Learning and Earning Longer, December 2020.

Community Outreach

One of our firefighters dedicates his personal time to inspire the next generation of potential firefighters by engaging with local schools and community groups, including brownies. He educates them on fire safety and offers interactive activities such as First Aid demonstrations and defibrillator usage. Additionally, he provides insights into the airport's fire and rescue service.



Biodiversity and Conservation



Since 2017, we have partnered with local beekeepers, providing them with space to house their beehives on our land, just off the airfield.

Initially in collaboration with South Liverpool Homes and Blackburn House, we offer beekeeping training to local residents, aiming to enhance employability in the community. Over 200 people have been trained since the project's inception, and this year alone, we have successfully trained five new beekeepers.

The increased number of bees in the local area contributes significantly to pollination and fosters a much healthier, more sustainable environment.

Currently, there are 27 active hives housing approximately two million bees, producing about 700 jars of honey annually.

Habitat Piles

In May/June 2022, with the help of work experience students, the airport facilitated the creation of five habitat piles using vegetation from the site of the proposed solar panel array. As these habitat piles mature they will become shelters for or home to mosses, lichens, fungi, insects and small mammals within the airport boundary. We have also installed a number of bat boxes along the airport perimeter.



APPENDIX

Environmental Metrics

Greenhouse Gas ('GHG') Emissions

| Category | FY11 (Base Year) (tCO ₂ e) | FY23 (tCO ₂ e) |
|--|---------------------------------------|---------------------------|
| Gross Scope 1 GHG emissions* | 1,596 | 1,103 |
| Gross location-based Scope 2 GHG emissions | 7,888 | 1,883 |
| Total Scope 1&2 GHG emissions | 9,484 | 2,986 |

*De-icing related emissions have not been included in these figures, however we hope to be able to account for these in the future.

| Emissions Type | Emissions (tCO ₂ e) | | | |
|------------------------------|--------------------------------|--------------|-------------|--------------|
| | FY11 | FY15 | FY20 | FY23 |
| Scope 1 | | | | |
| Gas | 789 | 1,013 | 1,221 | 909 |
| Liquid Fuels | 807 | 150 | 151 | 194 |
| Scope 2 | | | | |
| Electricity | 7,888 | 6,478 | 2,877 | 1,883 |
| Total Scope 1 & 2 | 9,484 | 7,641 | 4,24 | 2,986 |

Intensity Ratios *

| Denominator | Emissions/Energy | FY11 (Base Year) | FY23 |
|---------------------------------|-----------------------------|--------------------------------|--------------------------------|
| kgCO ₂ e/passenger | Emissions (Scope 1 & 2) | 1.91 = (9,484*1,000)/4,959,828 | 0.79 = (2,986*1,000)/3,771,269 |
| Area Occupied (m ²) | | | |
| kWh/m ² | Energy (fuel & electricity) | 145.5 | 86.2 |
| kWh/m ² | Energy (fuel- gas) | 62.9 | 43.8 |
| kWh/m ² | Energy (electricity) | 117.1 | 79.5 |

* An intensity ratio defines emissions data in relation to a specific business metric. Using ratios like this allows organisations to manage and set targets on emissions whilst also accounting for changes in a specific business metric and is a useful measure for comparison with similar types of organisations.

Waste Data

| | |
|---|-------------------------|
| Total waste generated in metric tons | 475.94 |
| Total waste diverted from landfill in metric tons | 412.96 = (475.94-62.98) |
| Total waste directed to disposal in metric tons | 62.98* |
| Total water consumption in m ³ | 37,708 m ³ |

*International Catering Waste (ICW) Cat 1 must go for immediate disposal following Brexit and the only option available is burial.

Social Metrics

Employees, Employee Hires And Employee Turnover In FY23

| | Unit | Female | Male | Total |
|---|-------|--------|------|-------|
| Total number of employees* | | 54 | 166 | 220 |
| Permanent | | 54 | 163 | 217 |
| Temporary | | 0 | 3 | 3 |
| Non-guaranteed hours | | 0 | 0 | 0 |
| Full-time | | 49 | 164 | 213 |
| Part-time | | 5 | 2 | 7 |
| Total number of new employee hires | | 11 | 29 | 40 |
| Employee age under 30 | | 5 | 6 | 11 |
| Employee age 30-50 years | | 4 | 19 | 23 |
| Employee age over 50 | | 2 | 4 | 6 |
| Rate of new employee hires | 16.2% | | | |
| Total number of employee turnover | | 13 | 45 | 58 |
| Employee age under 30 | | 5 | 5 | 10 |
| Employee age 30-50 years | | 6 | 27 | 33 |
| Employee age over 50 | | 2 | 13 | 15 |
| Rate of employee turnover | 24.2% | | | |

* Based on head count at end of reporting period

| Metric | Unit | FY23 |
|---|------------------|------|
| Employees entitled to parental leave | Male employees | 166 |
| | Female employees | 54 |
| Employees that took parental leave | Male employees | 8 |
| | Female employees | 1 |
| Employees that returned to work after | Male employees | 8 |
| | Female employees | 0 |
| Employees that returned to work after and remained for more than 12 months | Male employees | n/a* |
| | Female employees | n/a* |

*Unable to report employees that remained in employment 12 months after returning from parental leave as the reporting year is less than 12 months ago. This is also our first year of public reporting so cannot provide a figure.

| Metric | Unit | FY23 |
|------------------------------------|-------------------|--------|
| Executive Management Team | % female | 33% |
| | % ethnic minority | 0% |
| | % under 30 years | 0% |
| | % age 30-50 years | 66% |
| | % over 50 years | 33% |
| Leadership | % female | 28.6% |
| | % ethnic minority | 3.6% |
| | % under 30 years | 14.3% |
| | % age 30-50 years | 64.3% |
| | % over 50 years | 21.4% |
| All employees (220) | % female | 24.5% |
| | % ethnic minority | 7.3% |
| | % under 30 years | 17.7% |
| | % age 30-50 years | 49.1% |
| | % over 50 years | 33.2% |
| UK pay reporting | | |
| Average (mean) gender pay gap | Percentage | -9.47% |
| Average (median) gender pay gap | Percentage | 1.34% |
| Average (mean) ethnicity pay gap | Percentage | n/a |
| Average (median) ethnicity pay gap | Percentage | n/a |
| CEO pay ratio | | |
| 25th percentile pay ratio | Ratio | n/a |
| Median pay ratio | Ratio | n/a |
| 75th percentile pay ratio | Ratio | n/a |

Governance Metrics

Direct Economic Value Generated And Distributed

| | |
|--|--------------|
| Direct economic value generated in revenue | £39 million* |
|--|--------------|

*This value refers to revenue from our Companies LAL and ATCSL and therefore excludes any other activity outside our direct control such as airline and retailer revenue.

| | | |
|---|----------------------------------|---|
| Percentage of senior management at significant locations of operation that are hired from the local community. | 11% | |
| Total number and percentage of operations assessed for risks related to corruption. | Number | 0 |
| | % | |
| Total number of confirmed incidents of corruption. | 0 | |
| Total number of confirmed incidents in which employees were dismissed or disciplined for corruption. | Dismissed | 0 |
| | Disciplined | 0 |
| Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption. | 0 | |
| Number of legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organisation has been identified as a participant. | 0 | |
| Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them. | 90 days (approximately 12 weeks) | |
| Total number of incidents of discrimination during the reporting period. | n/a | |

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