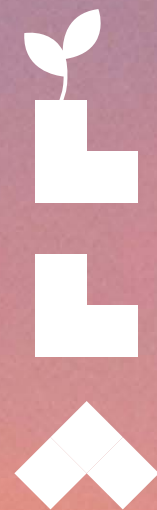


London Luton Airport



# Sustainability report 2023





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# Our Responsible Business Strategy

At London Luton Airport (LLA), we recognise our crucial role in shaping a sustainable future. We believe that being a responsible business is not only the right thing to do, it also makes us a better business. We are committed to driving improvements for our people, our community, the economy and our environment through our Responsible Business Strategy (RBS).

Despite the significant challenges posed by the Covid-19 pandemic, we have made great strides towards our RBS goals. In 2024, we updated our strategy to reflect our ongoing commitment to create a sustainable future for all. The updated RBS introduces new targets and objectives, reflecting our evolving priorities and the latest industry standards. By taking bold action to reduce our environmental impact, foster economic growth and support our community, we can create a better world for generations to come.

## RECOGNITION



2023 - LEVEL 4  
Airport Carbon Accreditation (ACA)  
– Transformation



G R E S B  
INFRASTRUCTURE  
sector leader 2023





## REPORTING SCOPE AND BOUNDARIES

This Sustainability Report provides an account of the management approach and performance trends of the material, environmental and social issues for London Luton Airport Operations Limited. The reporting period is the 2023 calendar year, but the Report also includes historical performance data. This Report includes the activities and impacts that are under the control or significant influence of London Luton Airport Operations Limited. This Report contains standard disclosures from the Global Reporting Initiative (GRI) Standard.

## CAUTIONARY STATEMENT

This Report may contain forward-looking statements which are made in good faith and are based on current expectations or beliefs, as well as assumptions about future events. You can sometimes, but not always, identify these statements by the use of a date in the future or such words as “will”, “anticipate”, “estimate”, “expect”, “project”, “intend”, “plan”, “should”, “may”, “assume” and other similar words. By their nature, forward-looking statements are inherently predictive and speculative and involve risk and uncertainty because they relate to events and depend on circumstances that will occur in the future. You should not place undue reliance on these forward-looking statements, which are not a guarantee of future performance and are subject to factors that could cause our actual results to differ materially from those expressed or implied by these statements. The Company undertakes no obligation to update any forward-looking statements contained in this Report, whether as a result of new information, future events or otherwise.





## Introduction from our CEO

Welcome to our 2023 Sustainability report, the last year in this five-year cycle on progress against our current five-year Responsible Business Strategy, launched in 2020.

In the year we celebrated our 85<sup>th</sup> birthday, this milestone presents an opportunity for reflection on both where we have come from and where we go next, and offers an opportunity to showcase the progress we have made in that time.

It is fair to say the last few years have provided some of our greatest challenges, including the global pandemic and a devastating car park fire last October. But they have also presented a number of opportunities, including a tangible acceleration of progress across our sustainability programme, in particular on Net Zero carbon, our social value impact and living our values through the 'LLA Way' – our unique guest experience programme for employees.

Our work to support our local economy and communities is impressive. In 2023, 53% of our total spend, more than £70m was with local suppliers, and around £35m went to local micro businesses. Since 2019, we have held eight events to support and encourage local businesses to bid for contracts.

The amount we have invested has increased since 2019, with last year's £500k more than doubling our contribution than in 2020. As a result of our Community Trust Fund (CTF) we've been able to support over 15,000 beneficiaries across a wide range of local projects on health, skills development, and poverty alleviation. Last year, we also successfully launched the Greener Future Fund, which is partly funded through our existing CTF grant funding process, aimed at aimed at driving innovation in areas such as biodiversity and carbon reduction.

In 2023, we made great progress on our newly launched Net Zero plan, putting in the groundwork to meet our target to be Net Zero emissions for our operations by 2040. This includes plans for a solar farm and investment, commencing the use of HVO fuel and electric vehicles across the airport fleet and continuing to purchase 100% renewable electricity. As well as driving down our own emissions we also supported our airline partners on the transition to Next Gen Aircraft with more flights at Luton operated using quieter, more fuel-efficient aircraft this summer compared to all other major European airports. Plus, the launch of the fully electrified Luton Airport Express and DART rail services in March 2023 meant over 2 million passengers travelled to and from the airport via sustainable methods in the first nine months of operation.

The robustness of our approach was recognised by ACI through our Airport Carbon Accreditation Level 4 Transformation, which shows our commitment to carbon emissions management, as well as our second consecutive year as a global leader for Environment, Social, Governance (ESG) management and performance via GRESB, an infrastructure ESG assessment tool.

Our successes come from having a phenomenal team of people and we continue to invest in our colleagues, focusing on attracting and retaining talent as we grow, and ensuring everyone who works for us feels supported, recognised and rewarded. In 2023, we implemented our first Diversity, Equality and Inclusion strategy and became a Real Living Wage workplace.

Over the last five years, we have invested strongly in health, safety and wellbeing – developing a comprehensive new strategy in 2023. Our performance has also been consistently recognised through industry awards. In 2023, we won a raft of awards, including Best Approach to Mental Health and Wellbeing, and a ROSPA silver award, demonstrating our unwavering commitment to keeping employees, customers and passengers safe from accidental harm and injury.

We've also delivered for our passengers. Thanks to the dedication of our guest experience team, we received our highest ever customer service scores in 2023 with four out of five passengers rating their experience as either very good or excellent in a global airport benchmarking scheme. Their efforts to make travelling accessible for all, also earned a 'very good' rating in the Civil Aviation Authority review of Special Assistance provision at UK airports.

2023 also laid the foundations for LLA's plans for responsible and sustainable future growth. The Secretaries of State for Transport and Local Government, Communities and Housing approved our plans to increase passengers from 18 to 19 million a year.

Separately, the airport freeholder, Luton Rising, submitted its application for a Development Consent Order (DCO) to increase passenger numbers to 32 million per year over the next two decades, which includes additional infrastructure and a novel green controlled growth mechanism that sets legally binding environmental limits. A decision on that is expected later in 2024.

With Luton Rising and the Council more widely we share in the belief of the benefits any future growth will create within our community. The Council's Luton 2040 vision to ensure the town is a healthy, fair and sustainable place where everyone can thrive and no-one has to live in poverty is a vision we share and one the airport can play a vital role in making a reality for the town's folk.

As you might expect, this year's report is slightly longer than last year's, bringing together an overview of our five-year progress, an update on our environmental and social sustainability work in 2023, as well as a look at our exciting plans for the future. Thank you for your continued support, and I look forward to building on our progress over the next five years.

**Alberto Martin**  
CEO, London Luton Airport



# About London Luton Airport

As one of the UK's busiest airports, London Luton Airport (LLA) plays a vital role in connecting people and places across the world. In 2023, we proudly carried 16,195,502 passengers, marking a further increase (23%) from the previous year as demand for air travel continued to increase following the Covid-19 pandemic.

London Luton Airport is owned by Luton Council (LC) through Luton Rising and operated on a concession basis by London Luton Airport Operations Limited (LLAOL). LLAOL is owned by Aena, the world's largest airport operator, and Infrabridge, a global investment manager.

At LLA, we are committed to delivering an exceptional travel experience for all our guests, while also driving sustainability and responsibility across our operations. Through our state-of-the-art facilities, cutting-edge technology and world-class service, we strive to set the standard for excellence in aviation.



"As the fifth busiest airport in the UK, London Luton Airport is the largest employer in Luton, supporting 28,400 jobs in the UK and 10,900 through direct employment. The positive local and regional economic impact that the airport delivers is considerable, and its long-term sustainable growth will therefore play a vital role in our social impact strategy and the wellbeing of the local economy."

— Nick Platts, Managing Director, Luton Rising

## OUR UNIQUE APPROACH

London Luton Airport is unique in that our freeholder, Luton Rising, is owned by Luton Council (LC). We work in collaboration with our partners Luton Rising and LC, and engage closely with our neighbours, local residents and regional policy makers. This means we have a good view of our impacts as a neighbour and business partner.

Luton Rising has developed a long-term plan for the airport which is focused on growing the benefits of the airport to the community. The plan includes an aspiration to grow passenger numbers, community investment and jobs whilst leading on sustainability through a Green Controlled Growth framework.

We have developed our Responsible Business Strategy to align with LC's sustainability objectives and have grown our sustainability team to deliver it. As a business owned by the world's leading airport operator and a global investor, we take our broader corporate responsibilities seriously. We strive to deliver our corporate and societal objectives, from how we treat our employees and business partners, to reducing our environmental footprint and improving customer experience. As a responsible business partner, we work hard to align our stakeholders' varied interests to ensure sustainable outcomes.

## THE AIRPORT'S LIFECYCLE COVERS FOUR MAIN AREAS:



### 1 SURFACE ACCESS:

#### GETTING TO AND FROM THE AIRPORT

Guests, employees and goods travel to and from the airport using a wide range of modes of travel. The airport is served by Luton Airport Parkway station and the DART, as well as good road access and excellent coach, bus and taxi services. We directly operate short- and long-stay car parks on-site and a kiss-and-fly facility, and work with other transport providers to make the airport accessible to everyone.



### 2 OUR OPERATIONS:

#### TERMINAL, SECURITY, CARGO, MAINTENANCE, FIREFIGHTING AND ADMINISTRATION

Our own operations focus on delivering a great experience for guests. We operate the terminal, maintain the buildings and airfield, and provide all airport security and firefighting functions. Our team also includes a wide range of office-based support functions based in Percival House.



### 3 THIRD-PARTY OPERATIONS:

#### CONCESSIONS, AIRLINE GROUND OPERATIONS AND GROUND CREW

Third parties are responsible for many activities at the airport. Terminal shops and restaurants are all run by concessionaires, and our airline partners also have significant operations to manage and maintain aircraft. Baggage handling is also managed by third parties. We don't control these processes directly but work closely with all on-site partners.



### 4 AIRFIELD OPERATIONS:

#### ARRIVALS & DEPARTURES, AND AIRCRAFT GROUND MOVEMENTS

LLA's responsibility for aircraft emissions includes arrival and departure, cruising, and movement on the ground. The airlines are responsible for aircraft, but we have a range of processes and controls in place to minimise noise, carbon emissions and risks.

## SUSTAINABILITY VISION

Our Responsible Business Strategy sets out our ambition to be champions in sustainable aviation. We aim to be a good neighbour and employer, to minimise our environmental impact and to benefit our community.





# Meet our sustainability team

Our sustainability team leads the delivery of our Responsible Business Strategy, working alongside colleagues across the business.



**David Vazquez**  
Head of Sustainability



**Liga Apsite**  
Net Zero Senior Manager



**Louise Hanlon**  
Community & CSR Manager



**Siobhan Pereira**  
ESG Performance Manager



**Joshua Keating**  
Community & CSR Executive



**Bethany Marx**  
Sustainability Executive



**Jack Wright**  
Sustainability Performance Executive



**Nicole Walker**  
Net Zero Executive



**Hannah Dunford**  
Sustainability Coordinator

“This year, in the final year of our current RBS cycle, I am immensely proud of the progress we have made towards becoming Champions in Sustainable Aviation and our target to reach Net Zero carbon by 2040.

Our collective efforts have driven measurable improvements in many areas, including making a positive social impact on our communities. I want to extend my thanks to every colleague for their support and dedication, and I look forward to delivering the new RBS.”

— David Vazquez, Head of Sustainability, LLA





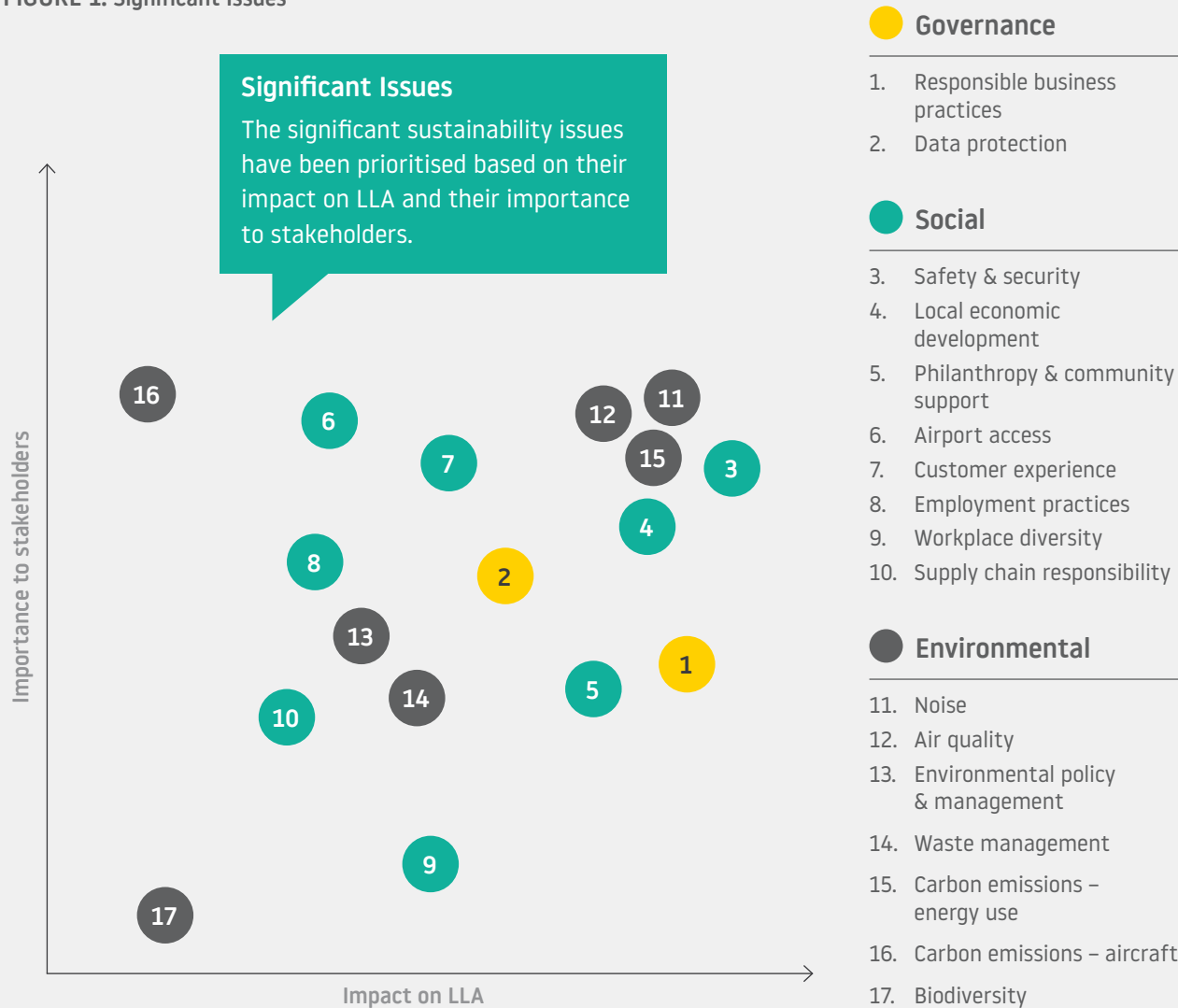
# Evolving our Responsible Business Strategy

In 2024, the current five-year cycle of our Responsible Business Strategy will come to an end, and we will publish our updated strategy taking us from 2024 to 2027.

Looking back to our first Responsible Business Strategy, we conducted an in-depth materiality assessment, analysing our actions and potential for improvement, and gathering input from local stakeholders, partners and departments across the business. We also analysed sector peers and benchmarked our community engagement strategies to date against best practice. (See Fig. 1)

We applied a similarly in depth approach to update our RBS for the next cycle. More detail on this process is covered in the Governance section of this report, along with some further information about what the updated strategy will cover. The new RBS will be published in the second half of 2024.

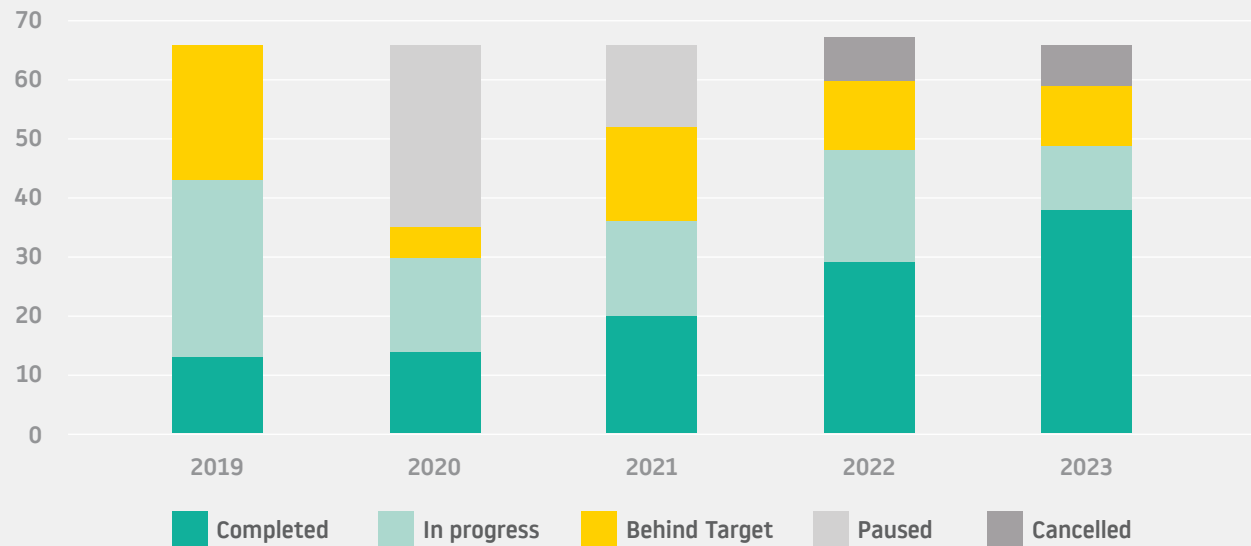
FIGURE 1: Significant Issues



# Five years of impact through the RBS

|                      |                    |                 |
|----------------------|--------------------|-----------------|
|                      |                    |                 |
| PASSENGERS           | AIRCRAFT MOVEMENTS | CARGO           |
| 201917,999,969       | 2019141,481        | 201936,906      |
| 20204,585,787↓ 70%   | 202061,558↓ 56%    | 202032,693↓ 11% |
| 20215,472,786↓ 16%   | 202163,693↑ 3%     | 202126,108↓ 20% |
| 202213,136,952↑ 186% | 2022118,060↑ 85%   | 202232,001↑ 23% |
| 202316,195,502↑ 23%  | 2023128,442↑ 9%    | 202326,043↓ 19% |

FIGURE 2: RBS Target progress



**\*Some targets were either paused or cancelled for a number of reasons. Full details for each target can be found within the rest of the report**

**Paused:** In 2020 and 2021 it was necessary to pause a number of targets due to the consequences of the Covid-19 pandemic – including reduced staff and projects being postponed.

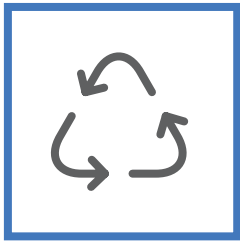
**Cancelled:** 2023 was the last year of the current RBS and some targets were cancelled for a variety of reasons, including:

- Accreditation no longer available so cannot be obtained (waste to landfill)
- Change of approach / strategy within teams
- New programmes being developed making former targets redundant



# Impact of the strategy

## Ensure environmental responsibility and efficiency



**74%**  
Recycling rate in 2023  
our highest rate yet

FIGURE 3: Scope 1 and 2 emissions per million passengers

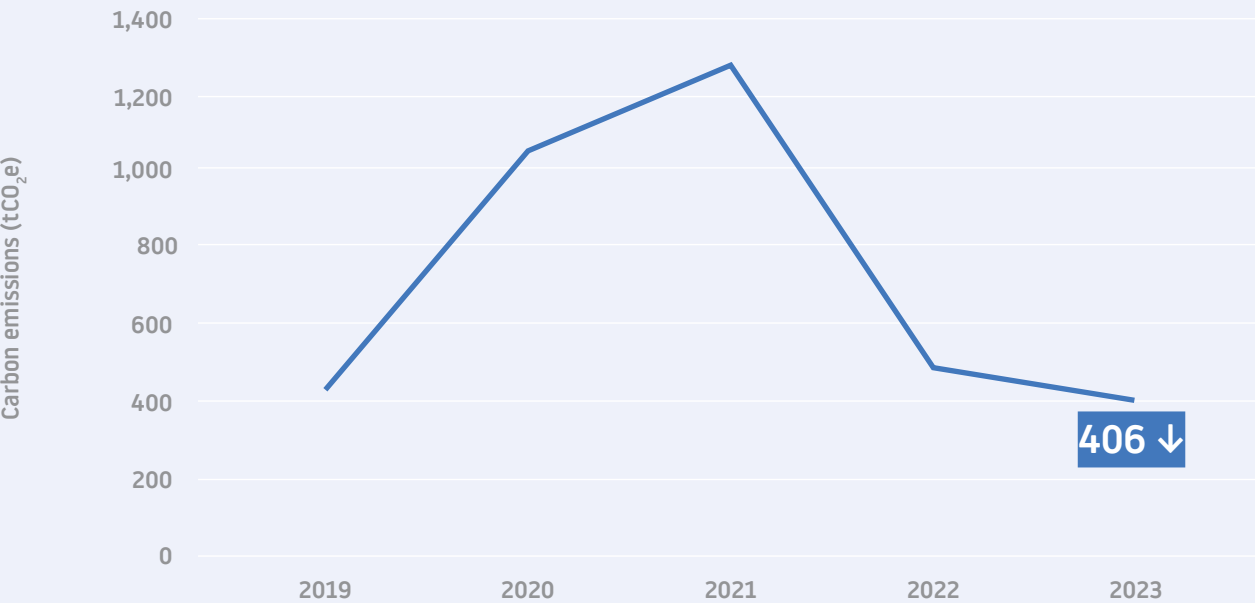


FIGURE 5: Recycling rate

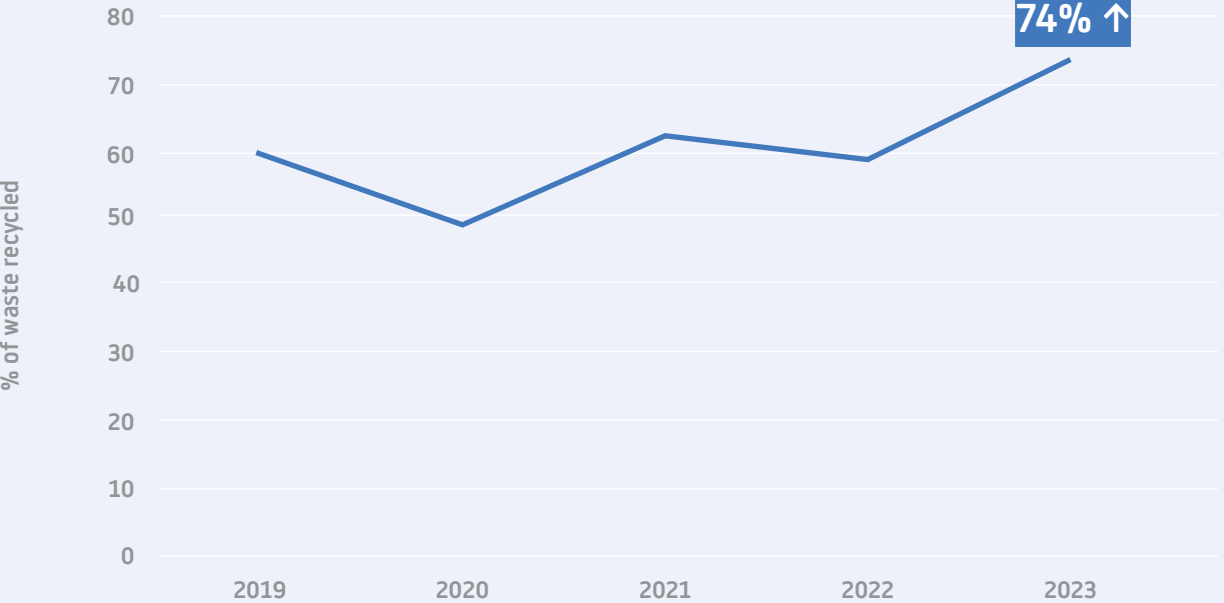


FIGURE 4: Electricity use per passenger

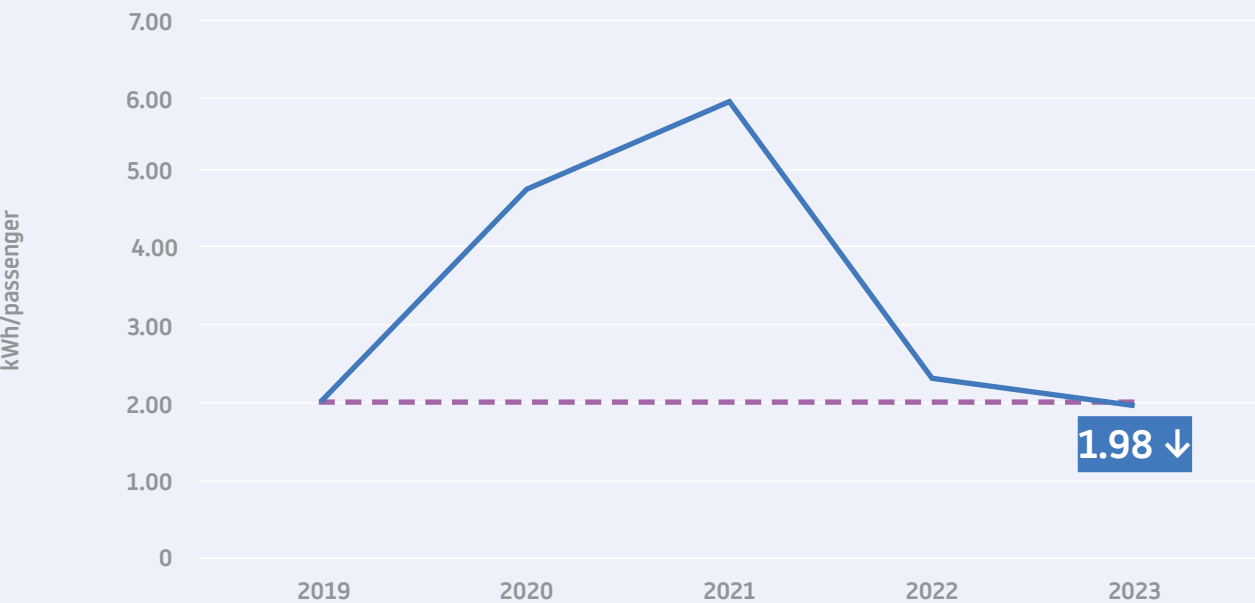


FIGURE 6: Water use per pax

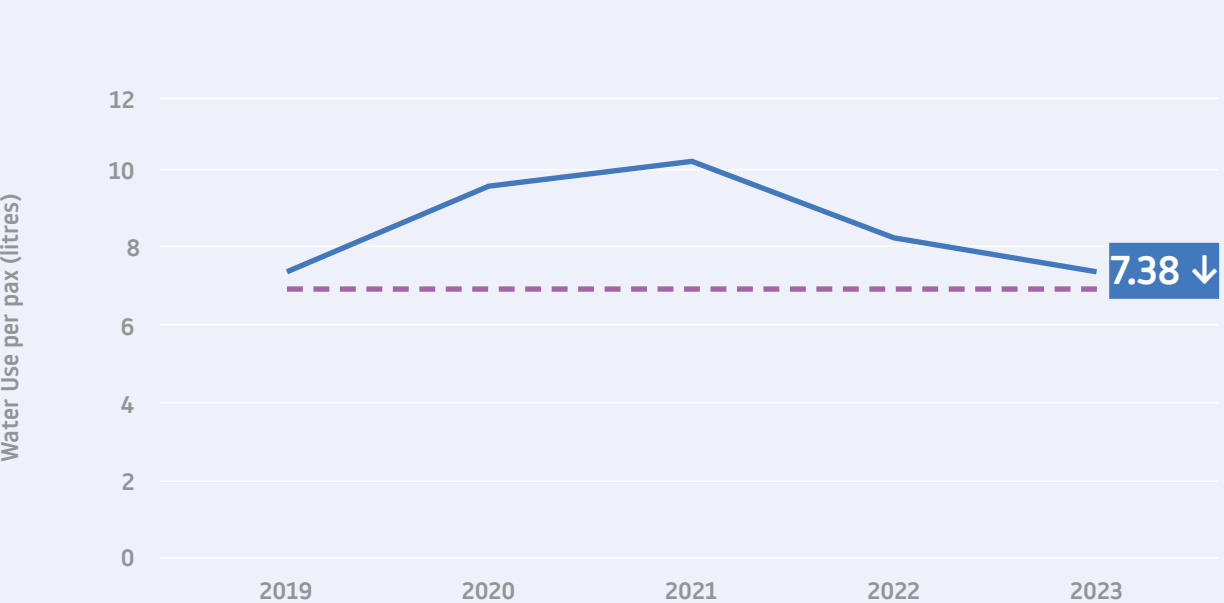




FIGURE 7: % of aircraft movements using Continuous Descent Approach

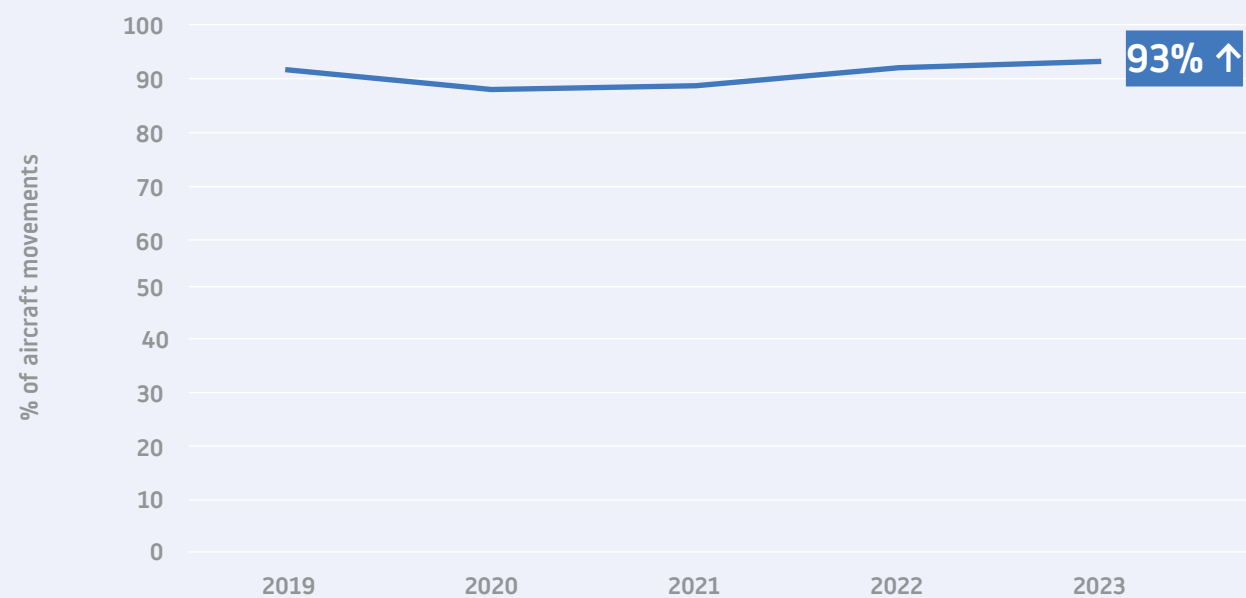
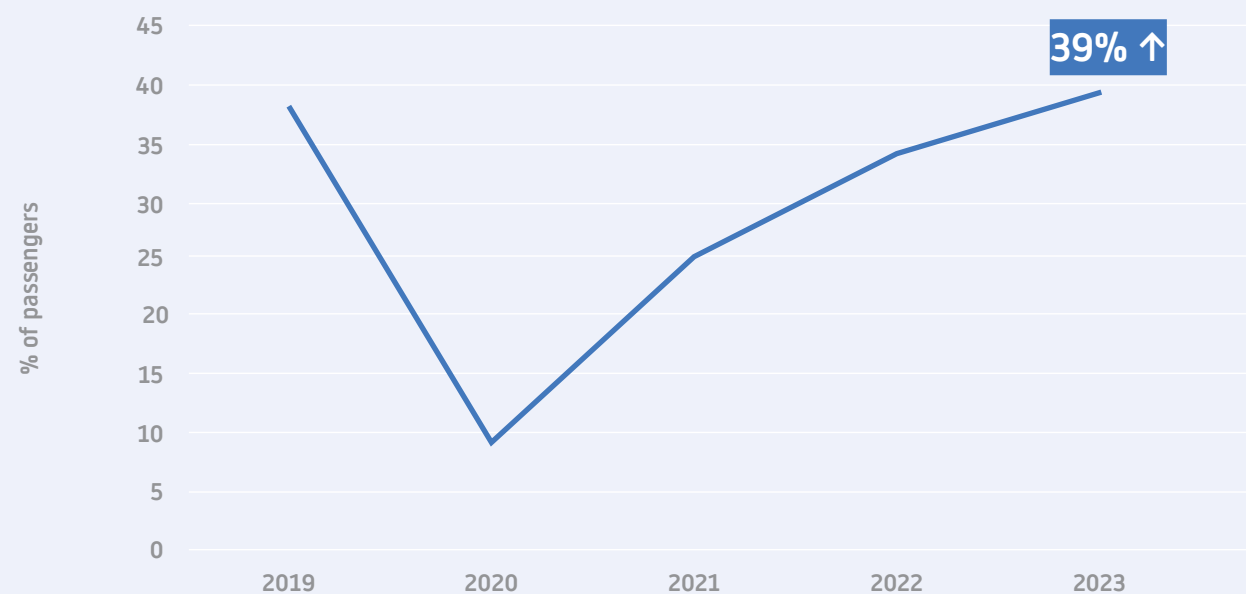
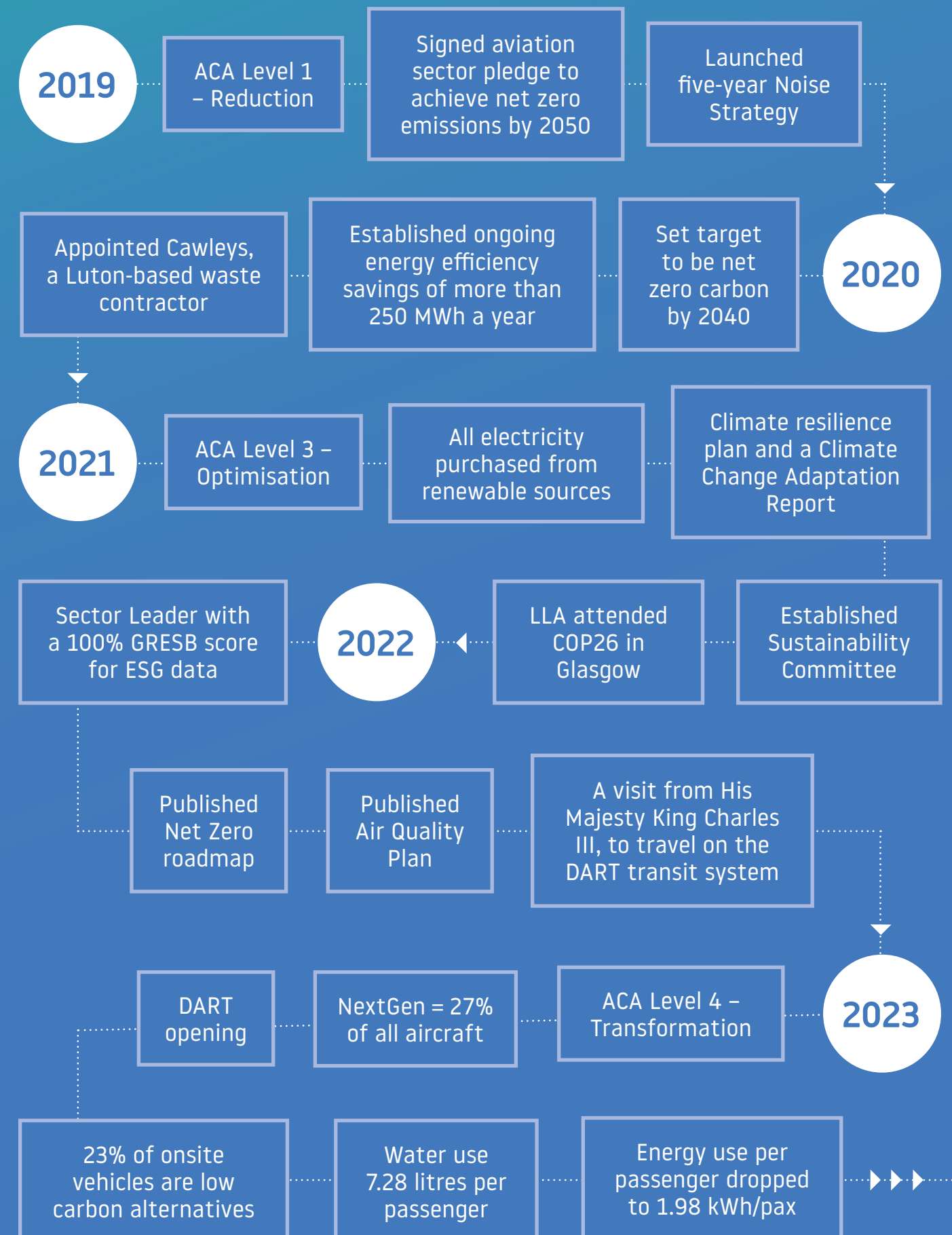


FIGURE 8: % of passengers using sustainable transport



**39%**  
of passengers using sustainable transport  
and we are working to increase this percentage

## Five-year highlights: Environment

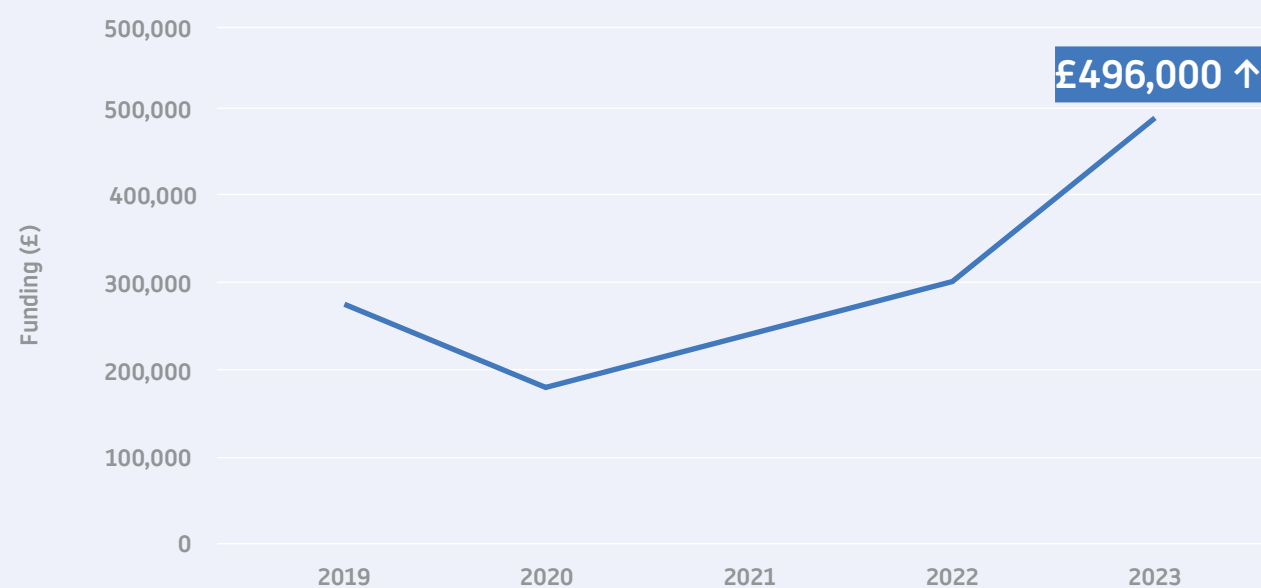






## Impact of the strategy Supporting our community

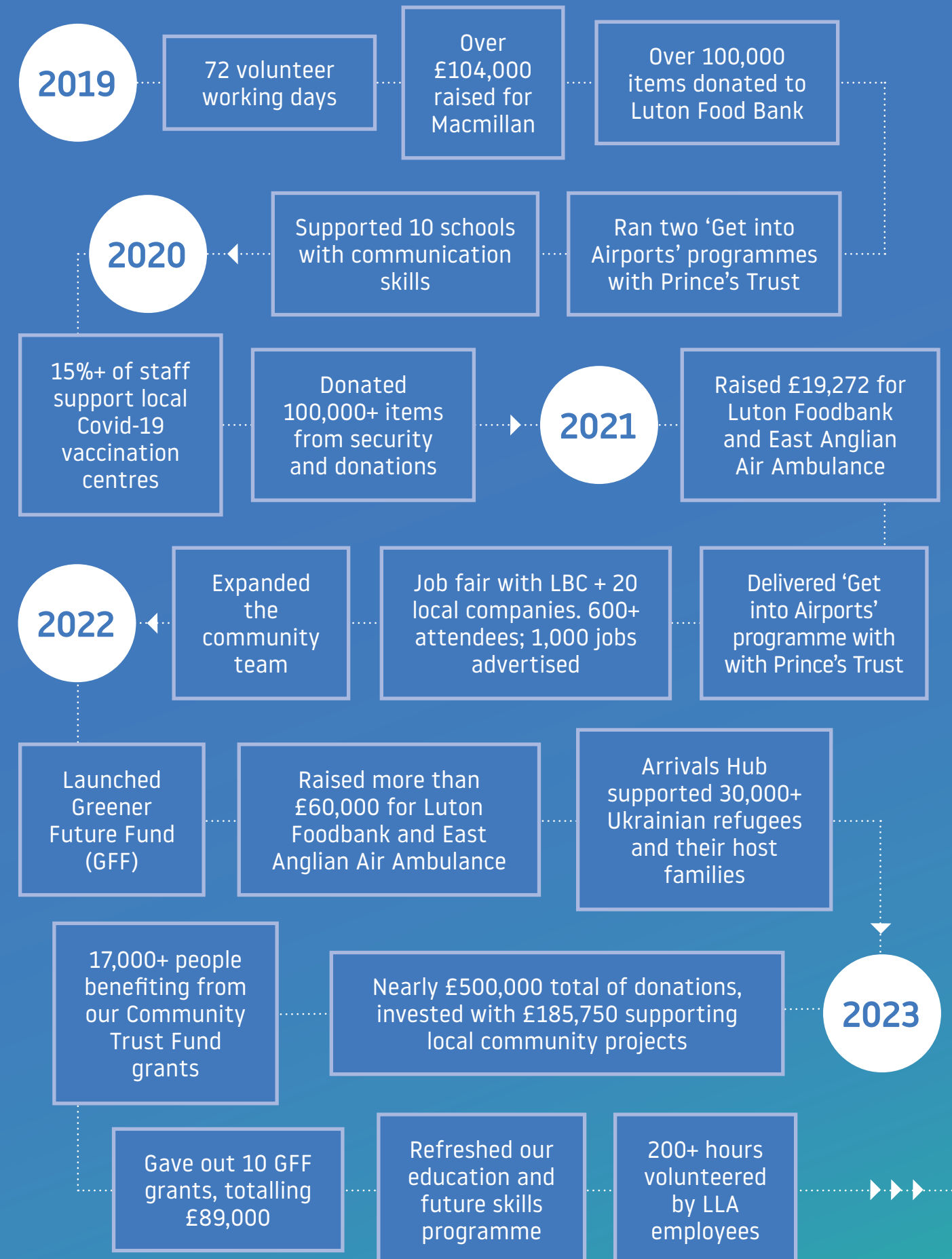
FIGURE 9: Total community funding



# £496,000

Community funding invested in 2023  
our largest amount yet

## Five-year highlights: Community





# Impact of the strategy

## A safe and secure airport

FIGURE 10: Spillages

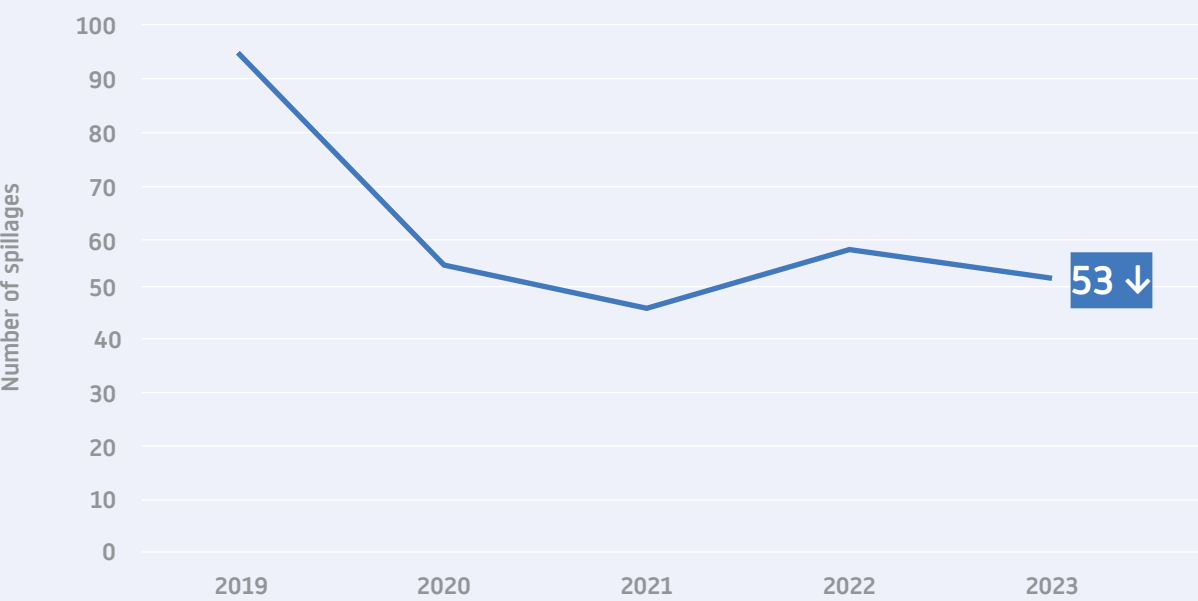
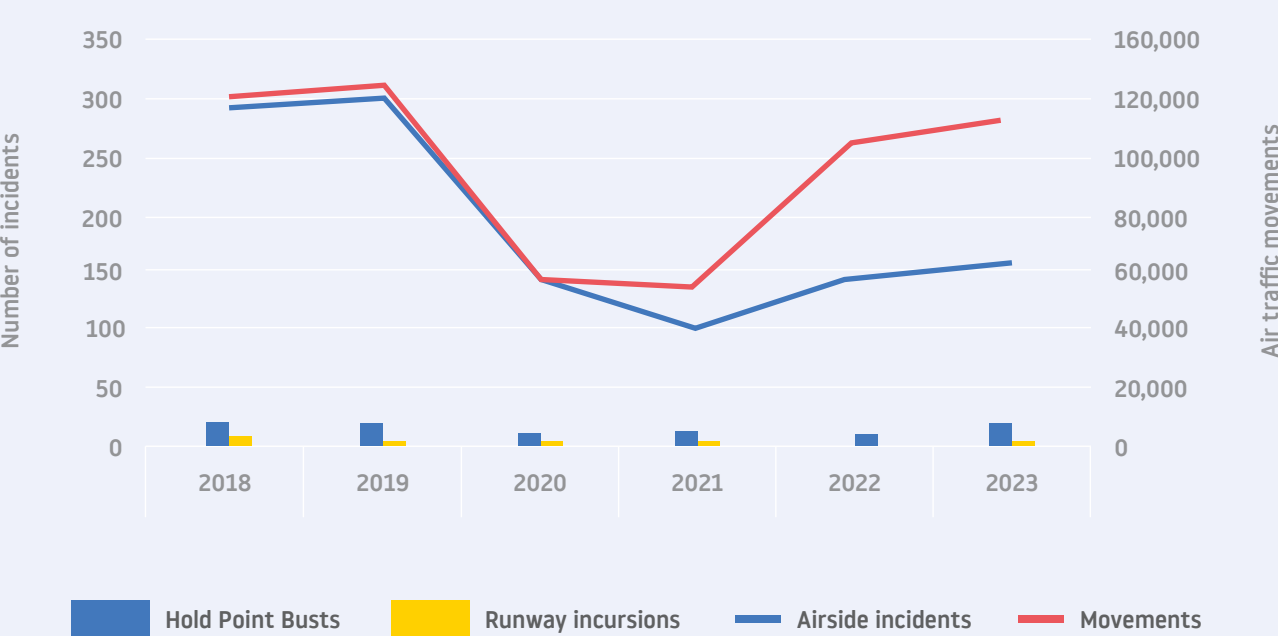
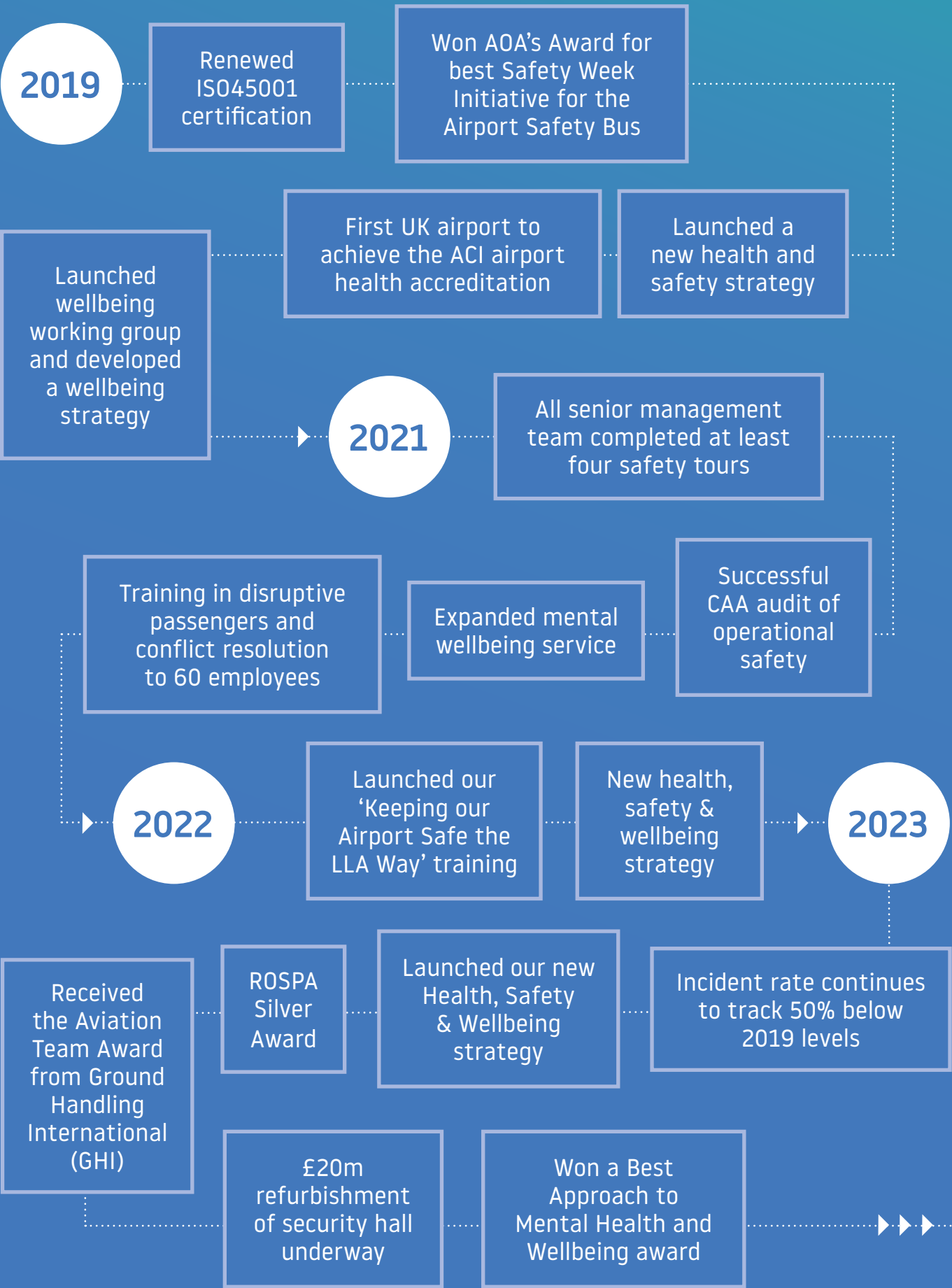


FIGURE 11: Airside safety – annual chart



## Five-year highlights: Safe & secure





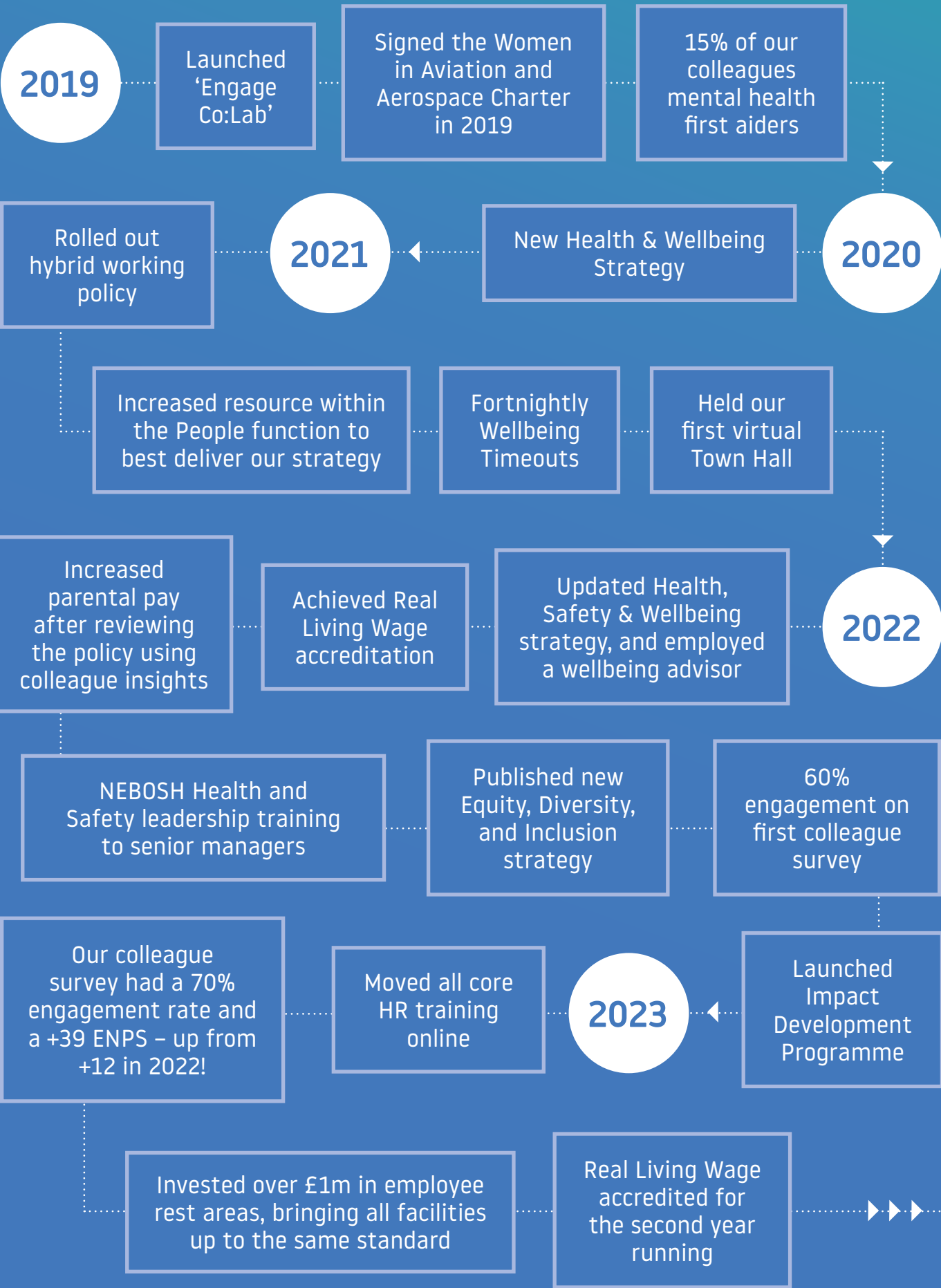
# Impact of the strategy

## Grow with our people

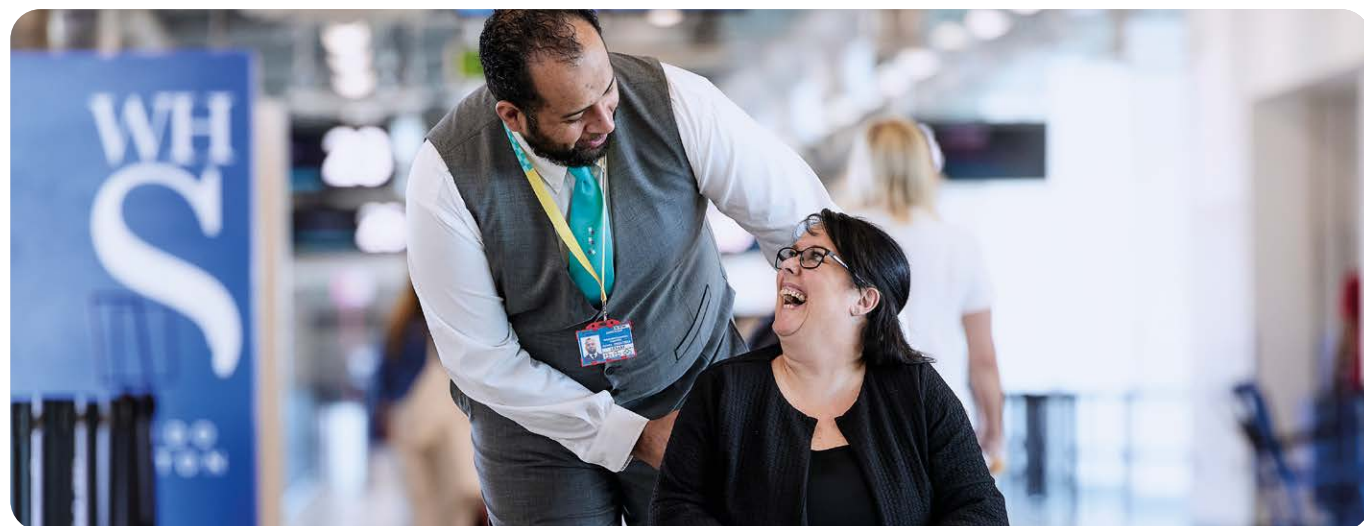
MEDIAN GENDER PAY GAP:



### Five-year highlights: Our people



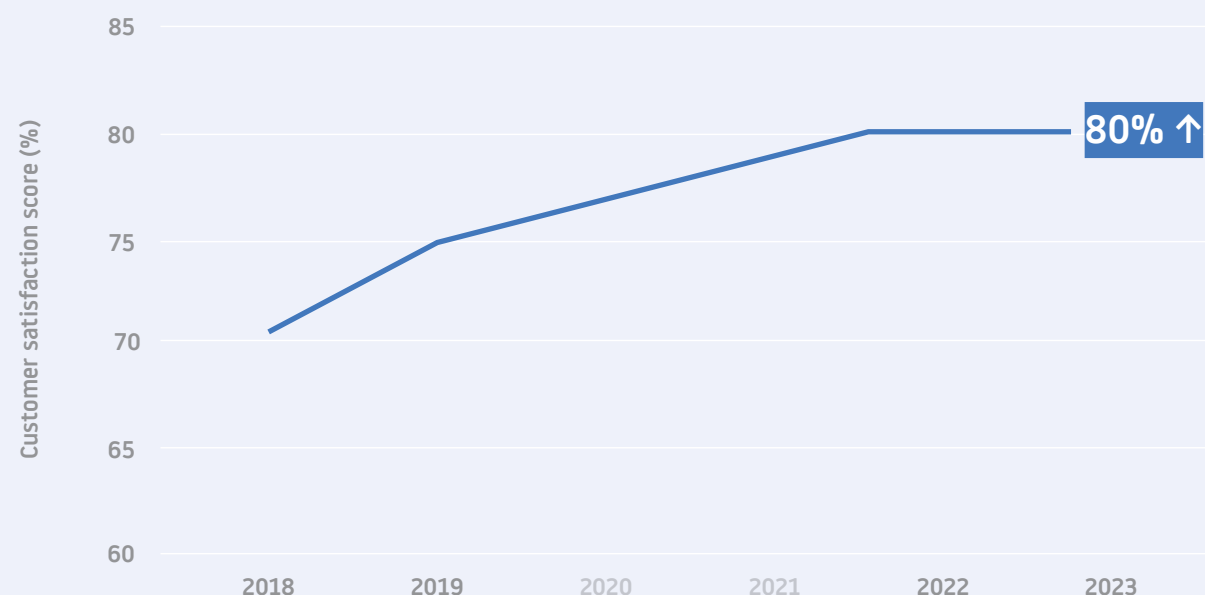




## Impact of the strategy

### Deliver great customer experience

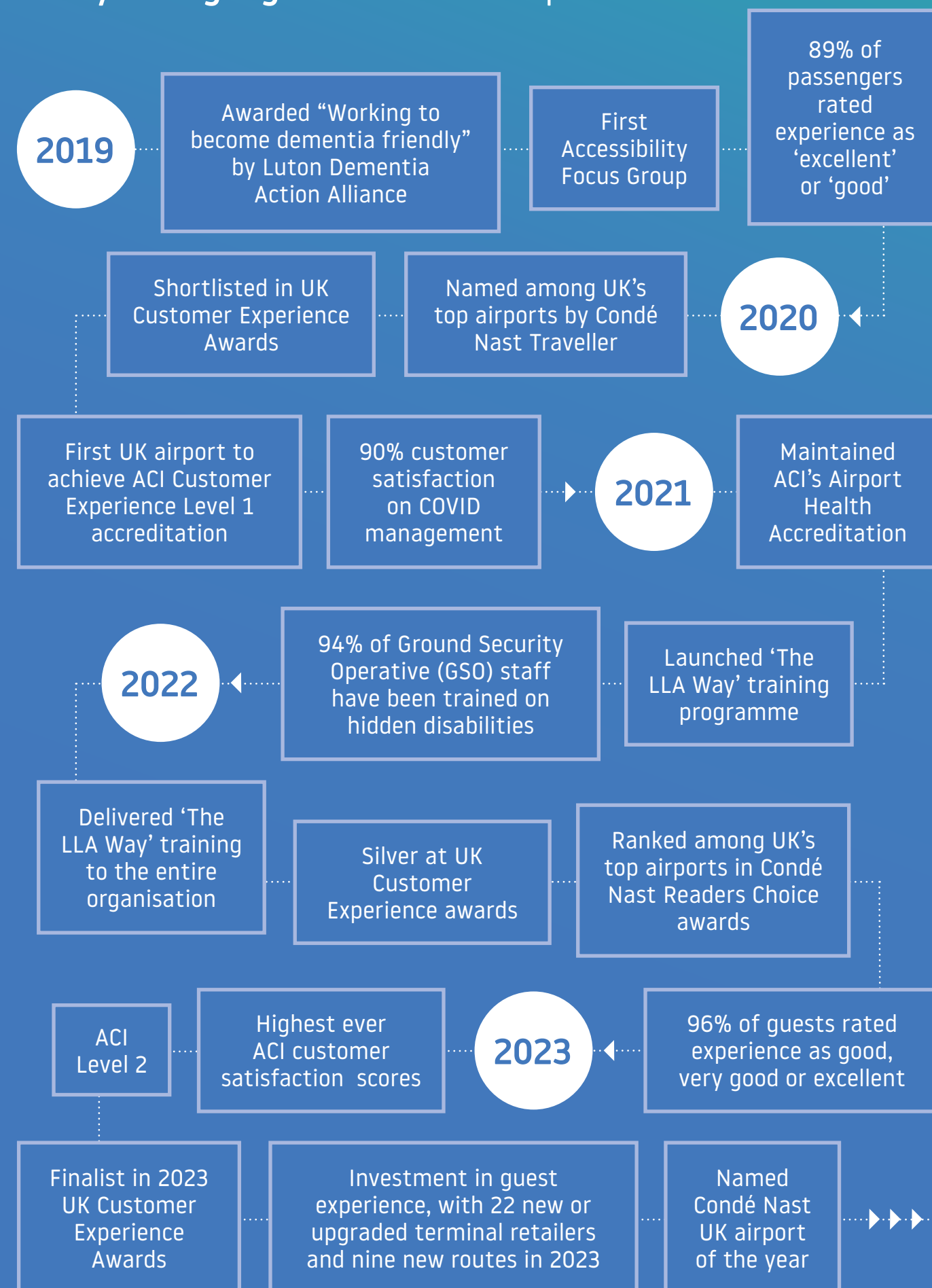
FIGURE 12: ASQ customer satisfaction score



# 80%

ASQ customer satisfaction score  
up 5% from 2019

## Five-year highlights: Customer experience

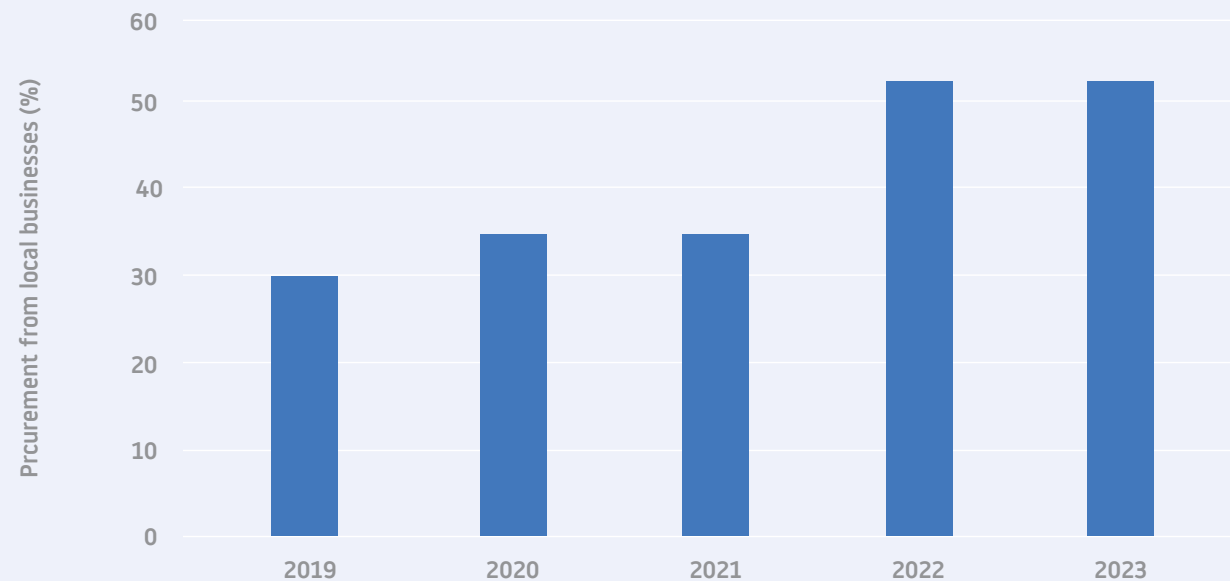




# Impact of the strategy

## A sustainable supply chain

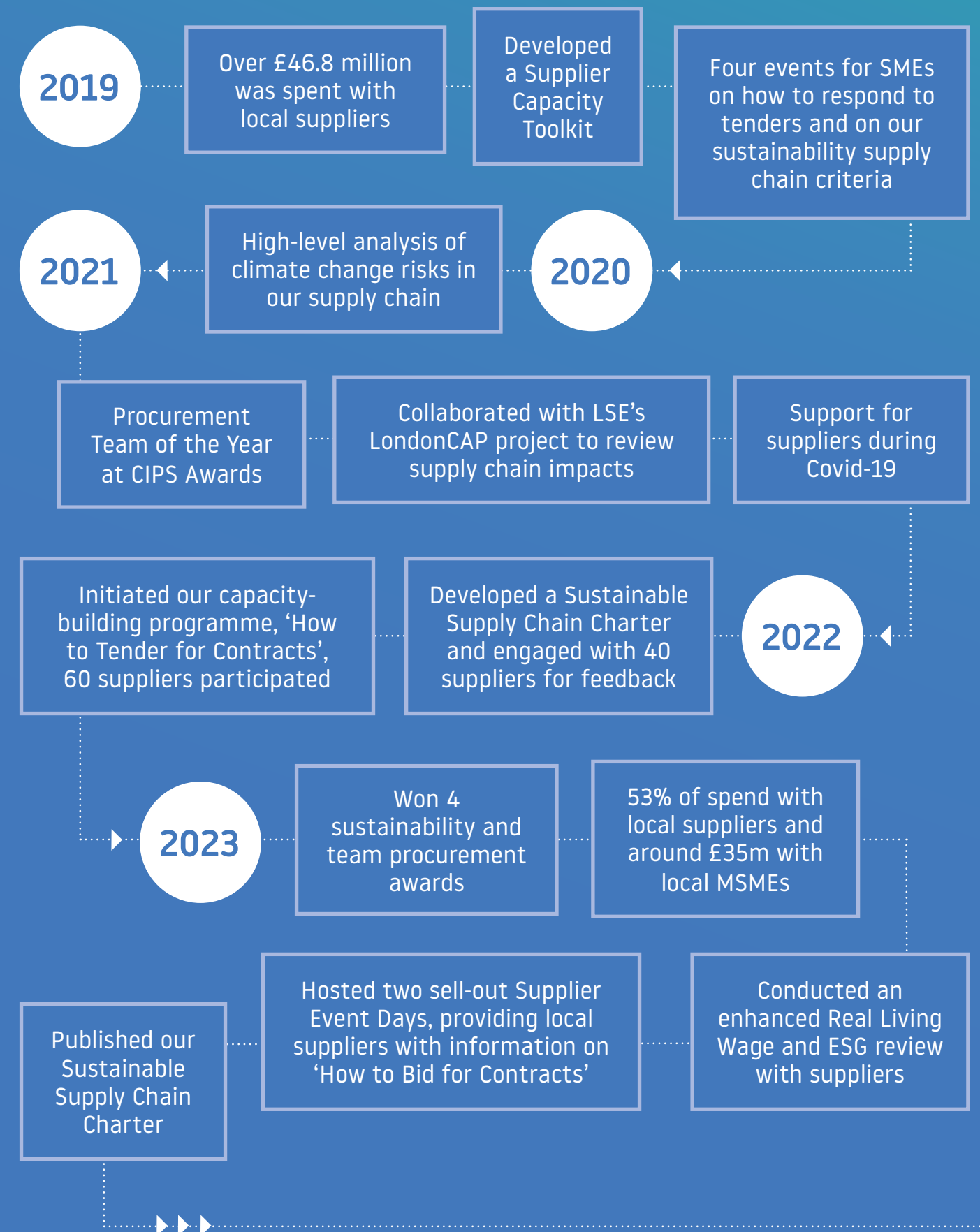
FIGURE 13: Local procurement



# 53%

Local procurement  
equalling our 2022 high

## Five-year highlights: Supply chain





# 2023: Highlights

1



CELEBRATED OUR 85TH BIRTHDAY WITH EMPLOYEES, GUESTS, PARTNERS AND THE LUTON COMMUNITY

2

SECURED PERMISSION TO GROW TO 19M PASSENGERS PER YEAR

3



NAMED CONDÉ NAST UK AIRPORT OF THE YEAR

4



DART CARRIED 2M PASSENGERS IN ITS FIRST 9 MONTHS

5

£20M REFURB OF SECURITY HALL UNDERWAY

6

IMPLEMENTED NEW ENERGY EFFICIENCY MEASURES, SAVING 750KWH ANNUALLY

7



POWERED BY ENERGY FROM 100% RENEWABLE SOURCES ... AND ON TRACK TO GENERATE 25%+ OF OUR OWN SOLAR ELECTRICITY FROM 2026

8





£60K RAISED FOR CHARITY PARTNERS

9

NEARLY £500,000 TOTAL DONATIONS, WITH £185,750 SUPPORTING LOCAL COMMUNITY PROJECTS

GAVE OUT 10 GREENER FUTURE FUND GRANTS, TOTALLING £89,000

10

1000+ TREES PLANTED

11

380 HOURS VOLUNTEERED BY LLA'ERS



12

1.4M+ COFFEE CUPS COLLECTED AND RECYCLED

STOPPED 2000+ TONNES OF RUBBISH GOING TO LANDFILL



13



BEST APPROACH TO MENTAL HEALTH AND WELLBEING AWARD

14



REAL LIVING WAGE ACCREDITED FOR SECOND YEAR RUNNING

15

+37 ENPS, UP FROM +12 IN 2022

16

THREE MORE COHORTS OF LEADERSHIP DEVELOPMENT PROGRAMME AND LAUNCHED INCLUSIVE IMPACT DEVELOPMENT PROGRAMME



17

HIGHEST EVER ACI CUSTOMER SATISFACTION SCORES

18

LAUNCHED 'LICENCE TO SERVE' TRAINING TO THIRD-PARTY EMPLOYEES

19

LLA RETAINED ITS TOP POSITION GLOBALLY AS GRESB SECTOR LEADER

20

53% OF SPEND WITH LOCAL SUPPLIERS, AROUND £35M WITH LOCAL SME ... HOSTED TWO SELL-OUT SUPPLIER EVENT DAYS



# Our ESG priorities

London Luton Airport is committed to addressing the most important Environmental, Social, and Governance (ESG) challenges facing our business and our stakeholders. Our Responsible Business Strategy (RBS) reflects this commitment, focusing on the six priority areas we identified through a rigorous materiality assessment, based on the AA 1000 Assurance Standard.

These areas are important to our operations, local people, our employees and stakeholders. The materiality assessment involved an in-depth analysis of our current ESG management to identify potential for improvement, collating extensive input from our network of stakeholders. We also consulted partners and departments across the business, ensuring our strategy would work for everyone. We analysed sector peers and benchmarked our sustainability programme against best practice. We identified the most compelling ESG issues and prioritised them based on their impact on the airport and their importance to stakeholders.

## STRATEGY FOCUS

Our Responsible Business Strategy concentrates on six key areas:



**PAGE 32**  
Ensure environmental responsibility and efficiency



**PAGE 108**  
Grow with our people



**PAGE 78**  
Supporting our community



**PAGE 122**  
Deliver great customer experience



**PAGE 92**  
A safe and secure Airport



**PAGE 132**  
Sustainable supply chain

Our work in each area is supported by a robust governance structure which provides the leadership and resources for effective management. We have identified actions and targets for each focus area, covering all our key environmental, social and governance issues.





# Ensure environmental responsibility and efficiency

Our aim is to minimise the environmental impacts from London Luton Airport. We set targets to address our key challenges, including carbon emissions, noise, waste and air quality.

## IN THIS SECTION:



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Carbon emissions



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Energy



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Climate change



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Sustainable passenger surface access



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Waste



**PAGE 56**  
Single-use plastics



**PAGE 57**  
Air quality



**PAGE 59**  
Noise



**PAGE 68**  
De-icing



**PAGE 69**  
Spills



**PAGE 69**  
Light pollution



**PAGE 70**  
Water



# Highlights from 2023

Achieved ACA Level 4 Transformation accreditation,

becoming the third major UK airport to do so in 2023.

27% of flights made with Next Generation aircraft,

saving over 11,000 tCO<sub>2</sub>e. That's up from just 5% of flights in 2019.

Engaged with government, airlines and technical consultants to accelerate viability of Sustainable Aviation Fuel.

2.1m passengers used the DART in its first 9 months,

replacing the bus shuttle service.

39% of passengers travelled to and from the airport via sustainable transport modes.

23% of our onsite vehicles are 'low carbon' alternatives – HVO or EV.

Energy efficiency measures from 2022 and 2023 equate to annual savings of 149 tCO<sub>2</sub>e.

Energy use per passenger dropped to 1.98 kWh/pax, hitting our energy reduction target.

Partnering with Cranfield University

to collaborate on sustainability research and innovation.

74% recycling rate and zero waste to landfill.

Awarded a Gold 'Green World Award' with waste partner Cawleys.

Water use was 7.38 litres per passenger, our lowest yet.

# Carbon emissions, energy and climate change

Climate change is already affecting many aspects of our society, and it continues to be one of the most pressing issues facing our future. In 2019, aviation accounted for 8% of total UK greenhouse gas emissions<sup>1</sup>. The UK Government has committed to achieving Net Zero carbon by 2050. It published its Jet Zero strategy in 2022, with the objective to achieve Net Zero carbon emissions from aviation while ensuring sustainable growth in the sector.

At London Luton Airport, we are well aligned with the Government's vision for the future of aviation. We are committed to significantly reducing our carbon emissions while increasing our resilience to better withstand the disruptive effects of climate change. In 2022, we published our Net Zero roadmap, and have a target to reach Net Zero airport emissions (scope 1 and 2) by 2040. This roadmap sets out six key action areas, which focus on on-site renewables, phasing out natural gas, adopting low-carbon fuels, energy efficiency and low carbon energy. We have also established a climate resilience plan to guide our response to changes in physical, market and regulatory environments driven by climate change.

Delivering Net Zero for aviation requires ambitious collaboration and innovation to deliver new fuels, technologies and approaches. We will work with our stakeholders, including the airport freeholder Luton Rising, airline partners, suppliers and concessionaires, to scale up emissions reductions across our scope 3 sources.

The publication of our updated RBS in autumn 2024 will set out our increasing ambition and commitment to build a sustainable future for aviation.



"I'm proud to be part of such a dynamic and passionate team of sustainability experts. 2023 had many milestones as we deliver against our Net Zero roadmap – from transitioning over 20% of vehicles to low-carbon alternatives whilst working towards our plan to achieve 25% on-site solar and achieving Level 4 ACA accreditation.

I'm confident our updated RBS will further accelerate our progress towards becoming a Net Zero airport and help to minimise our wider environmental impacts."

— Liga Apsite, Net Zero Senior Manager, LLA





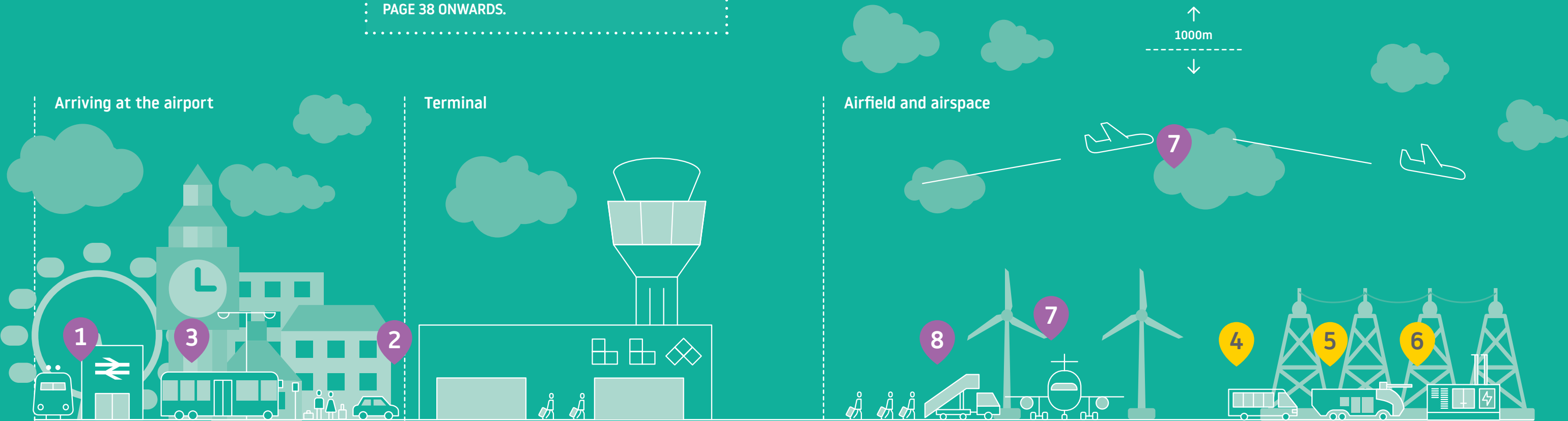
# Carbon emissions

CARBON EMISSIONS FROM OUR OPERATIONS (SCOPE 1 AND 2) MAKE UP 0.48% OF OUR TOTAL FOOTPRINT.

IN 2023, 73% OF OUR PARTNER IMPACT (SCOPE 3) CAME FROM AVIATION EMISSIONS (LANDING AND TAKE-OFF, CRUISE, CLIMB AND DESCENT, AND ENGINE TESTING).

7% OF OUR PARTNER IMPACT CAME FROM PASSENGER SURFACE ACCESS.

REMAINING % MADE UP FROM MULTIPLE SCOPE 3 SOURCES WHICH YOU CAN FIND ON PAGE 38 ONWARDS.





1

2

3

5

6

4

OUR AIRPORT EMISSIONS (SCOPE 1 AND 2)

Terminal

1 Electricity use

2 Gas use for heating

3 Refrigerant losses

Airfield

4 Fuel use in vehicles

5 Firefighting activities

6 Fuel use for power

OUR PARTNERS' EMISSIONS (SCOPE 3)

Arriving at the airport

1 Passenger travel

2 Colleague business travel

3 Colleague commute

Terminal

4 Electricity use by tenants

5 Water management

6 Waste management

Airfield and airspace

7 Aircraft landing and take-off

8 Ground support equipment



OUR CARBON MANAGEMENT APPROACH

LLA's direct emissions (scope 1 and 2) account for just 0.48% of our total emissions. The remaining emissions come from our partners (scope 3), mostly from our aircraft emissions across Cruise, Climb and Descent (CCD) and the Landing and Take-off Cycle (LTO), from Well-to-tank (WTT) emissions, and from guests travelling to and from the airport.

Over the last couple of years, we have expanded what we include in our reporting of scope 3 emissions. In 2022, we began reporting CCD and Supply Chain emissions. These emissions were previously reported separately but we are now looking to include them within our total carbon footprint, as well as WTT emissions. This is in line with the latest best practice and will allow us to report the benefits of alternative fuels such as Hydrotreated Vegetable Oil (HVO) and Sustainable Aviation Fuel (SAF).

Additionally, 2023 was the first year operations returned to near-normal following the pandemic. While our numbers are still below 2019 levels, we now have a better comparison of normal operations. As we continue to implement our Net Zero roadmap, we will start to see improvements against this.

Our approach to carbon management was recognised in 2023 when we achieved the Airport Carbon Accreditation (ACA) Level 4 Transformation. We were the third major UK airport to do so. The ACA scheme is overseen by Airports Council International (ACI) and independently assesses airports on their efforts to manage and reduce airport carbon emissions.

ACHIEVING ACA LEVEL 4 ACCREDITATION

To earn Level 4 accreditation, we demonstrated action that aligns with global climate goals, which includes developing a Stakeholder Partnership Plan demonstrating how we actively drive third parties at the airport towards delivering emissions reductions themselves, either through their own reduction plans or through measures initiated by LLA. This includes initiatives such as the opening of the DART, increasing the use of Sustainable Aviation Fuel, and waste reduction initiatives.

We will continue to do what we can to influence and accelerate the sector-wide response to tackling the climate crisis, including:

- Working with airline partners to introduce even higher levels of fuel efficient aircraft
- Finding ways to increase the use of Sustainable Aviation Fuels
- Reducing the impacts of Surface Access by increasing the proportion of those travelling by sustainable modes
- Actively aligning with emerging policy from government
- Participating in key industry forums and collaborating across our sector

OUR CARBON PERFORMANCE

We calculate our total carbon emissions (scope 1, 2 and 3) in line with the Greenhouse Gas (GHG) Protocol, the world's most widely used greenhouse gas accounting standards. We follow industry best practice in our methodology and seek external validation via the Airport Carbon Accreditation (ACA) carbon management certification standard. Over the last couple of years, we have expanded our footprint measurement in line with best practice and to meet the requirements of Level 4 (Transformation) of the ACA scheme.

We align our programme and targets with emerging government guidance. In particular, we are well aligned with the Government's Jet Zero strategy. We compare our carbon emissions and set our Net Zero targets against a 2019 baseline, because this is the most recent period in which LLA was operating at full operational capacity, with the highest passenger numbers seen at LLA.

OUR ANNUAL EMISSIONS TRENDS

The airport's total reported carbon emissions (scope 1, 2 and 3) increased from 225,974 tCO<sub>2</sub>e in 2022 to 1,379,526 tCO<sub>2</sub>e in 2023. This sharp increase came mainly because of the expansion of our reporting to include more scope 3 emissions, such as Well-To-Tank (WTT) emissions. We also saw an increase in aircraft movements and passenger numbers, which are still recovering following the end of Covid-19 travel restrictions. However, there was a reduction in carbon intensity per passenger.

Our airport emissions (scope 1 and 2) rose from 6,417 tCO<sub>2</sub>e in 2022 to 6,577 tCO<sub>2</sub>e in 2023. However, airport emissions per passenger reduced to 0.40 kg CO<sub>2</sub>e/pax, an 8% reduction from our 2019 baseline and a 22% reduction from last year's 0.49kg CO<sub>2</sub>e/pax. Airport emissions per Air Traffic Movement (ATM) fell by 6% compared to 2022 and by 9% compared to our baseline year of 2019.





FIGURE 1: Our airport emissions (scope 1 and 2)\*

\* Location-based emissions

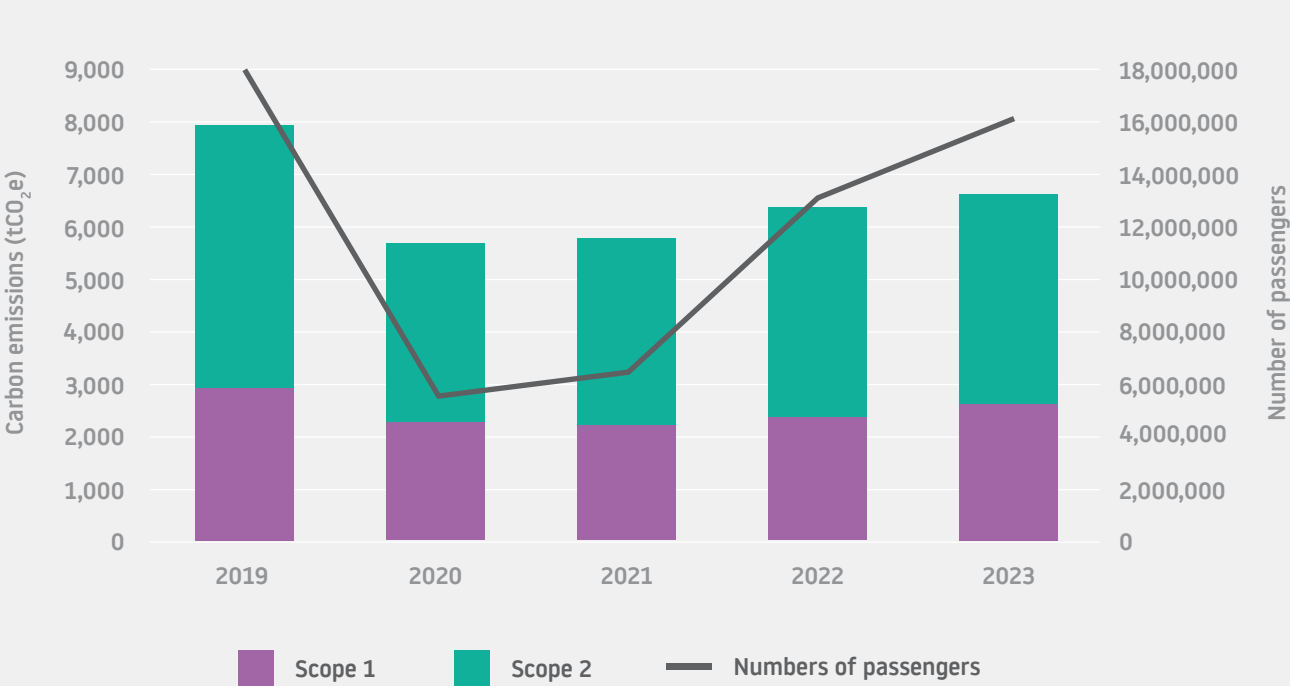
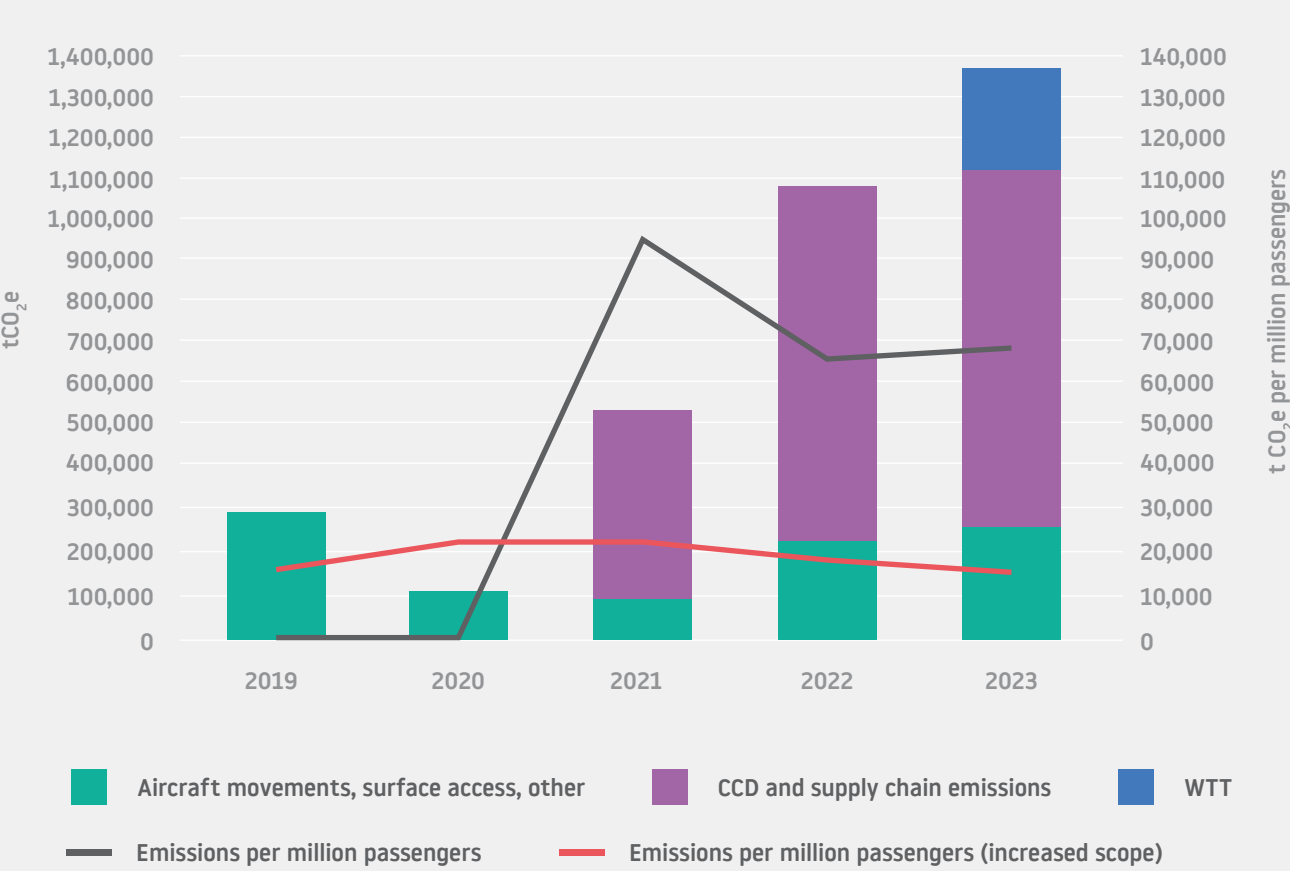


FIGURE 2: Our airport emissions (scope 3)



LOCATION-BASED EMISSIONS

Based on the emission intensity of the local grid area using national emissions factors

|   | 2019       | 2020      | 2021      | 2022       | 2023       |
|---|------------|-----------|-----------|------------|------------|
| scope 1 (tCO <sub>2</sub> e)  | 2,965      | 2,325     | 2,299     | 2,372      | 2,485      |
| scope 2 (tCO <sub>2</sub> e)  | 4,981      | 3,418     | 3,538     | 4,045      | 4,091      |
| Aircraft Movements (tCO <sub>2</sub> e)                                   | 146,329    | 66,789    | 59,372    | 115,162    | 135,183    |
| Passenger Surface Access(tCO <sub>2</sub> e)                              | 131,923    | 41,859    | 29,857    | 94,176     | 101,462    |
| Supply Chain Emissions(tCO <sub>2</sub> e)                                | -          | -         | -         | 13,550     | 23,578     |
| Climb, Cruise and Descent (CCD) (tCO <sub>2</sub> e)                      | -          | -         | 428,882   | 838,325    | 862,342    |
| Well-to-tank (tCO <sub>2</sub> e)   | -          | -         | -         | -          | 235,658    |
| Other (tCO <sub>2</sub> e)  | 10,201     | 6,565     | 7,518     | 11,780     | 14,442     |
| scope 3 (tCO <sub>2</sub> e)  | 288,453    | 115,213   | 525,629   | 1,072,993  | 1,372,665  |
| Passengers (tCO <sub>2</sub> e)   | 17,999,969 | 5,472,786 | 4,585,787 | 13,136,952 | 16,195,502 |
| Emissions per million passengers (scopes 1 and 2) (tCO <sub>2</sub> e)    | 441        | 1,049     | 1,273     | 488        | 406        |
| Emissions per million passengers (scopes 1, 2 and 3) (tCO <sub>2</sub> e) | 16,467     | 22,101    | 115,894   | 82,166     | 85,162     |

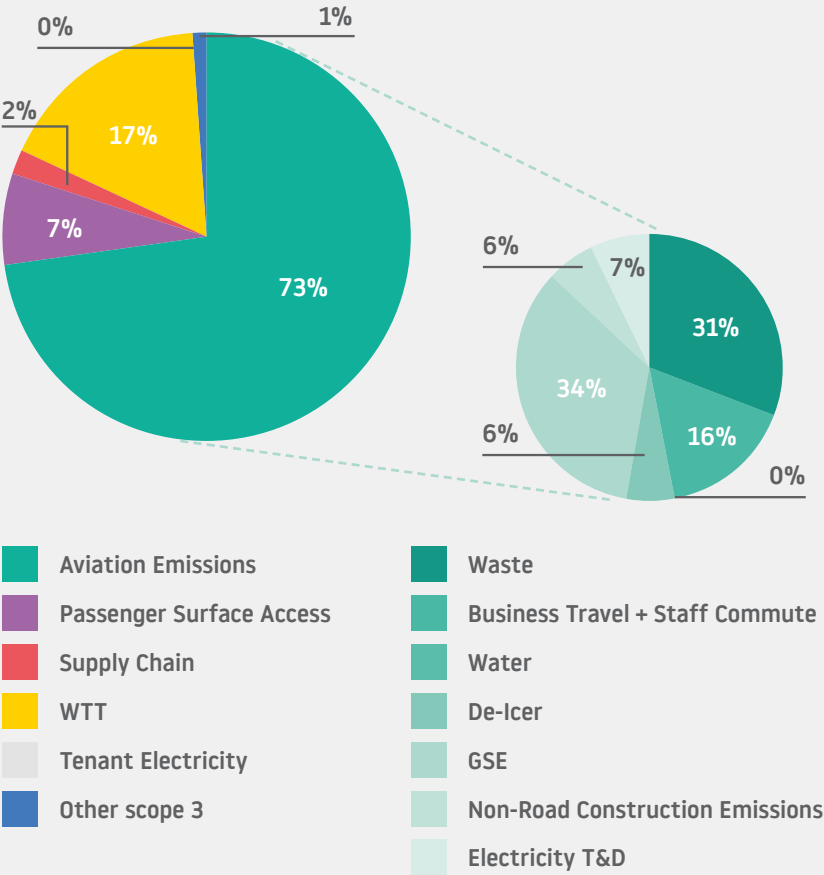
MARKET-BASED EMISSIONS

Based on the electricity purchased by LLA, using contract-based or company-based emissions factors

|   | 2019       | 2020      | 2021      | 2022       | 2023       |
|---|------------|-----------|-----------|------------|------------|
| scope 1 (tCO <sub>2</sub> e)  | 2,965      | 2,325     | 2,299     | 2,372      | 2,486      |
| scope 2 (tCO <sub>2</sub> e)  | 6,772      | -         | 1,332     | -          | -          |
| Aircraft Movements (tCO <sub>2</sub> e)                                   | 146,329    | 48,506    | 44,988    | 115,162    | 135,183    |
| Passenger Surface Access (tCO <sub>2</sub> e)                             | 131,923    | 41,859    | 29,857    | 94,176     | 101,462    |
| Supply Chain Emissions (tCO <sub>2</sub> e)                               | -          | -         | -         | 13,550     | 23,578     |
| Clime, Cruise and Descent (CCD) (tCO <sub>2</sub> e)                      | -          | -         | 28,882    | 838,325    | 862,342    |
| Well-to-tank (tCO <sub>2</sub> e)   | -          | -         | -         | -          | 235,658    |
| Other (tCO <sub>2</sub> e)  | 11,756     | 7,893     | 5,702     | 9,862      | 11,878     |
| scope 3 (tCO <sub>2</sub> e)  | 290,008    | 98,258    | 509,429   | 1,071,075  | 1,370,101  |
| Passengers (tCO <sub>2</sub> e)   | 17,999,969 | 5,472,786 | 4,585,787 | 13,136,952 | 16,195,502 |
| Emissions per million passengers (scopes 1 and 2) (tCO <sub>2</sub> e)    | 541        | 1,356     | 792       | 181        | 153        |
| Emissions per million passengers (scopes 1, 2 and 3) (tCO <sub>2</sub> e) | 16,653     | 19,310    | 111,880   | 81,712     | 84,751     |



FIGURE 3: scope 3 emissions sources



SUPPLY CHAIN EMISSIONS

We first calculated our full supply chain emissions in 2022. As with CCD and WTT emissions, we are now including these emissions within our total footprint in line with best practice and the relevant accreditation and frameworks we are aligned to.

Our supply chain emissions include emissions from goods and services purchased by LLA, as well as full capital goods expenditure.

In 2023, our goods and services emissions were 9,313 tCO<sub>2</sub>e, up 65% from 5,612 tCO<sub>2</sub>e in 2022. Similarly, our capital goods emissions were 14,265 tCO<sub>2</sub>e, up 80% from 7,937 tCO<sub>2</sub>e in 2022. The significant increase in capital goods emissions is linked to the increased spend on airport construction and infrastructure, including new Aircraft Stands, terminal improvements, Next-Generation security upgrades and Terminal Car Park 2 recovery works.

Supply chain emissions

| Source                                   | scope 3 CDP category | tCO <sub>2</sub> e | % of total |
|--|----------------------|--------------------|------------|
| Purchased goods and services             | 1                    | 9,313              | 39.5%      |
| Capital goods                            | 2                    | 14,265             | 60.5%      |
| Upstream transportation and distribution | 4                    | 0                  | 0.0%       |
| Total                                    |                      | 23,578             | 100%       |

CCD EMISSIONS

We started formally calculating our Cruise, Climb & Descent (CCD) emissions in 2022. We report using the ‘halfway approach’ and calculation of fuel burn, as defined within the ACA reporting emissions guidance.

CCD emissions account for 62.8% of our total emissions (862,342 tCO<sub>2</sub>e). Although these aircraft emissions are outside our direct control, they are facilitated by the airport and are therefore partly our responsibility. We are working with airlines to reduce emissions from CCD as well as from landing and take-off emissions (LTO), which account for a further 9.8% of total emissions (135,183 tCO<sub>2</sub>e).

WELL-TO-TANK EMISSIONS

Well-to-tank (WTT) emissions are those associated with extracting, processing and transporting of fuel before its use. Before 2023, we calculated our Well-to-tank (WTT) emissions only within scope 2 and 3 electricity consumption for the airport. In 2023, we expanded this to report on WTT emissions for all scope 1 and 3 sources, including fleet fuel and aviation fuel.

In 2023, our WTT emissions accounted for 17% of our scope 3 emissions, the equivalent of 235,658 tCO<sub>2</sub>. It is important we start to capture this data so we can see the full lifecycle emissions savings caused by the increasing use of more sustainable fuels like SAF and HVO.

Net Zero 2040

PROGRESS

In 2022, we published our Net Zero roadmap which sets out our carbon reduction priorities. In 2023, we continued to evolve our roadmap in line with the UK Government’s Jet Zero Strategy and Luton Rising’s growth aspirations for the airport, as well as exploring opportunities to embed new technologies and innovative solutions.

1 Renewables

25%

OF ELECTRICITY FROM ON-SITE RENEWABLE SOURCES BY THE END OF 2026.

Emissions savings on scope 2 electricity  
PLANNED FROM 2026.

2 Energy Efficiency

INVESTING IN  
ENERGY  
EFFICIENT  
TECHNOLOGY

ENERGY EFFICIENCY  
IMPROVEMENTS  
COMMENCED ON SITE  
IN 2022 AND 2023,  
WITH SIGNIFICANT  
SAVINGS ALREADY  
BEING SHOWN.

Saving over  
700kWh  
each year.

Equating to around  
150 tCO<sub>2</sub>e  
saved each year.

3 Airport Operations Vehicles

100%

LOW CARBON VEHICLES BY 2030

Commenced HVO use  
through trial with  
scale up PLANNED  
FOR 2024, in addition  
to the transition to  
electric vehicles.

Saving around  
40 tCO<sub>2</sub>e  
in trials.

Demonstrating up to  
90% REDUCTION  
in emissions compared  
to diesel.





# 2023 Progress

2023 saw a number of significant achievements and initiatives to reduce the airport’s carbon emissions, in line with our Net Zero roadmap.

## ON TRACK TO JET ZERO

The UK Government published its Jet Zero strategy in 2022. The strategy sets out the actions needed in the next few years to support the delivery of Net Zero aviation by 2050. At LLA, our approach to tackling carbon emissions is well aligned with the Jet Zero strategy’s recommendations.



“Replacing older generation aircraft with newer technology is part of our long-term fleet renewal strategy to reduce carbon intensity by 25% by 2030. As LLA’s largest operator we are delighted to work on finding new and innovative solutions that help us to reach our targets together, collectively as an industry.”

— Marion Geoffroy, Managing Director, WizzAirUK

### Jet Zero strategy

#### STEP 1 Operational Efficiencies

Improving the efficiency of our existing aviation system: our aircraft, airports and airspace. All airport operations in England to be zero emission by 2040.

### LLA action

- LLA committed to Net Zero by 2040 for airport emissions (scope 1 and 2).
- Progress on energy efficiency and low carbon energy, including on-site renewables, phasing out natural gas and adopting renewable fuels.
- 27% of all flights at LLA in 2023 were NextGen, saving 11,700 tCO<sub>2</sub>e across 34,700 flights

### Jet Zero strategy

#### STEP 2 Sustainable Aviation Fuels

Sustainable aviation fuels are a key lever to accelerate the transition to Jet Zero, and represent an industrial leadership opportunity for the UK.

### LLA action

- Engaging the wider sector and exploring ways to support our airline partners to transition to SAF.

### AIRCRAFT EFFICIENCIES

Since the Covid-19 pandemic, we have been striving to recover as sustainably as possible, and this has resulted in more efficient operations across the airport. In 2023, 27% of all flights at LLA were NextGen, saving 11,700 tCO<sub>2</sub>e across 34,700 flights. That’s an increase from 16% of aircraft in 2022, and from just 5% in 2019.

Independent research conducted by RDC Aviation showed LLA to have the highest average proportion of NextGen aircraft (short-haul fleet) across all movements between April to August 2023 at 33%, peaking at 37% in August. We will continue to work hard to reach our target for 50% of aircraft based at LLA is NextGen by 2025.

To achieve this progress, LLA worked with its three largest airlines – easyJet, Wizz Air and Ryanair – to double their NextGen fleet averages operating at the airport. By 2025, 100% of Wizz Air’s fleet based at LLA will be Airbus A321 Neos.

Boeing’s 787-8 MAX and Airbus’ A320neo and A321neo are all about 20% more efficient than the original models and previous engine options. Over the last few years, we have been supporting our airline partners to transition to these NextGen aircraft as quickly as possible to reduce the airport’s scope 3 emissions. We will continue to find ways to incentivise further uptake in the months and years ahead.

The efficiency savings in NextGen aircraft come from improved aerodynamics and fuel-efficient engines, which deliver reductions during the Landing Take-Off Cycle (LTO) and Cruise, Climb and Descent (CCD). The aircraft are also quieter and offer greater passenger capacity, further reducing passenger carbon intensity.

These efficiencies are recommended as the first step in the Sustainable Aviation roadmap and accompanying guidance.

Other aerodynamic improvements have also been made to older aircraft. For example, the use of winglets or sharklets can reduce fuel burn by 4-6%. A further 29% of aircraft have these features, saving 2,000 tCO<sub>2</sub>e across aircraft movements at LLA in 2023.

We are also looking to further reduce emissions through identifying and tackling inefficient operations on the ground. For example, we are working with our airline partners to reduce fuel burn during taxi, turnaround and on-stand at LLA. This project started in 2023, and we are looking to drive it further in 2024 and 2025.

### SAF IS TAKING OFF

One of the most effective ways to reduce aircraft emissions is by using Sustainable Aviation Fuels (SAF) as an alternative to kerosene-based fuel. SAF can be made from various sources, including certain crops, household waste and cooking oils, and has lifecycle CO<sub>2</sub> savings of 70% or more. Sustainable Aviation’s roadmap identifies SAF as the primary decarbonisation option up to 2050.

In 2022, the UK Government committed to introduce a SAF mandate from 2025, requiring at least 10% of jet fuel to be made from sustainable feedstocks by 2030.

In November 2023, the first 100%-SAF transatlantic flight took place – an exciting breakthrough and proof that SAF is really taking off.

For now, we are exploring ways we can support our airline partners to transition to SAF, while also looking into potential opportunities with the government and price support mechanisms. We are also engaging with specialist consultants and experts to map out the optimal path ahead.



CHANGING GEAR ON LOW-CARBON TRANSITION

As part of our commitment to Net Zero, we recognise the need for a shift in the type of vehicles used in our operation. To achieve this, we have set targets within our Net Zero roadmap and Responsible Business Strategy to implement a 100% low-carbon fleet by 2030.

As a first step, we implemented a HVO fuel trial in a sample of our fleet vehicles, with the aim of identifying how this sustainable fuel could be used to lower emissions occurring from our internal combustion engine (ICE) vehicles. We are using HVO fuel for specialist equipment where there is not yet a proven electric solution. We will continue to choose electrification wherever possible, using HVO as a stopgap rather than final solution.

Following the trial's success, we created a phased implementation timeline for all ICE vehicles from 2024 onwards. This starts with our air operations fleet, which is responsible for the greatest percentage of our fuel consumption (apart from buses). HVO can be used in all diesel-powered specialist equipment, and so is a good solution. Each vehicle that switches from diesel to HVO reduces its carbon emissions by up to 90%.

In addition to HVO fuel trials we also trialled and purchased the first of our EV fleet vehicles in 2023, focusing on replacing end-of-life vehicles used by our technical services department. By the end of the year, we had nine EVs on site, and a further three on order.

By the end of 2023, 25% of our fleet was made up of 'low carbon' alternatives: 14% HVO fuel and 11% EVs. Having already installed 12 EV charge points, we are looking to expand the network further to meet the anticipated increase in demand for passenger charging.

ACA LEVEL 4

We are part of ACI Europe's Airport Carbon Accreditation scheme, the only global certification programme for airports.

In 2023, we achieved our Level 4 Transformation accreditation. This was a major achievement within our sustainability journey as we work hard towards achieving Net Zero. To reach Level 4, we had to show how our ambitions are aligned with global climate goals, how we are transforming our operations with absolute emissions reductions in mind, and how we are continuing to strengthen our stakeholder engagement. We were the third major airport in the UK to achieve this accreditation.

The ACI recently announced a new level, Level 5. Meeting this level will require achieving Net Zero for scope 1 and 2, and offsetting residual emissions via carbon removal techniques. We are continuing to explore and identify new opportunities for how LLA can decarbonise operations more effectively and efficiently and look to progress towards achieving Level 5 in the near future.



Case study

DEPARTMENT FOR TRANSPORT TOURS LLA

In March 2023, the Aviation Decarbonisation Division of the Department for Transport (DfT) visited LLA. We demonstrated our sustainability plans and identified opportunities to work with the DfT on Jet Zero and Government-led decarbonisation initiatives. Among other environmental initiatives, we showed our visitors the new DART shuttle and our award-winning work with Cawleys to boost recycling rates.

The DfT gave positive feedback about the tour and shared their excitement about opportunities to explore further decarbonisation initiatives in the future.



Energy

ENERGY MANAGEMENT APPROACH

At LLA, our largest energy source is electricity, followed by gas and fuel. We can improve our resilience, progress our Net Zero goals and reduce our costs by improving our energy efficiency, moving to on-site renewables and transitioning to low carbon fuels.

Our airfield ground lighting, heating and cooling, and water pump systems use the most energy throughout the airport. We also operate and maintain our own high-voltage network, and provide energy for our airline partners and concessions, including shops, restaurants and private lounges.

We achieved ISO 50001 certification for our energy management system (EnMS) in 2014 and have maintained it ever since. We have an energy policy, a suite of processes and controls, and a team of experts to help us drive energy efficiency, from procurement of equipment and designing systems and buildings, to employee training and ongoing maintenance.

As an airport, we face some unique energy efficiency challenges which we are working hard to overcome. We have a lot of safety critical systems, like runway lighting or emergency vehicles, which require longer and more complex processes to upgrade. Furthermore, because the airport operates 24 hours a day, it is harder to transition to electric operational vehicles because they require time 'offline' to recharge. We conduct detailed risk assessments for improvement projects to ensure we consider and manage all factors, and are taking measures to make progress on decarbonising these areas.



"We continue to drive progress towards Net Zero airport emissions by 2040. In 2023, this meant ongoing investment in energy efficiency in our buildings and in low-carbon fuel migration across our airport fleet. Our Level 4 Transformation accreditation from ACI is further testament to the work we're doing to drive absolute emissions reductions across our operations."

— Neil Thompson, Chief Operations Officer, LLA

OUR PROGRESS

In 2023, we started implementing our first phase of efficiency upgrades following a site-wide energy audit in 2022, that had highlighted key energy users and measures to improve these. This is part of a five-year upgrade plan which, once fully implemented, this work will equate to a 15% energy reduction.

We developed a capital spending plan in response to this audit and made investments in 2023 based on this. In 2023, this included:

- Continuing to upgrade lighting; 90% of the airport is now super-efficient LED.
- Upgrading an escalator from Search to Duty-Free area, which is much more energy efficient and creates a better guest experience.
- Upgrading the first of our two plant rooms with more efficient units for providing hot/cold air to the airport. We are upgrading the second plant room in 2024.

Other energy efficiency improvements included:

- Adding ventilation to the boiler room in our new terminal building. This means we can turn off supply fans that were previously running 24/7, providing instant cost savings of at least £25,000 per year.
- Improving the gas detection system in our chiller room, which means instead of constantly running a fan to clear gas, it only switches on when it detects gas.



ENERGY PERFORMANCE

We used 43,086 MWh of energy in 2023. Energy use has increased year on year since 2020 as passenger numbers have recovered following Covid-19 travel restrictions, but consumption remains below pre-pandemic levels (2019: 49,982 MWh).

We saw our energy use per passenger reach a new low to 1.98 kWh/pax, (2019: 2.02 kWh). This means we have achieved our lowest ever amount of energy use per passenger, meeting our 2023 target.

Case study

CASE STUDY: 90%+ LED LIGHTING ACROSS LLA

In 2023, we continued to upgrade our lighting to LED, with a focus on our car parks, the fire station, the maintenance hangar, the cargo warehouse and baggage dock. LED lighting uses between 60-90% less energy than traditional halogen lighting, and these upgrades therefore provide a significant reduction in energy expenditure.

The savings associated with these upgrades will save an estimated 170MWh annually. By the end of 2024, nearly 100% of lighting at the airport will be LED.

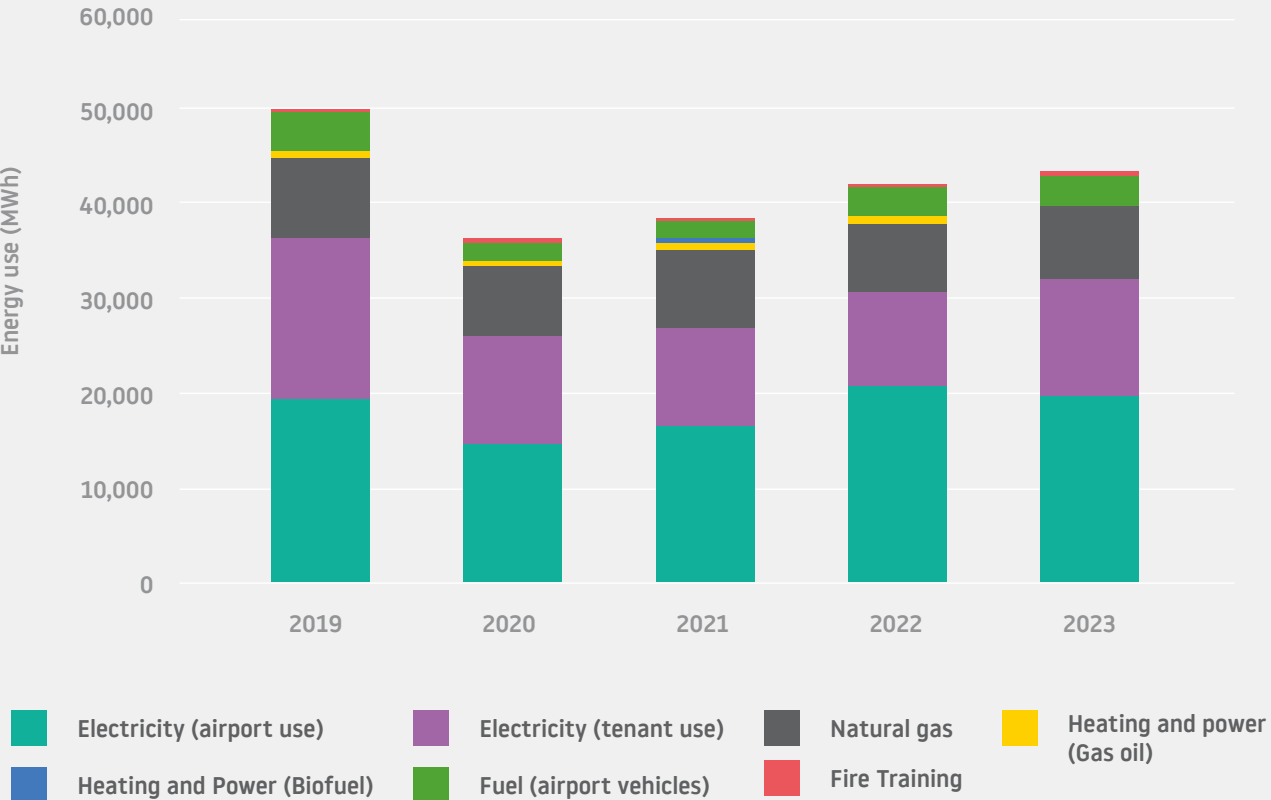
FOCUS IN 2024

- We have been sourcing 100% electricity from Renewable Energy Guarantees of Origin (REGO) certificate since 2021. We will maintain this in 2024.
- We will continue to upgrade existing systems to newer, more streamlined technologies to reduce energy demand from our buildings. 2024 projects will include transferring the remaining non-LED internal lighting to LED, optimising boiler and hot water heating to reduce demand and a review of our Building Management System to identify and rectify opportunities for energy loss.
- Where appropriate, we are installing meters and/or inverters to better measure and manage the energy used by our heating and cooling systems, and water pump systems. This will mean we can respond more closely to actual demand, and measure progress as we continue to improve our equipment and systems.

ENERGY USE AND EFFICIENCY

| Energy use (MWh)                        | 2016       | 2017       | 2018       | 2019       | 2020      | 2021      | 2022       | 2023       |
|---|------------|------------|------------|------------|-----------|-----------|------------|------------|
| Electricity (airport use)               | 36,186     | 36,727     | 35,975     | 19,488     | 14,661    | 16,665    | 20,920     | 19,756     |
| Electricity (tenant use)                | -          | -          | -          | 16,920     | 11,609    | 10,415    | 9,918      | 12,384     |
| Natural gas                             | 9,794      | 8,748      | 9,110      | 8,495      | 7,337     | 8,147     | 7,161      | 7,617      |
| Heating and power (gas oil)             | 605        | 764        | 769        | 693        | 474       | 742       | 744        | -          |
| Heating and power (biofuel)             | -          | -          | -          | -          | -         | 552       | -          | -          |
| Fuel (airport vehicles)                 | 3,590      | 4,098      | 4,265      | 4,317      | 2,038     | 1,803     | 3,190      | 3,306      |
| Fire training                           | -          | -          | -          | 69         | 17        | 28        | 33         | 23         |
| Total                                   | 50,175     | 50,337     | 50,119     | 49,982     | 36,136    | 38,352    | 41,966     | 43,086     |
| Passengers                              | 14,551,837 | 15,799,219 | 16,581,850 | 17,999,969 | 5,472,786 | 4,585,787 | 13,136,952 | 16,195,502 |
| Electricity use per passenger (kWh/pax) | 2.49       | 2.32       | 2.17       | 2.02       | 4.80      | 5.90      | 2.34       | 1.98       |

FIGURE 4: Energy use





# Climate change

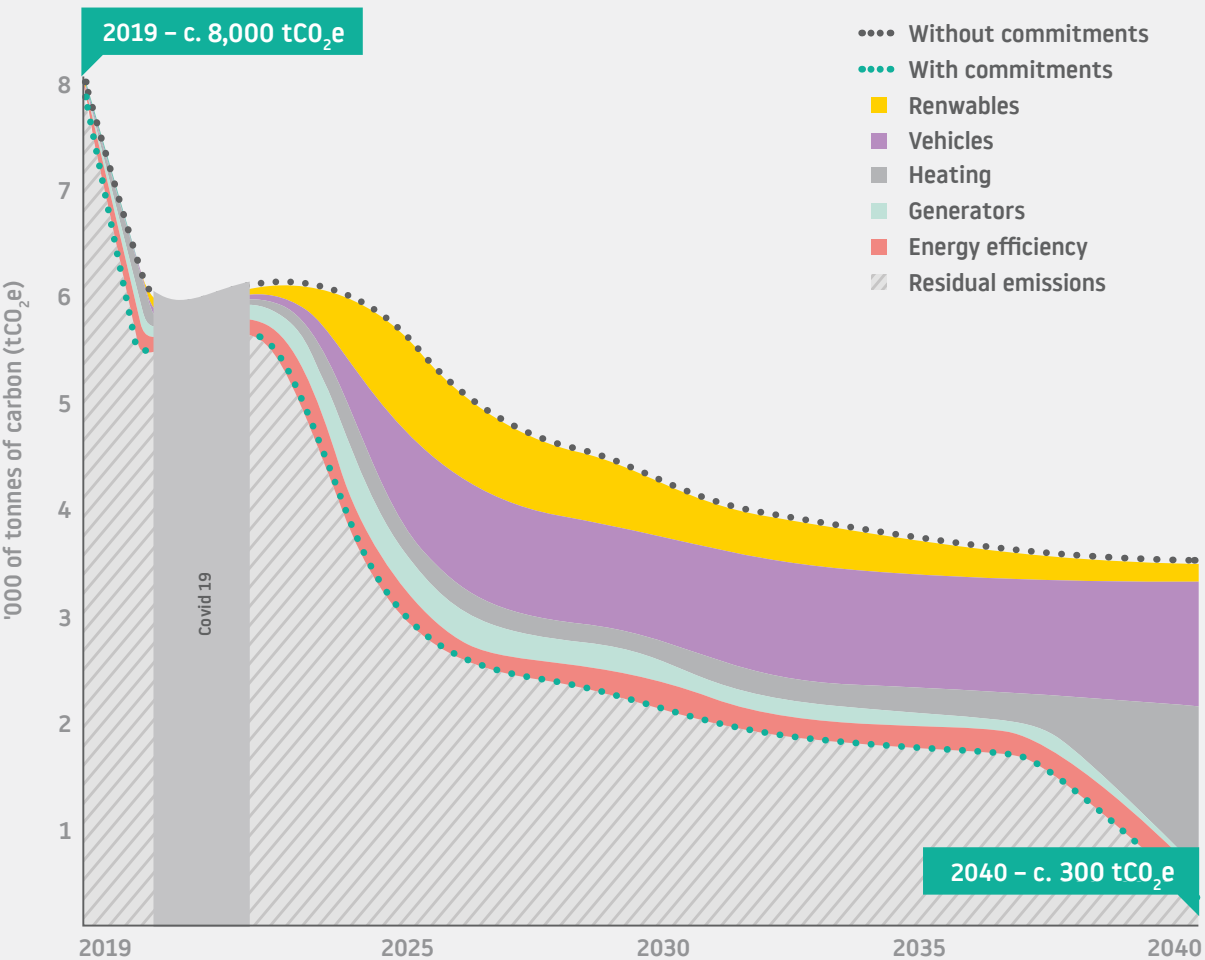
## CLIMATE CHANGE MANAGEMENT APPROACH

Our approach to climate change is aligned with the UK Government's Jet Zero strategy. We have committed that emissions from our airport operations (scope 1 and 2) will be Net Zero by 2040. We are looking at ways to support partner airlines in the transition to Sustainable Aviation Fuel (SAF) in line with the Government's mandate for at least 10% Sustainable Aviation Fuel (SAF) usage by 2030. As part of our Net Zero roadmap, we also recognise that carbon removals will have to play a role in addressing residual emissions.

The carbon section on page 34 outlines the steps we are taking to reduce our airport emissions (scope 1 and 2), and how we are working with our partners to reduce scope 3 emissions. Working with airlines, government and industry bodies will be essential to accelerate emissions reductions via lower-carbon biofuels or synthetic aviation fuels, which – despite promising progress – are not yet commercially viable.

Finally, we are working to understand and mitigate against the risks that climate change poses to our operations in the short to long term.

FIGURE 5: Our trajectory to net zero



## OUR PROGRESS

We are preparing to report in line with the Task Force for Climate-Related Financial Disclosures (TCFD) requirements coming in 2025. The TCFD has developed a framework to help public companies and other organisations disclose climate-related risks and opportunities through existing reporting processes.

In 2024 and 2025, we are planning to conduct further work on climate adaptation. This will align with the TCFD, and will build upon our existing 2021 Climate Change Adaptation Report (CCAR). The purpose of this work is to ensure the airport has fully managed all risks and opportunities posed to the airport operation and market that we operate within. We will continue to work closely with our airport partners, industry forums and the UK Government to enhance and share our findings and planning. We are currently working with the Department for Transport's Aviation Resilience Forum on Climate Change and the centralised EuroControl Climate Adaptation Forum.

For now, we continue to incorporate, monitor and where feasible mitigate climate risk within the airport's wider Risk Management Process.







## Sustainable passenger surface access

We want to make every passenger's journey to and from LLA as sustainable as possible. We have set targets to reduce single car use and increase access to the airport via sustainable travel options, such as the new express rail services and the Direct Air-Rail Transit (DART) linking Luton Airport Parkway railway station and the terminal.

### OUR SUSTAINABLE TRAVEL APPROACH

Passenger surface access is the second largest source of carbon emissions after aviation, accounting for 7% of our total carbon footprint. Reducing the impact of people travelling to and from the airport is therefore a core focus of our carbon reduction strategy.

Our Responsible Business Strategy (RBS) issued in 2020 includes three key targets that we are implementing through our Airport Surface Access Strategy (ASAS):

- 1 Encouraging passengers and staff to travel with more sustainable transport options to the airport, such as rail, bus, coach and car sharing.
- 2 Reducing the environmental impact of our surface access operations, for example, promoting low-emissions vehicles and sustainable fuel sources.
- 3 Improving the public transport experience for passengers and staff, including working with public transport operators and local authorities and improving on-airport provisions.

A key tool in supporting a shift to more sustainable travel is the Direct Air-Rail Transit (DART), a dedicated, fully electric, cable-hauled fast passenger transit connection between Luton Airport Parkway Rail Station and airport terminal, which opened in March 2023.

Using a combination of CAA Travel Survey data and ticket numbers where available, the airport is looking to increase the modal share of passengers using sustainable transport modes, whilst working with the airport's surface access partners to further reduce emissions from these sources. We define 'sustainable transport' as rail, coach or bus. However, our strategy

also seeks to increase more sustainable alternatives for cars and taxis, therefore supporting the decarbonisation of the remaining modal share.

Looking ahead, as the airport grows to 19 million passengers, we have set a target that 45% of all journeys to and from the airport should be completed via sustainable transport modes.



### OUR PROGRESS

#### SUSTAINABLE TRAVEL PLAN

In 2023, we updated our Sustainable Travel Plan, which complements our existing Airport Surface Access Strategy (ASAS). We renewed the Sustainable Travel Plan to ensure it has the right targets and measures to help us proactively transition to more sustainable modes of transport for our guests and employees. We developed the plan in 2023, and will be finalising it in 2024.

The Sustainable Travel Plan contains a policy review, analysis of the current travel situation, objectives and targets, marketing and promotion plans, monitoring and evaluation and an action plan. Its purpose is to make sustainable modes of transport the default choice, and to reduce dependence on non-electric private cars as much as possible. The action plan contains a combination of measures, including information campaigns, infrastructure investment, working with third parties (such as rail and coach operators), and the collection of accurate and actionable data about how people are travelling to and from the airport.

#### NEW ROLES IN SUSTAINABLE PASSENGER ACCESS

Andy Martin joined us in 2023 as Luton's first Surface Access Development Manager and has been instrumental in developing our new Sustainable Travel Plan. The creation of the new role – which demands a subject matter expert – demonstrates LLA's commitment to sustainable transport. LLA has also recently hired a Sustainable Travel Plan Coordinator, who will provide dedicated resource to the delivery of the Sustainable Travel Plan.



"I'm delighted to join the team as Luton's very first Surface Access Development Manager. My role is to set and drive the delivery of the

airport's ambitious sustainable travel targets which underpin our commitment to sustainable travel. I collaborate with a wide range of internal and external stakeholders to ensure we provide the best possible range of accessible and sustainable transport options for both passengers and our staff."

— Andy Martin, Surface Access Development Manager, LLA

#### LAUNCH OF THE DART

The fully electric London Luton Airport Direct Air to Rail Transit (DART) now enables a smooth connection between the airport terminal and mainline rail station. With the accompanying launch of the electric Luton Airport Express, passengers can now seamlessly and sustainably access central London in as little as 32 minutes.

Since its launch in March, the DART has already encouraged more passengers to choose sustainable methods of accessing the airport. In its first nine months of operation, over 2 million passengers travelled on the DART, saving over 990 tCO<sub>2</sub>e from the replacement of the previous shuttle service. Passengers opting for the new connected service save around 6.8kg CO<sub>2</sub>e per passenger by travelling on the fully electric service instead of travelling by car, reducing emissions by around 80% per journey.

The DART is a 2.3km fully automated shuttle service that takes approximately 4-minutes between Luton Airport Parkway and our Central Terminal Area. The system is completely driverless, and is fully accessible for wheelchair users' mobility aids, and cyclists. The service runs 24-hours a day 7 days a week, and all LLA employees can travel on it for free.

Longer term, the DART is instrumental to LLA's plans for future sustainable growth, further supporting a modal shift towards more sustainable transport options.



OUR PROGRESS

SPEEDING THE TRANSITION TO LOW-CARBON VEHICLES

INCREASE IN EV TAXIS

We continued working to support the Hackney Carriages (the licensed taxis that operate at the airport) operating at LLA to reduce their impact.

In 2023, we issued a new licence that provides more efficient vehicles with a lower operation fee. Of the 128 taxis that serve the airport, 44 are now electric vehicles, up from 37 in 2022. This has reduced the overall price taxi users pay by 20-30%. We are still looking to provide on-site charging points for taxis so we can aim to achieve 100% EV Hackney Carriages in the next contract renewal.

For now, all Hackney Carriages must meet Euro 6 emissions standard, which reduces nitrogen oxide (NOx), carbon monoxide (CO), hydrocarbons (THC and NMHC) and particulate matter (PM) from diesel cars. As well as improving local air quality, the emissions standard also leads to improved fuel economy and lower CO2 emissions.

**INCENTIVISING PASSENGER EV USE**

We have parking spaces designated for electric vehicles in our car parks, and we offer reduced parking tariffs to incentivise their use by airport passengers. Some of our EV charging stations were unreliable, but these have now been upgraded. As a result of the TCP2 fire, we have temporarily stopped measuring the use of our EV parking spaces.

**NEW TENDER FOR COACH OPERATORS**

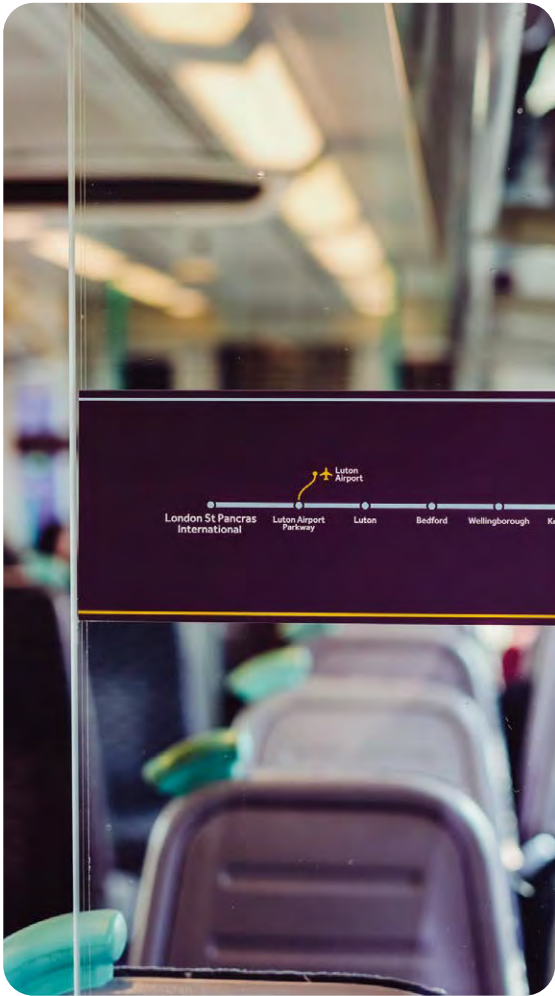
We put out a tender for new coach operators at the end of 2023. Our incumbent suppliers won the contract, which requires Euro 6 minimum specification, as well as a commitment to work towards the adoption of low-carbon fuels.

**NEW EV SALARY SACRIFICE SCHEME**

In 2023, in direct response to our colleague survey, we launched a new EV salary sacrifice scheme with Octopus EV. This has proved very popular, and we will share full uptake figures once we have a full year to report on.

**MODESHIFT STARS: BRONZE AWARD**

We won a bronze award from ModeShift STARS, which recognises organisations that have shown excellence in supporting cycling, walking and other forms of sustainable and active travel.



SUSTAINABLE TRAVEL PERFORMANCE

With the return to more normal travel behaviour following the Covid-19 pandemic, we saw a significant increase in the percentage of passengers using sustainable modes of travel to get to and from the airport (2023: 39%; 2022: 34% 2021: 25%).

Notably, there has been a significant increase in the proportion of passengers travelling to the airport by rail, owing to improved fast train access from central London. Overall, 39% of passenger journeys were made via sustainable modes of travel, surpassing our target of 36%.

We also recognise the importance of providing sustainable transportation options for our employees. We currently record employee travel data every two years, but we are confident we will see a similar increase in the percentage of employees using sustainable modes of transportation.

| Staff mode      | 2010 | 2012 | 2014 | 2016 | 2018 | 2020 | 2022 |
|-----------------|------|------|------|------|------|------|------|
| Drive alone (%) | 66   | 66   | 62   | 68   | 59   | 78   | 75   |
| Car share (%)   | 12   | 6    | 11   | 7    | 8    | 1    | 1    |
| Taxi (%)        | 1    | 1    | 0    | 1    | 1    | 2    | 1    |
| Motorcycle (%)  | 1    | 1    | 1    | 1    | 1    | 5    | 1    |
| Rail (%)        | 5    | 5    | 10   | 7    | 8    | 2    | 6    |
| Bus/Coach (%)   | 7    | 9    | 8    | 9    | 16   | 3    | 10   |
| Cycle (%)       | 2    | 2    | 2    | 2    | 2    | 3    | 2    |
| Walk (%)        | 5    | 6    | 7    | 5    | 5    | 6    | 3    |
| Sustainable (%) | 19   | 22   | 27   | 23   | 31   | 14   | 21   |

FOCUS IN 2024

In 2024, our work will focus on reviewing the implementation of measures as outlined in our Sustainable Travel Plan and Surface Access Strategy.

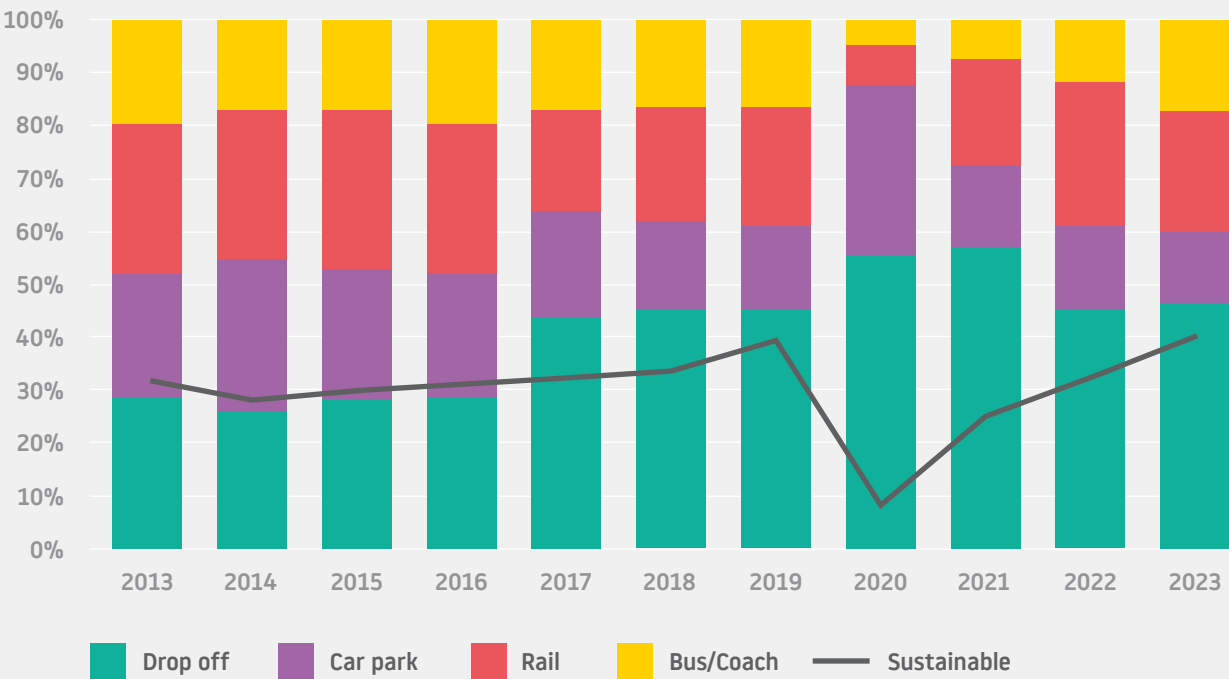
| Passenger mode  | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 <sup>1</sup> | 2021 <sup>2</sup> | 2022 | 2023 |
|-----------------|------|------|------|------|------|------|------|------|-------------------|-------------------|------|------|
| Drop off (%)    | 27   | 28   | 25   | 27   | 28   | 43   | 45   | 45   | 56                | 57                | 44   | 44   |
| Car park(%)     | 23   | 23   | 28   | 27   | 23   | 20   | 17   | 16   | 31                | 16                | 17   | 13   |
| Rail (%)        | 17   | 16   | 14   | 16   | 16   | 17   | 17   | 21   | 6                 | 17                | 23   | 22   |
| Bus/Coach(%)    | 16   | 16   | 15   | 15   | 16   | 16   | 16   | 17   | 3                 | 8                 | 12   | 16   |
| Sustainable (%) | 33   | 32   | 29   | 31   | 32   | 33   | 33   | 38   | 9                 | 25                | 34   | 39   |

This data is used for carbon reporting purposes, independently from the industry-wide CAA survey data.

[1] Q1 results only, unweighted and with heavy Covid-19 impact

[2] CAA Snapback Survey 2021 – unweighted

FIGURE 6: Passenger surface access







# Waste

We aim to reduce the waste we produce per passenger and continue increasing recycling rates, and look to work with partners to achieve best practice moving forward.

OUR WASTE MANAGEMENT APPROACH

We segregate and manage all waste from across the airport on-site, except airline waste. This includes waste from the terminal, concessions (including shops and restaurants), airside operations, maintenance and construction, as well as our administrative operations. We operate segregated waste streams across the airport, with specialist waste contractors in place to ensure waste is managed in line with legislation. Since 2016, we have engaged with teams and partners across the airport to implement better waste segregation and management practices, with a particular focus on reducing single-use plastics.

We took this commitment up a step in 2021, with the appointment of a new local waste contractor, Cawleys, who manage all our waste streams. In partnership with Cawleys, we introduced enhanced waste management processes as part of the 'zero to landfill' contract, including on-site and off-site waste segregation and a greater number of waste operatives.

OUR WASTE PERFORMANCE

In 2023, we generated 2,138 tonnes of waste, up from 1,640 tonnes in 2022. This is a 30% increase, year on year, which is due to the growth in passenger numbers. Our waste per passenger rate in 2023 was up slightly to 0.132 kg from 0.125 kg per passenger in 2022. Our target is 0.12 kg per passenger.

We created 1,611 tonnes of recycled waste, and 527 tonnes non-recycled waste in 2023. No airport waste from our Cawleys operation went to landfill – it was either recycled, composted (food waste and coffee), or sent for combustion, with the energy recovered.



Beyond operational waste generated at the airport, we aim to send less than 5% of non-hazardous construction and demolition waste to landfill. At the time of writing we were unable to obtain exact recovery figures but the rate going to landfill is currently higher than 5%.

In 2023, we achieved a 74% recycling rate as a result of initiatives we introduced for employees and airport workers in collaboration with Cawleys and our concessionaires. Recycling rates peaked at 80% at the end of 2023.

Engaging with concessions

We worked to improve the airport's overall recycling rate by engaging more closely with our concessions. Throughout 2023, we carried out waste audits and spot checks with the goal of increasing visibility and accountability across all staff at our airport around waste.

We also created a waste leaderboard to generate some healthy competition. We split restaurants into two categories – takeaway and dine in – and then published monthly general versus recycling waste results. Each month's winners were given gift vouchers to share with employees. The initiative had high engagement and helped drive our most successful recycling rates ever.

The TCP2 fire

The TCP2 fire generated a huge amount of building waste. We are doing everything we can to limit the impact of the fire and deal responsibly with the waste created. For example, a large quantity of the building waste is being recycled and concrete waste has been crushed and reused as hardcore fill wherever possible. Full analysis and final waste destinations will be reported upon completion of the TCP2 recovery programme.



“We are delighted to win this award based on our fantastic partnership with London Luton Airport.

Working together since 2021 we have implemented a variety of innovative solutions to meet the airport's specific waste targets, which has led to a significant increase in their recycling, a cultural shift in attitudes to recycling, zero waste to landfill and unique charity partnerships to redistribute and reuse confiscated and unclaimed items.”

— Peter Greig, Head of Account Management, Cawleys

Award winning sustainability collaboration

In 2023, the waste partnership between LLA and Cawleys was recognised by the Green Apple Environment Awards. We won a Gold 'Green World Award' in recognition of our work together to increase recycling rates from 49% to 80% over the life of the contract. Our partnership was commended by the judges for its commitment to continuous improvement, as well as a shared vision and determination to make a difference.

Cawleys also won an award in the Environmental Best Practice category.

FOCUS IN 2024

Looking ahead, we will be focused on maintaining the high rates of recycling, while also improving recycling rates among guests. A new bin design will make it clearer how to segregate waste, and we will install these with an associated marketing campaign to help influence behaviour change among passengers.

| Year                        | 2017  | 2018  | 2019  | 2020  | 2021  | 2022  | 2023  |
|-----------------------------|-------|-------|-------|-------|-------|-------|-------|
| Recycled waste (tonnes)     | 1,459 | 1,430 | 1,493 | 426   | 370   | 974   | 1,611 |
| Non-recycled waste (tonnes) | 868   | 809   | 999   | 446   | 229   | 655   | 527   |
| Total waste(tonnes)         | 2,327 | 2,239 | 2,492 | 872   | 599   | 1,640 | 2,138 |
| Recycling rate              | 63%   | 64%   | 60%   | 49%   | 62%   | 59%   | 74%   |
| Waste per passenger (kg)    | 0.147 | 0.135 | 0.138 | 0.159 | 0.131 | 0.125 | 0.132 |





## Single-use plastics

We work with all our on-site partners to reduce the use and waste of single-use plastics. All new contracts include a requirement to avoid their use as much as possible.

### OUR APPROACH

As of 2022, all concession agreements contain clauses to reduce single-use plastic, in accordance with our RBS target. We continue to work within the business, as well as with our supply chain and concessions to identify further opportunities to reduce single-use plastic.

Our total plastic waste in 2023 was 20.46 tonnes, up from 17.48 tonnes in 2022. All of this was successfully recycled, with no plastic waste making it to landfill or combustion.

In 2023, we installed several additional or refurbished water refill stations for guests, to reduce the need for purchasing single-use plastic bottles of water. We are also working to ensure these stations are clearly signposted.

## Air quality

Air quality has always been an important focus area for us. We have had management and monitoring controls in place in and around the airport since 2003. In 2022, we published a new Air Quality Strategy to drive further improvements. At the end of 2023, we installed eight new continuous monitors across the airport to better understand the effects of pollutants in real time.

### AIR QUALITY MANAGEMENT APPROACH

Emissions from road vehicles and aircraft contain nitrogen dioxide (NO<sub>2</sub>) and particulate matter (PM<sub>10</sub> and PM<sub>2.5</sub>), which both have a negative impact on air quality. Areas with heavy vehicle traffic at the airport, such as the coach terminal, access roads and runway apron, are therefore likely to have lower air quality. National or international scale air pollution events, such as Saharan dust episodes, can also increase particulate matter.



We have controls to monitor and manage air pollution on site. We are increasing the proportion of cleaner on-site vehicles and are working hard to speed the transition to electric vehicles in our operations as well as among our supply partners, guests and employees.

We use diffusion tubes to monitor air quality at 19 locations across the airport. Monitoring locations are classified in four groups: access roads, runway and flightpath, airfield, car park and drop-off zones. Since 2003, there has been automatic continuous monitoring of particulate matter (PM) using an EU reference equivalent monitor. Additionally, we performed indicative monitoring of nitrogen dioxide (NO<sub>2</sub>) at 19 sites in 2023, using diffusive samplers.

### OUR PROGRESS

We created an Air Quality Strategy in 2022 to further enhance the airport's local air quality performance. The strategy is focused on improved monitoring and delivering emissions reductions from airport-related traffic and aircraft.

In 2023, as part of this strategy, we installed eight new real time continuous air monitors around the airport. These monitors will provide

more accurate data and help us quickly identify and respond to any issues or pollution events.

Last year, 27% of all flights at LLA were made with Next Gen aircraft. Meanwhile, our surface access strategy continues to reduce on-site emissions by enabling more guests and employees to travel to and from the airport using low or no-emission modes of cars, buses, coaches and

other vehicles. In its first nine months of operation, two million journeys were made using the DART – a fully electric shuttle connecting Luton Parkway station with our main terminal area.



AIR QUALITY PERFORMANCE

During 2023, particulate concentrations reduced from 15 µg/m3 to 14.2µg/m3. This remains below the World Health Organisation’s recommendation of an annual concentration of 20 µg/m3 and a 24-hour average of 50 µg/m³ and the airport’s permitted threshold of 40 µg/ m³. Particulate concentrations remain lower than pre-pandemic levels from 2019.

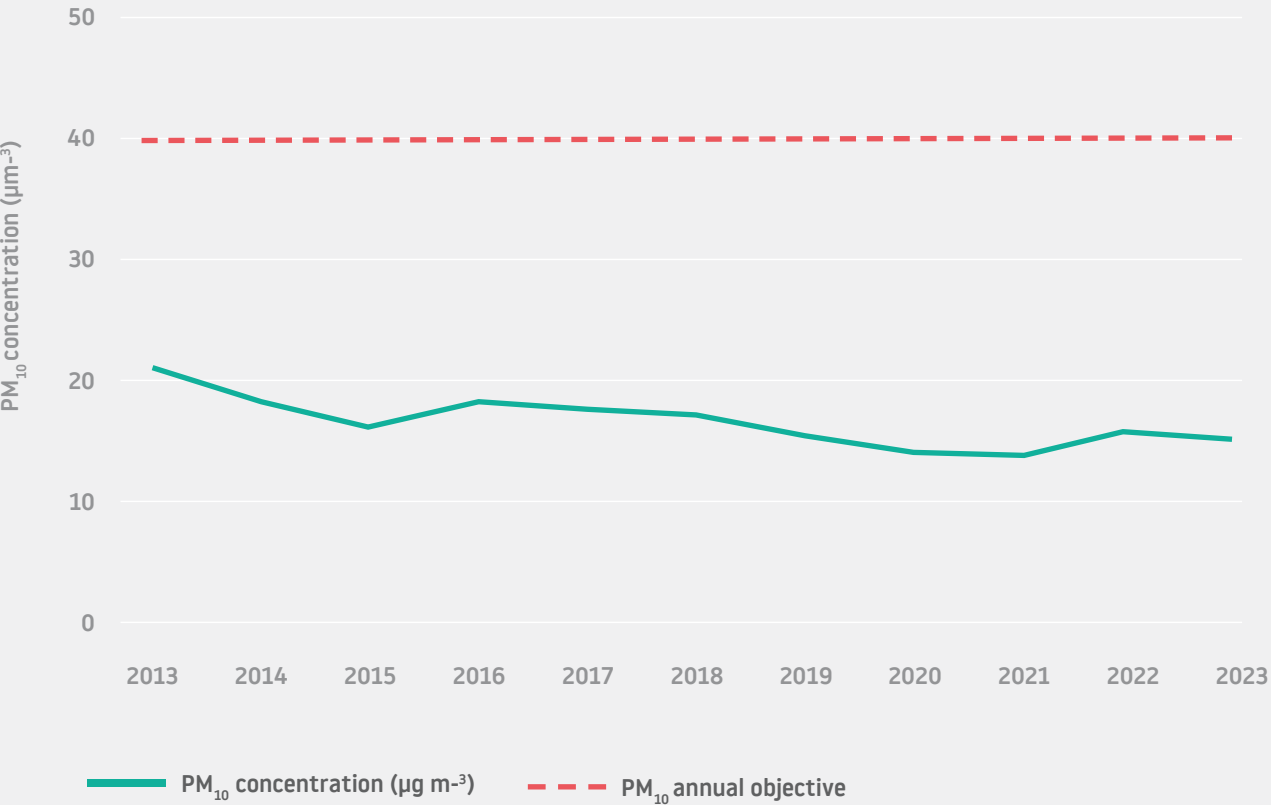
Our annual mean NO<sub>2</sub> concentrations measured by the diffusion tubes ranged from 6.7 to 42.7 µgm-3, after bias correction, with monitoring performed at 19 sites during 2022. One site (Drop-off zone) exceeded the UK annual mean NO<sub>2</sub> AQS objective of 40 µgm-3 in 2023. However, none of the diffusion tube sites are in areas where the public may be regularly exposed, therefore comparison against the UK annual mean AQS objective

is not applicable. Concentrations of NO<sub>2</sub> measured by the diffusion tubes in 2023 were similar on average to those in 2022. There were increases at seven sites and decreases at twelve sites. Concentrations remain lower than pre-pandemic levels measured in 2019.

There was no indication that the fire at Terminal Car Park 2 in October had an impact on PM10 concentrations at the airport. However, the PM10 site is located to the west of the car park and the wind direction on the evening of the fire resulted in the smoke being directed away from the monitoring site.

Further information regarding our NO<sub>2</sub> monitoring can be found in the Appendix.

FIGURE 7: PM<sub>10</sub> concentration



Noise

Responsible growth requires proactive management of all our environmental impacts. Noise can impact the quality of life for people and wildlife living under flight paths. We work with airline partners to phase out noisier aircraft and explore operational changes to reduce noise. We also engage with our community on ways to improve our noise management and noise complaints practices, as well as making the strongest possible representations to government for the need to modernise the UK’s airspace.

OUR NOISE MANAGEMENT APPROACH

We work hard to reduce the impact of the airport’s noise, with dedicated targets in our Responsible Business Strategy. Our Flight Operations Team launched our five-year Noise Action Plan in 2019, with five priority areas, which are aligned with the International Civil Aviation Organisation’s balanced approach:

- 1 OPERATIONAL PROCEDURES
- 2 QUIETER AIRCRAFT
- 3 OPERATIONAL RESTRICTIONS
- 4 LAND USE PLANNING AND MITIGATION
- 5 WORKING WITH THE LOCAL COMMUNITY AND INDUSTRY PARTNERS





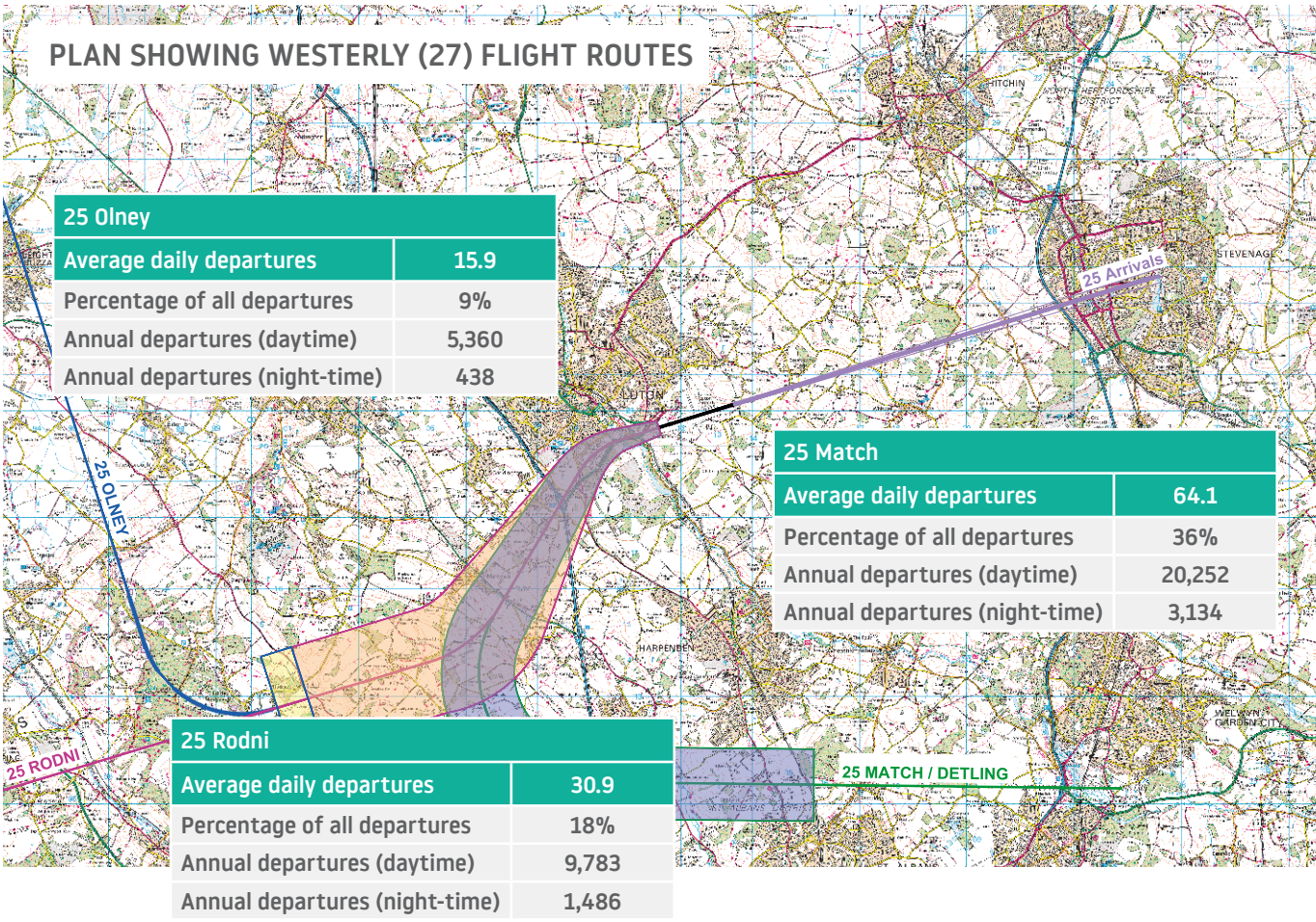
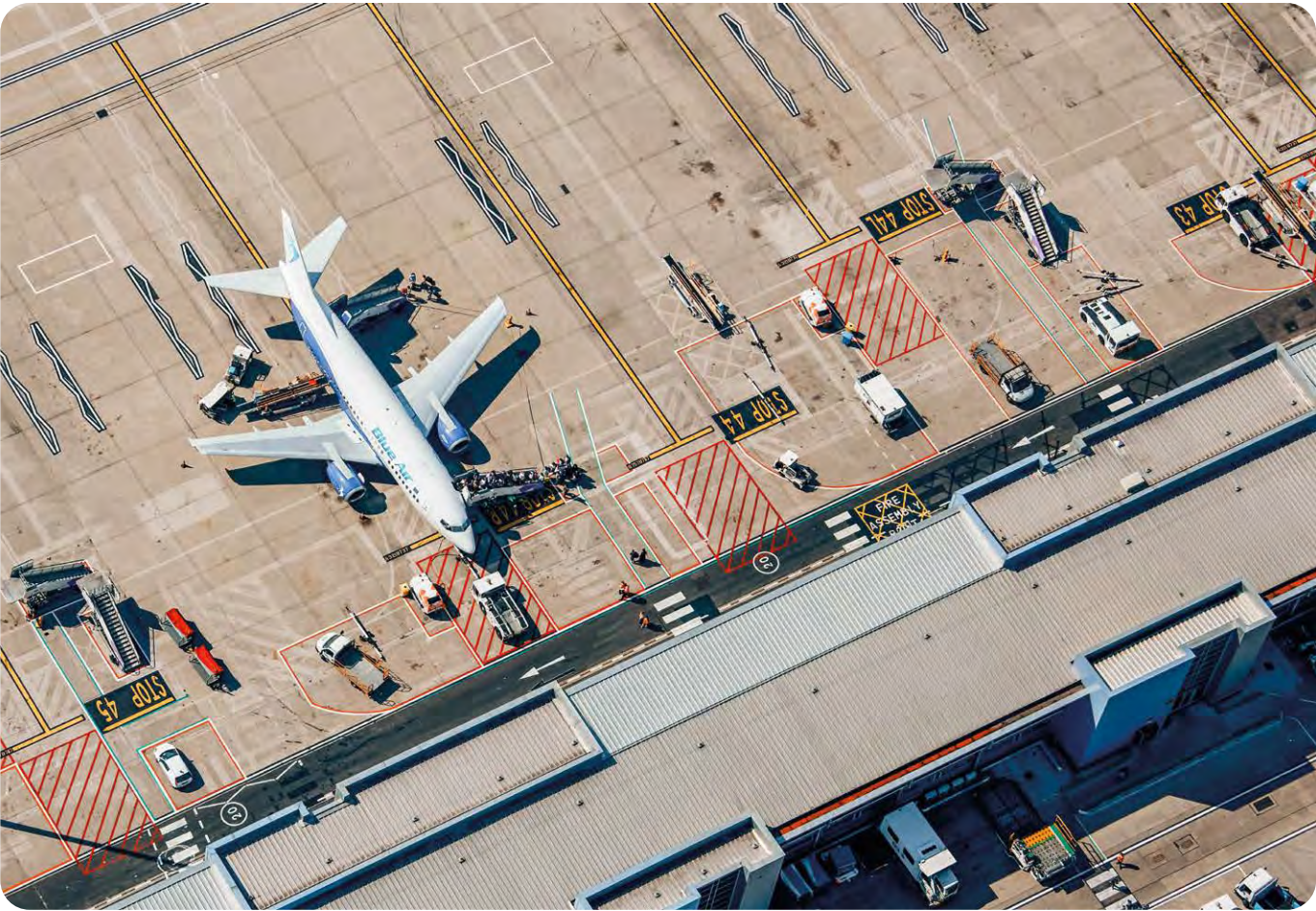
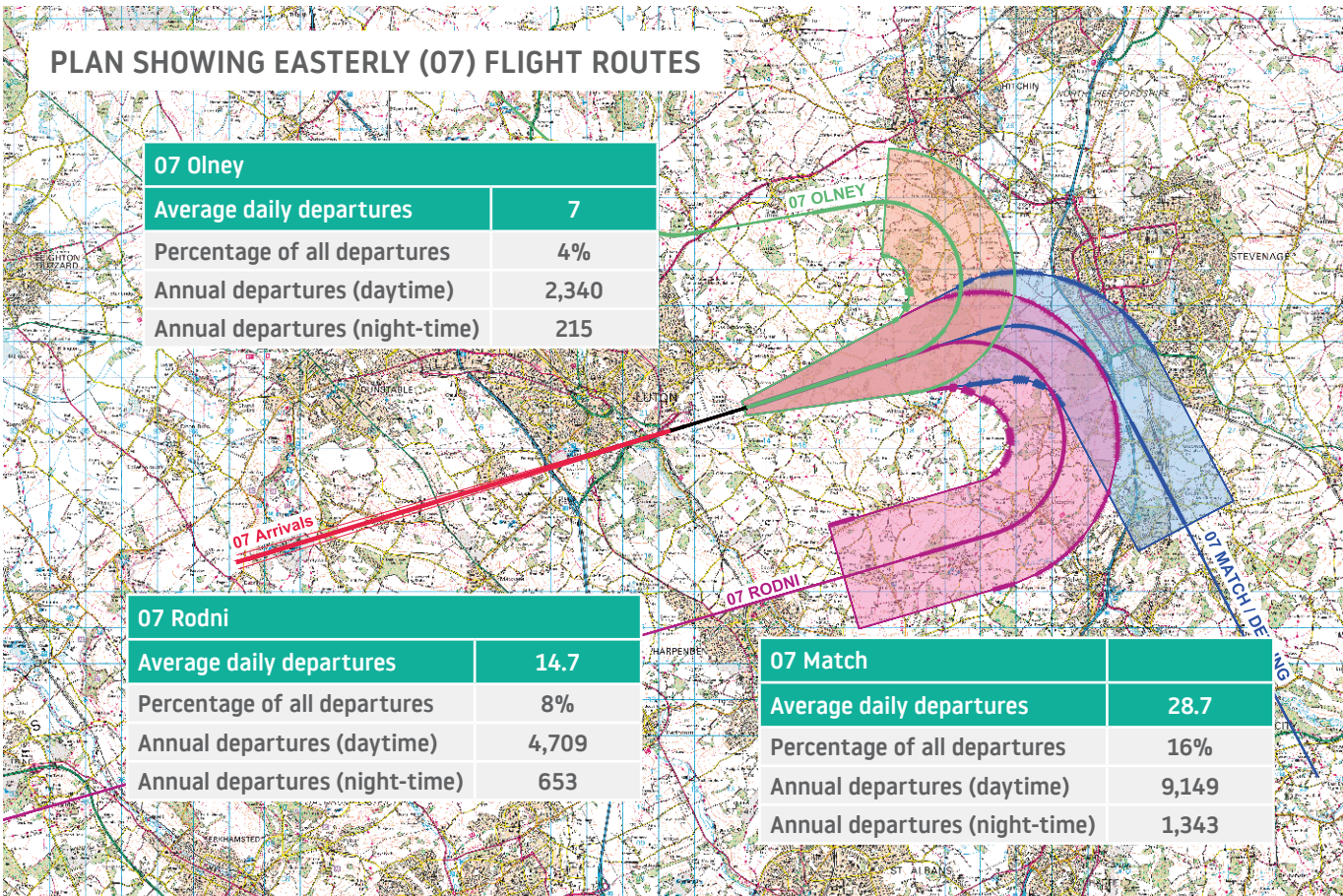
1 IMPROVING OPERATIONAL PROCEDURES

We monitor adherence to noise procedures through our Aircraft Noise and Track System. This captures flight information for aircraft operating within a 25-mile radius of the airport and generally up to an altitude of 12,000ft.

The public can access this system from our website. The system receives data from our fixed and portable noise monitoring terminals, located within the neighbouring communities. This enables us to:

- Identify noise infringements and impose penalties where relevant.
- Monitor track-keeping and work with operators to improve performance.
- Monitor noise in all our local communities.
- Investigate complaints of disturbance and enquiries.

To the right are the two maps which show indicative flight routes for westerly and easterly operations at LLA with detailed information about each departure route.





2 QUIETER AIRCRAFT

We operate a noise quota count system during the night, with each aircraft allocated a value based on the certified noise they may produce. We do not allow aircraft with a quota count of two or more to operate at night. Our quota count limit sets a noise budget that cannot be exceeded. In 2023, the airport used 2,810 of its 3,500 night quota. This limit will reduce from 3,500 to 2,800 by 2028. The annual breakdown of QC use by month is available to view in Appendix 7.

3 OPERATIONAL RESTRICTIONS

There is a rolling limit to the number of aircraft movements permitted during the night and early morning. Night-time aircraft movements (between 23:30 and 06:00) are limited to 9,650 in any 12-month period. The limit for early morning movements is 7,000. In 2023, there were 9,424 night movements and 5,632 early morning movements. The annual breakdown of movements by month is available to view in Appendix 7.

We have set targets to phase out louder aircraft from the airport, with no Chapter 3 aircraft to operate after 2020 and 100% of aircraft to be Chapter 4 or better by 2022. In 2023, we missed these targets: 19% of aircraft movements were Chapter 3, while 69% were Chapter 4 or better. The breakdown of Chapters is available in Appendix 1.

4 LAND USE PLANNING AND MITIGATION

Together with an independent noise analyst and a sub group of our London Luton Airport Consultative Committee (LLACC); Noise and Track Sub-Committee (NTSC), we offer noise insulation to eligible properties. Our Noise Contours (which map areas of noise exposure on the ground) determine the eligible properties each year. The scheme covers both residential and non-residential properties in Bedfordshire and Hertfordshire.

Depending on any existing insulation in the property, double glazing, secondary glazing and ventilation units can be provided. Rooms eligible for insulation include living rooms, dining rooms, kitchen-diners and bedrooms. Loft insulation is now also offered as a part of the scheme.

5 WORKING WITH THE LOCAL COMMUNITY AND INDUSTRY PARTNERS

We investigate all concerns related to aircraft activity. Information on how to contact us can be found on our website and feedback can be submitted via telephone, email, post or our online flight tracking system (TraVis). Complaint statistics for 2023 can be seen in the graph below, and further detailed information is within Appendix 4.

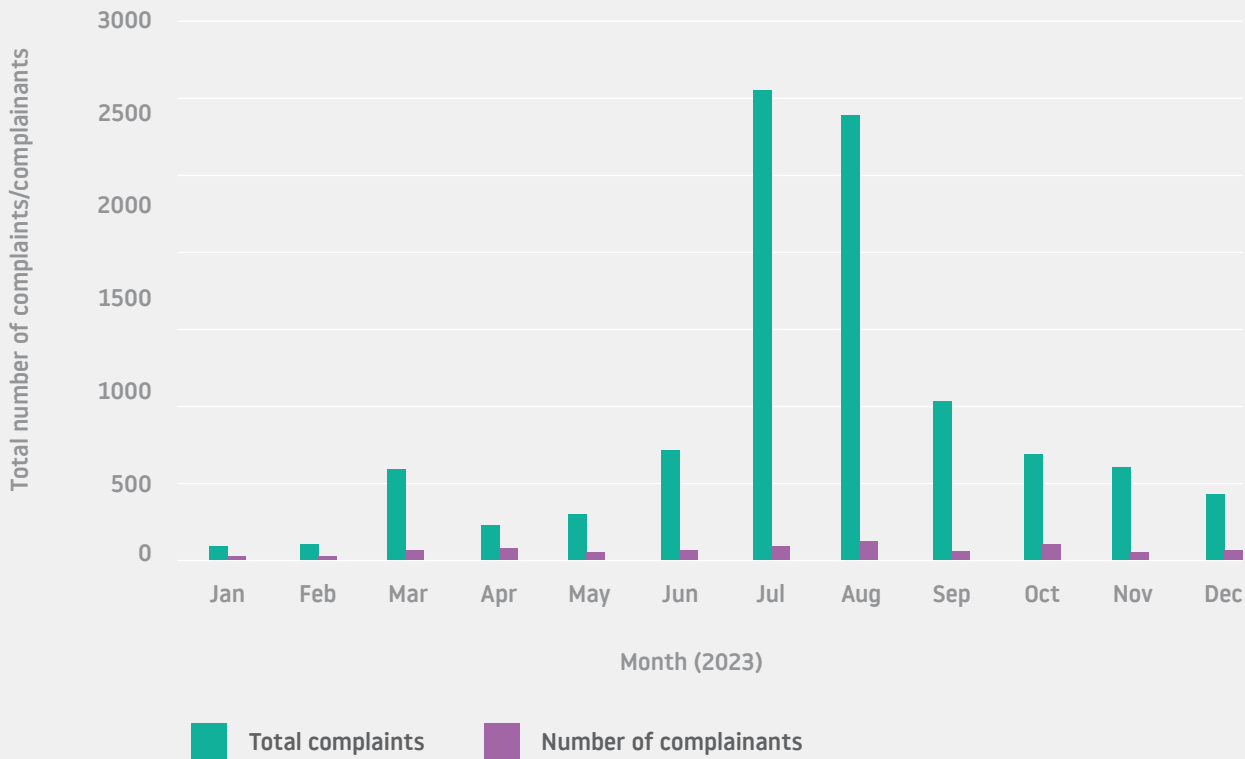
We also meet with a Consultative Committee, which provides a formal mechanism for the airport to engage with members of the community. The committee meets on a quarterly basis and includes representatives from the local authority, community groups, airport users and other stakeholder groups.

In 2023, we held six community noise surgeries involving approximately 70 people in total. These were held in Redbourn, Potton, Stevenage, Sandridge, Ivinghoe and Breachwood Green. Although all areas had different concerns, common themes included the arrivals airspace change (AD6) and night-time noise.

We had planned to complete a noise survey during 2021, but the decrease in aircraft movements because of the Covid-19 pandemic would not have created a representative view of noise impacts. This survey was again delayed due to the Post Implementation Review of AD6 being extended and therefore would also not have been a representative view.



FIGURE 8: Annual complaints







OUR NOISE MANAGEMENT INITIATIVES

Off-track violation scheme

To limit noise impact for our communities, departing aircraft are required to follow specific paths called Noise Preferential Routes (NPRs). Aircraft flying outside of this corridor are off-track and may be subject to a penalty, which is paid into the airport’s Community Trust Fund. The number of off-track violations by month and aircraft type is listed in Appendix 2.

Noise violation scheme and landing charges

We have set daytime and night-time noise limits for departing aircraft. In 2020, we reduced these limits to 80dB(A) during the day and 79dB(A) at night. Any aircraft exceeding these limits will be fined, with all fines going to the Community Trust Fund. To avoid noise at night, which is often perceived as louder and more disruptive, we charge a higher landing fee for night arrivals. The number of day and night noise violations can be found by month in Appendix 2.

Delayed landing gear

When an aircraft’s landing gear is deployed, the air disturbance it creates causes noise and extra drag. Delaying landing gear deployment reduces aircraft noise by up to 50% for communities between five and seven nautical miles from the runway. In our new draft NAP we will look at ways to monitor and improve.

Airspace modernisation

The UK’s airspace modernisation strategy will allow greater control and precision for aircraft routing, allowing aircraft to fly optimised routes. It will also allow the use of precision satellite navigation and electronic surveillance systems to redesign terminal routes and improve safety. LLA is using this opportunity to identify the most environmentally efficient way of managing our airspace, focusing on reducing the noise impact associated with aircraft operations.

Arrivals airspace change

In 2022, LLA implemented an airspace change to our arrivals routes, this was known as AD6. The proposal was co-sponsored with NATS (air traffic control services provider). The aim of this airspace change was to separate LLA’s arrival routes from Stansted’s. The new routes were consulted upon between October 2020 and February 2021. The airspace change proposal was submitted to the Civil Aviation Authority (CAA) in June 2021, and approval was granted in November 2021.

There is a seven-stage process for changing airspace. The final stage is a post-implementation review (PIR) which lasts for 12 months after implementation. During this period, LLA and NATS collect data on complaints, tracks and altitude of aircraft for this route. This data is shared with the CAA, which then decides if the new route can be made permanent or if changes are required. More information can be found on the CAA airspace change portal.



“We take the impacts of noise on local communities incredibly seriously. From phasing out louder aircraft, to installing noise insulation in people’s homes, consulting local people and using industry best practices, we are doing our utmost to reduce the negative effects of noise.”

— Alice May, Flight Operations Manager, LLA

Future Airspace Strategy Implementation South programme

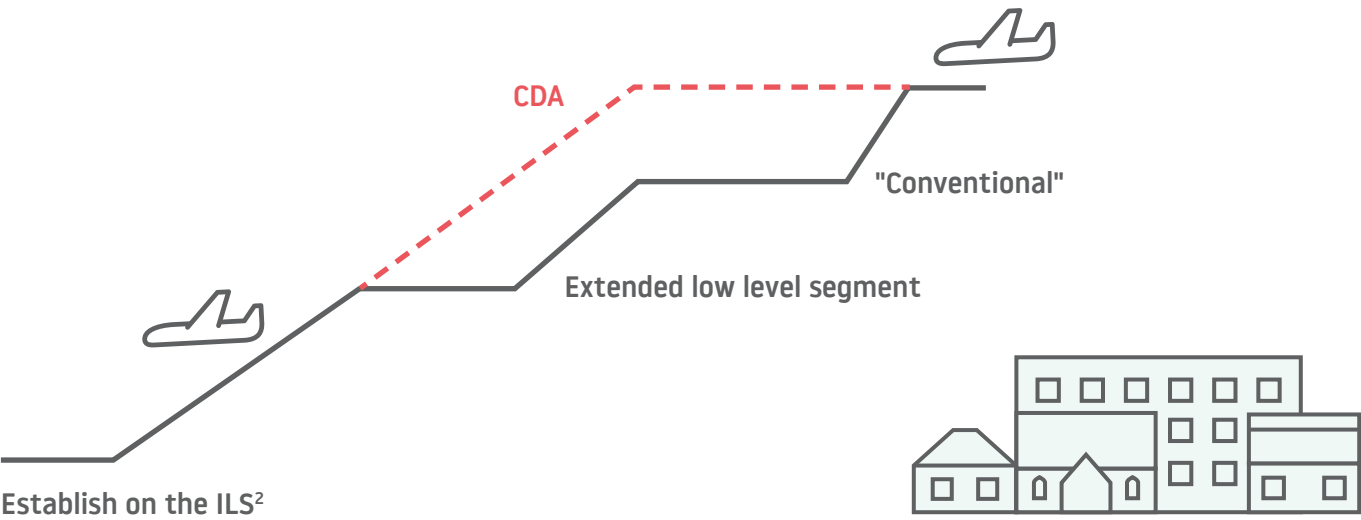
As part of a national airspace change programme, as detailed in the CAA’s Airspace Modernisation Strategy, LLA is required to update all its arrival and departure procedures in a move towards satellite-based technology. The programme is known as Future Airspace Strategy Implementation South (FASI-S) and involves many airports and NATS.

FASI-S is coordinated by the Airspace Change Organisation Group (ACOG). Each airport is responsible for its own designs and for integrating these routes with other airports and upper airspace.

Continuous Descent Approach

We continue to promote the use of the Continuous Descent Approach (CDA) to mitigate noise disruption caused by aircraft approaching the airfield. Unlike traditional approaches that require the aircraft to descend in steps using engine thrust, CDA keeps the aircraft at a higher altitude for a longer period, gradually descending to the runway threshold. This approach reduces the time spent flying at lower altitudes, resulting in lower fuel consumption, fewer emissions, and less noise at ground level.

In 2023, we were just under our target of 92% of CDA compliant approaches achieving 91%, with most of our major operators achieving even higher performance levels. The breakdown of the CDA compliance by operator is listed in Appendix 3.





2 NOISE PERFORMANCE AND COMPLAINTS

There were 128,000 aircraft movements in 2023, an additional 10,000 movements compared to 2022. There was a corresponding increase in track violations, with 53 during the year. Airlines paid fines totalling £75,000.

There was only a small increase in aircraft movements but despite that, the total number of noise complaints increased by 47% from 2022. This is due to the Post Implementation Review (PIR) for the AD6 airspace change being extended and running for nearly nine months of the year.

We recognise that airspace change is a common reason for complaints, and we would encourage anyone affected by noise to engage with their representatives on our Consultative Committee. There were no breaches in noise contours in 2023. A full breakdown of the data can be found in Appendix 10.

The full breakdown of movements and aircraft types can be found in Appendix 5 and Appendix 6.

|   | 2020   | 2021   | 2022    | 2023    |   |
|---|--------|--------|---------|---------|---|
| Total aircraft movements                | 63,593 | 61,560 | 118,060 | 128,443 | ↑ |
| Day movements (07:00 – 23:00)           | 55,929 | 54,647 | 102,101 | 111,249 | ↑ |
| Night movements (23:00 – 07:00)         | 7,664  | 6,913  | 15,959  | 17,194  | ↑ |
| Early morning movements (06:00 – 07:00) | 2,525  | 2,423  | 4,666   | 5,632   | ↑ |

|                                    |    |    |    |    |   |
|------------------------------------|----|----|----|----|---|
| Track violation                    | 11 | 23 | 48 | 53 | ↑ |
| Departure noise violations (day)   | 2  | 6  | 1  | 20 | ↑ |
| Departure noise violations (night) | 0  | 0  | 1  | 7  | ↑ |

|  |     |     |     |     |   |
|--|-----|-----|-----|-----|---|
| 24hr Continuous Decent Approach (% achieved) | 88% | 89% | 92% | 93% | ↑ |
|--|-----|-----|-----|-----|---|

|                            |       |        |        |        |   |
|----------------------------|-------|--------|--------|--------|---|
| Noise complaints           | 4,489 | 12,432 | 19,519 | 15,688 | ↓ |
| Complainants               | 395   | 289    | 1,085  | 1,108  | ↑ |
| Number of new complainants | 165   | 123    | 1,106  | 301    | ↓ |

NOISE INSULATION PROGRAMME

We have a programme to provide noise insulation to local residents who are affected by aircraft noise. Approximately 1,800 residential properties in the area are eligible for noise insulation funded by the airport. By the end of 2023, we had offered this to 1,850 homes. In 2023, we insulated 224 properties, the most we have ever insulated in a single year – breaking our 2022 record. We also spent the full allocation of the budget (£700,000) within the first three quarters of the year.

In addition to reducing the impact of noise, the installation of acoustic loft insulation and acoustic window insulation also help to reduce home energy bills.

NOISE ABATEMENT DEPARTURE PROCEDURE TRIALS

Although we explored two innovative approaches to reduce noise impacts in 2022, we did not conduct any further trials during 2023.

**Departure procedure trial**

In 2022, we conducted a noise abatement departure procedure trial (NADP). There are two NADP settings on an aircraft, which are illustrated below on the graph.

We trialled NADP 1 in August 2022 and NADP 2 in September 2022, using five noise monitors along the route. The results from the trial are still being analysed and we are yet to publish a report on our findings.







# De-icing

We will minimise the environmental impact of de-icing by adopting more efficient techniques and technologies and allow us to capture and collect used fluid as much as operationally possible.

OUR APPROACH

Glycol is used as a de-icing fluid, and run-off can potentially enter water courses and impact water quality. At LLA, we have controls and procedures in place to ensure we minimise the impact of our operations on the environment around us.

We monitor water quality at discharge points, allowing us to track water quality and respond quickly through the use of controls. We also employ several controls to reduce the use of glycol including “GlyVac”, which collects residual glycol on stands.

Our main de-icing contractor, IDS, uses a forced air/bland temperature technique which minimises glycol usage. We also work with our airline partners to reduce over-spraying and to ensure spraying is targeted solely on the needed areas.

We are moving away from de-icing aircraft on the stands, instead using the dedicated de-icing pads that have been installed at key points across the apron, close to the runway in line with the airport development programme. This ensures de-icing is kept efficient and allows us to capture any overspray and effectively recover glycol. It also reduces delays caused by respraying and fluid retrieval. Pollution control valves are in place to prevent glycol entering the drains in these areas. Used glycol is removed for recycling.

We primarily use acetate rather than glycol for ground de-icing, which is the most environmentally friendly option available. The ground de-icing equipment we invested in also has GPS, which increases efficiency and reduces our impact even further. LLA is responsible for most of the ground de-icing at the airport.

OUR PERFORMANCE

In 2019, we set an RBS target for more than 95% of all aircraft airframes to be de-iced in areas designed for capture and collection of de-icing fluid by March 2024. However, since we set this target, we identified inefficiencies in the plan that made it no longer fit for purpose. We still collect de-icing fluid, but most of this collection takes place on the airfield. This means we only achieved 21% collection rates in the original designated airframes.

| KPI  | 2022    | 2023    |
|--|---------|---------|
| Type 1 De-icing fluid sprayed (litres)                     | 206,301 | 171,261 |
| Type 2 De-icing fluid sprayed (litres)                     | 9,485   | 67,961  |
| Type 4 De-icing fluid sprayed (litres)                     | 26,725  | 50,235  |
| De-icing fluid collected (litres)                          | 6,000   | 60,415  |
| De-icing fluid collected per air traffic movement (litres) | 2.05    | 2.25    |
| % of airframes de-iced in designated capture area          | 12%     | 21%     |





# Spills

We are committed to limiting the number and severity of spills that occur at the airport.

OUR APPROACH

Oil, fuel or chemical spills can result in land and water course contamination if not managed properly. We have implemented risk assessments and procedures to reduce the likelihood of spills occurring and have a well-established response plan to ensure that spills are effectively managed. Spill kits are located in key areas around the airport and on all air operations vehicles. Employees are trained on how to safely respond. All spills are categorised based on their volume and their environmental and operational impact, and are recorded for future reference.

OUR PERFORMANCE

There were 53 spills in 2023 (down from 57 in 2022 and 46 in 2021). Four of them were classified as major, earning an amber rating. All spills came from aircraft fuel vents; three were from commercial aircraft, and one was from a private aircraft. All were successfully managed and cleaned with no contamination of the water course.



# Light pollution

Light pollution from exterior lighting can negatively affect those living close to the airport. We are careful to consider and choose our options when it comes to implementing lighting solutions. All lighting is now used efficiently. As part of efficiency upgrades, we ensure lighting is used efficiently to minimise light pollution where feasible.

Lighting of the airport is subject to current regulations on operational safety, which we comply with.







# Water

We aim to use water responsibly across the airport, reducing our water use per passenger and exploring opportunities to increase our use of non-potable water.

### OUR WATER MANAGEMENT APPROACH

Most of the airport’s water is used in terminal facilities, including toilets and restaurants, as well as hotels and aircraft hangars. We use some water for landscaping, construction and road sweeping. Most years, the water used by the fire station is for service training, but 2023 was an exception because of the TCP2 fire in October.

We work with a third-party contractor to manage our water use. Using data from our growing number of water meters across the airport, we have identified opportunities to fix leaks and reduce water use. We have installed low-flow taps and water saving dual-flushes across the airport, and we include water management initiatives as part of our ISO 14001 environmental management system.

### WATER USE PERFORMANCE

In 2023, we used 117.9 million litres of water, up from 109.4 million in 2022 and 48.2 million in 2021. This increase is due to the growth in passenger numbers. However, at the same time, our water use per passenger has continued its downward trajectory, dropping to 7.38 litres per passenger in 2023, down from 8.33 litres per passenger in 2022, and 10.32 litres per passenger in 2021. This puts us just behind our target of 6.98 litres per passenger. We expect water use per passenger to continue to decrease as airport services return to normal, and as we continue to roll out the airport water efficiency plan and conduct toilet refurbishments.

## OUR PROGRESS

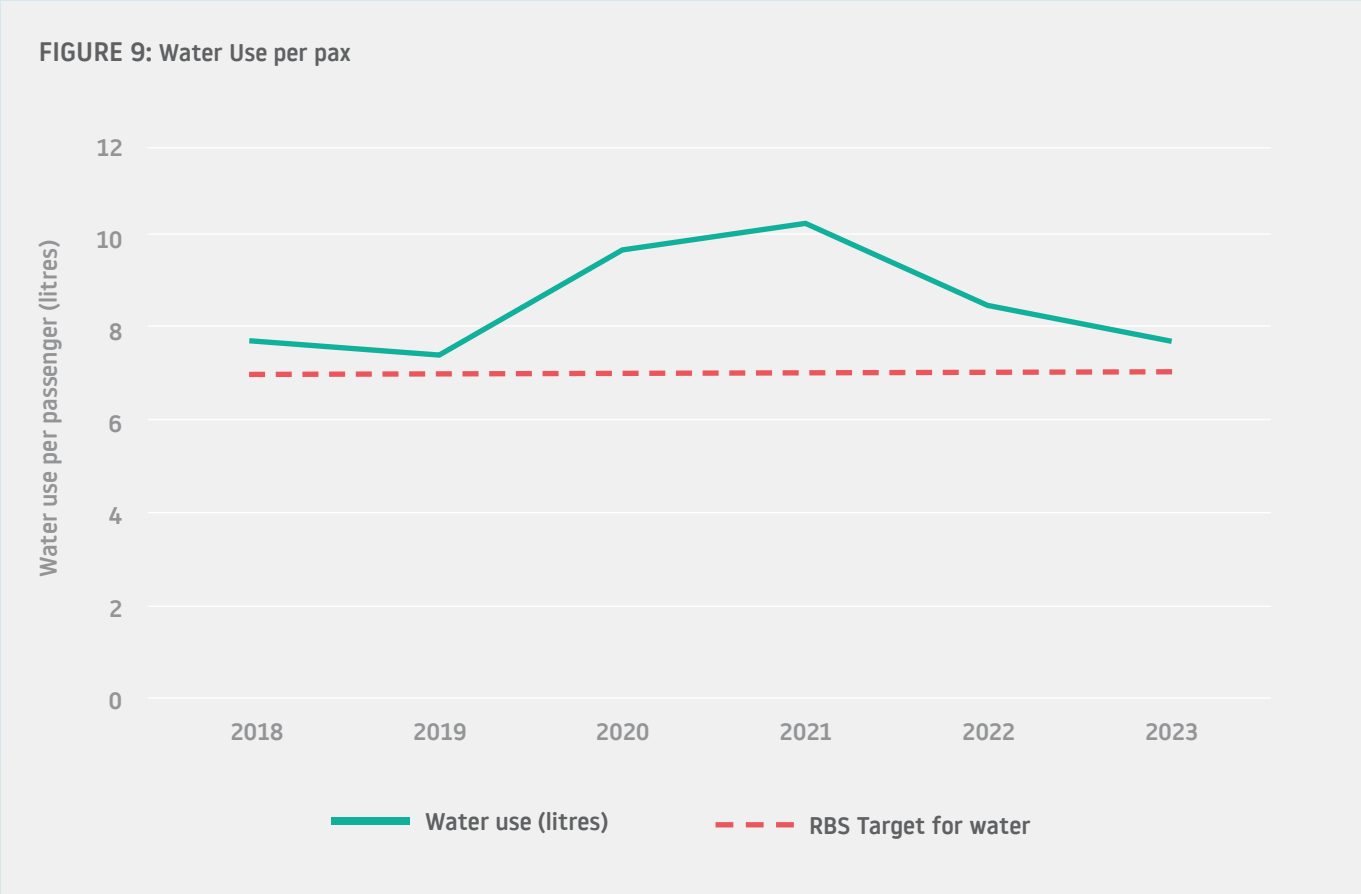
We have been working closely with manufacturers and our construction partners to identify innovative solutions for improving water efficiency.

In 2023, we installed one new toilet block, which uses best-in-class

Dyson taps to reduce water flow. We had planned to identify and analyse opportunities to replace potable water with non-potable water, such as for vehicle cleaning or toilet flushing. This project is currently still on hold.

In 2024, we will continue to work on our Water Management Strategy and begin developing our Surface Water Strategy in line with our climate adaptation development. This will allow us to identify new water saving opportunities and will be vital for us reaching our RBS targets.

| Year                           | 2018        | 2019        | 2020       | 2021       | 2022        | 2023        |
|--------------------------------|-------------|-------------|------------|------------|-------------|-------------|
| Water use (litres)             | 126,792,000 | 133,334,000 | 52,693,000 | 48,200,000 | 109,395,000 | 119,573,000 |
| Water use per pax (litres/pax) | 7.67        | 7.41        | 9.63       | 10.32      | 8.33        | 7.38        |
| 2023 RBS target                | 6.98        | 6.98        | 6.98       | 6.98       | 6.98        | 6.98        |





PERFORMANCE AGAINST TARGETS

| Environment |                      |   |               |   |
|-------------|----------------------|---|---------------|---|
| Target      | Theme                | Objective   | Status        | Progress update   |
| 1.1         | Carbon accreditation | Achieve the ‘Mapping’ level of certification within the Airport Carbon Accreditation Scheme by end of 2020 and the ‘Reduction’ level of certification by end of 2022. | Completed     | LLA currently at Level 4 (Transformation).  |
| 1.2         | Carbon accreditation | Develop a Carbon Management Strategy with ambitious emission reduction target by the end of 2020.   | Completed     | Net Zero roadmap published in 2022 and Net Zero 2040 target for our emissions (scope 1 and 2), with detailed carbon management and stakeholder partnership plan, developed in line with ACA Level 4 accreditation.  |
| 1.3         | Energy               | Source 100% of electricity from renewable sources by end of 2021.   | Completed     | Sourced renewable electricity for both LLA and our concessions since April 2021.  |
| 1.4         | Energy               | At least 25% of the energy we use to come from on-site renewables by end of 2026.   | In progress   | On-site solar plans continue to progress through 2023, staying on track for on-site solar generation by end of 2026.  |
| 1.5         | Energy               | Reduce operational electricity demand (excluding vehicles) to less than 2.0 kWh/pax by end of 2023.   | Completed     | 1.98 kWh/pax was achieved.  |
| 1.6         | Water                | Reduce total water consumption to less than 6.98 litres/pax by end of 2023, representing a 10% reduction from the 2018 baseline.                                      | Behind target | Achieved 7 litres/pax in 2023, just behind the target of 6.98 litres/pax. This will continue to decrease as airport services return to normal. This will decrease as the airport continues to roll out its water efficiency plan and conduct toilet refurbishments. |
| 1.7         | Water                | Identify and quantify operations that currently use potable water but could be served by non-potable water by end of 2021.  | Behind target | Commencement on this project is planned for 2024.   |
| 1.8         | Waste                | Recycle at least 70% of non-hazardous operational waste (excluding aircraft waste) by end of 2022.  | Completed     | 75% recycling rate achieved in 2023, with 100% diversion from landfill achieved through our partnership with Cawley’s.  |
| 1.9         | Waste                | Reduce operational waste (excluding aircraft waste) to 0.12 kg per passenger by end of 2023.  | Completed     | 0.10kg per pax in 2023.   |
| 1.10        | Waste                | Achieve the Carbon Trust Standard for Zero Waste to Landfill accreditation by end of 2020.  | Cancelled     | The Carbon Trust Standard are no longer taking applications for this accreditation, and the airport has not identified any relevant alternative accreditations.   |
| 1.11        | Waste                | Less than 5% of non-hazardous construction & demolition waste by weight from qualifying projects to be sent to landfill by 2021 <sup>2</sup> .                        | Behind target | Currently facing difficulties to ascertain exact recovery figures but currently greater than 5% of non-hazardous construction and demolition waste is being sent to landfill.   |

| Environment |                    |  |               |   |
|-------------|--------------------|--|---------------|---|
| Target      | Theme              | Objective  | Status        | Progress update   |
| 1.12        | Air quality        | Develop an air quality strategy which includes measures to limit the airport’s contribution to air pollution by end of 2022.   | Completed     | Air quality strategy has been developed and includes measures to limit the airport’s contribution to air pollution.   |
| 1.13        | Noise              | No Chapter 3 aircraft operating at the airport by 2020.  | Behind target | Whilst during the pandemic this was achieved, with the increase in movements operators are using their Chapter 3 aircraft again. In 2023 19% were Chapter 3.  |
| 1.14        | Noise              | 100% Chapter 4 aircraft or better by 2022.   | Behind target | Whilst during the pandemic operators were using their most efficient aircraft in 2023 we had 69% Chapter 4, which is high but not 100% and less than 2022.  |
| 1.15        | Noise              | Assess if Slightly Steeper Approaches can be adopted and implement recommendations by 2023.  | Completed     | Study was conducted in 2022 and published on our website (link below). The outcome was that this was not possible at LLA.   |
| 1.16        | Noise              | Carry out a survey of local communities to seek feedback on our approach to noise management and our complaints service by end of 2020 and define improvement targets. | Cancelled     | We have paused the stakeholder survey as we felt that with aircraft movements down significantly on the previous year, a survey would not provide a representative view of noise impacts in the community. There was also an airspace change in 2022 which has increased the number of complaints. This was again paused in 2023 due to resources within the Flight Operations team to carry out an efficient survey. |
| 1.17        | Noise              | By 2020, develop a strategy to define methods to reduce the area of the noise contours by 2028 for the daytime and the night-time.                                     | Completed     | A plan was submitted in 2020, but superseded by the planning application to increase the passenger cap to 19m submitted in 2019. The new Noise Contour Reduction Strategy (NCRS) was submitted at the end of 2023 and is still awaiting approval. This is to be approved and in turn we can then increase to the additional 1mppa.  |
| 1.18        | Sustainable travel | Reduce single occupancy vehicle travel to the airport for customers and employees (employees: 2022 – 64%; customers: 2022 – 47%).                                      | In progress   | 46% of customers travelled to the airport in single-occupancy vehicles in 2023. In 2022, 75% of employees travelled by single-occupancy. Extrapolation suggests in 2023 this was around 70%, which is below the target but has been impacted due to lower passenger numbers.  |



| Environment |                     |  |               |   |
|-------------|---------------------|--|---------------|---|
| Target      | Theme               | Objective  | Status        | Progress update   |
| 1.19        | Sustainable travel  | Greater than 28% of employees and 36% of customers travelling to and from the airport using sustainable modes of transport by 2022³.   | Behind target | 38% of passengers travelled to the airport via sustainable modes in 2023. Employee survey is only conducted every second year, but data extrapolation suggests 25% of employees are using sustainable modes of transport. |
| 1.20        | Sustainable travel  | Promote and monitor sustainable travel at the airport. Secure 12% participation in the staff travel survey by 2020 and increase the number of organisations attending the airport travel forum (2022: 12). | Completed     | 12.2% of staff completed survey 2022. This survey takes place biennially.   |
| 1.21        | Sustainable travel  | Establish a plan for low-carbon airside and landside vehicles by mid-2021.   | Completed     | We are including low carbon requirements within upcoming charging tenders and negotiations.   |
| 1.22        | Spills              | Reduce the number of fuel spills with a severity rating of 'Major' to less than 5 per year by 2025, and zero spills with a severity rating 'Hazardous' or 'Catastrophic'.                                  | Completed     | 53 total spills in 2023, with 4 categorised as Major, below the target threshold.   |
| 1.23        | De-icing            | More than 95% of all airframes will be de-iced in areas designed for capture and collection of de-icing fluid by March 2024.   | In progress   | 21% of all airframes were de-iced in areas designated for capture and collection of de-icing fluid in 2023. This target is continuing to evolve as we explore efficient ways to reduce de-icing fluid run-off.            |
| 1.24        | Single-use plastic  | All new concession contracts to include a requirement for zero single use plastics.  | Completed     | All new concession contracts have a zero tolerance for single-use plastics. Further aided by an increase in UK Government legislation in recent years.  |
| 1.25        | Climate change risk | Identify climate change risks and develop a resilience plan and integrate it into business risk assessment process by the end of 2022.   | Completed     | Climate change adaptation report completed and published in 2021.   |





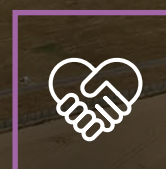
# Supporting our community

Our community programme is focused on four key themes: **Healthy Today**, **Skilled Tomorrow**, **Alleviating Poverty** and **Environmental Impact**. We work within our communities to create positive outcomes, supporting our supply chain, our charity partnerships, schools and community groups through dedicated programmes, and campaigns that help to make a positive difference locally.

## IN THIS SECTION:



**PAGE 80**  
Community wellbeing and noise management



**PAGE 82**  
Employee volunteering



**PAGE 84**  
Local investment



**PAGE 86**  
Charitable giving



# Highlights from 2023

Nearly £500,000  
total donations,

with £185,750 supporting local  
community projects.

Over 17,000 individuals  
benefiting from our  
Community Trust  
Fund grants,

across 29 community groups.

Published our new  
Supply Chain Charter

which encourages sustainability  
best practices throughout our  
ecosystem and supply chain.

Explored innovative  
new ways of increasing  
our charity donation  
opportunities

alongside increasing visibility  
to our guests of the airport's  
charitable giving.

Successfully launched  
Greener Future Fund.

We gave out 10 grants, totalling  
£89,000, including to Tennyson Road  
Primary School and the Marsh Farm  
Future's Community Fridge.

Redesigned our skills  
and education  
programme

to focus on supporting and  
equipping young people with skills,  
knowledge and insight throughout  
their school careers and preparing  
them for work.

Co-hosted school visits  
with easyJet,

with 30 students attending.

73 LLA people  
volunteered their time,

amounting to over 200 hours, as well  
as 27 external volunteers from our  
supply chain and onsite ecosystem.

Raised £36,070 for our  
charity partners,

East Anglian Air Ambulance and  
Luton Foodbank.

Explored new ways of  
measuring our added  
local social value,

engaging with multiple  
stakeholders across our ecosystem  
and supply chain for ongoing  
development into 2024.



“It has been amazing to see how far our community  
and social impact programme has evolved over the last  
two years. We have engaged our employees and on-site  
ecosystem with new volunteering programmes and raised  
funds for our two charity partners resulting in record  
numbers of engagement creating a strong positive social  
impact for our community.

We have successfully invested even more funds into our  
community through the roll out of our Greener Future  
fund and the work we are doing through our skills and  
education programmes. Through this our impact will  
become even more aligned with LLA’s sustainability  
objectives and Luton Council’s 2040 vision.”

— Louise Hanlon, Community and CSR manager, LLA





## **Community wellbeing and noise management**

We seek to improve wellbeing in our community by hosting regular noise surgeries. This is an important component of our Noise Action Plan and aims to ensure local residents are able to access all the support we have in place to address noise impacts.

### APPROACH AND PROGRESS

We want community members to feel they can easily engage with LLA on noise. The Flight Operations team hold public surgeries to share information and answer questions about aircraft noise. This gives residents the opportunity to address any concerns individually.

In 2023, we hosted six surgeries in Redbourn, Potton, Stevenage, Sandridge, Ivinghoe and Breachwood Green. There was a total of approximately 70 attendees across these events. Although all areas had different concerns, a common theme was the arrivals airspace change known as AD6.

For full details, including how we provide local residents with noise insulation, please see the Noise section of this report, starting on p59.

### NOISE FINES SUPPORT GREENER FUTURE FUND

Airlines are fined for noise and track violations. In 2023, we diverted £60,000 of airline fines to the Greener Future Fund (GFF), which supports exciting new and innovative projects that seek to improve biodiversity, reduce carbon with a focus on tackling these issues through education programmes and initiatives. For more detail on the GFF and the positive impact it is already having, see p84.

## Community skills and education

Investing in skills and education in the community is a core part of our Responsible Business Strategy. Following the impacts of the Covid-19 pandemic, as well as the realities of a rapidly changing world, we took 2023 to review and research to restructure our approach so that our future programmes align with our wider business strategy, Luton Council's 2040 vision and the needs of the community in which we are proud to operate.

### OUR COMMUNITY SKILLS APPROACH

As a major local employer for a wide range of professions and trades, LLA is very well placed to support skills and education in the community. Our approach to community skills has three parts.

#### STEP 1

##### Reflect and review

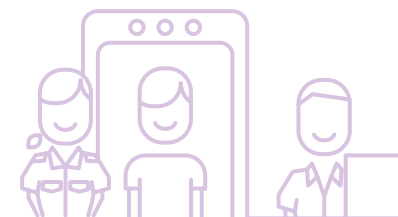
In previous years, we have run skills and education programmes that support young people to start a career in aviation through schemes such as 'Get into Airports', run in partnership with the Prince's Trust.

In 2023, we took a step back to review and update our community Skills and Education programme so we could ensure its relevance and impact in the longer term. We conducted extensive research into best practice – including speaking to other airports – and worked closely with Luton Council's education and learning team to understand the needs of pupils and how we can best support schools skills and careers programmes.

#### STEP 2

##### Develop interventions

In 2023, we designed our Skills and Education programme to focus on equipping young people with the skills required in the aviation industry. The programme will have multiple intervention points, and is both strategically aligned with the wider business skills and employment needs of LLA, and closely aligned to LBC's Luton 2040 vision and strategy. This includes an environmental education programme which is aimed at supporting 8 to 11 year olds with hands on experience at the Forest of Marston Vale whilst also having an insight into LLA's environmental focus in the community. In addition we are developing the second intervention, an essential skills programme, aimed at supporting 13 to 15 year olds to develop essential transferrable skills such as listening, speaking, problem solving and teamwork.



#### STEP 3

##### Further education

We are exploring further opportunities around the future skills needed for our community and industry. This involves looking at the latest innovations, future Green skills and the new technologies that will be needed.

We are working with HR to ensure the skills and education outreach programmes align and support our shared goals. For example, how can we best support and prepare students to enter into a future Apprenticeship programme that strategically aligns with LLA's future skills and employment strategy and Luton 2040. This includes STEM learning and supporting more young people and girls onto engineering career paths. We are also exploring opportunities to work with further education partners to provide innovative lifelong learning and growth opportunities for our community.

We are currently finalising the objectives of our redesigned Skills and Education programme for the next phase of the Responsible Business Strategy. Meanwhile, we are continuing to work with Luton Council to identify the right schools to work with and to align with existing curriculum requirements.



Case study

EASYJET SCHOOLS VISIT

In 2023, the Sustainability team co-hosted school visits with easyJet. Thirty local pupils were able to gain an insight into the vast array of career opportunities here at LLA.

Students visited operational areas of the airport, including taxiways, the runway and aircraft movements, and were given a tour of the airport fire station. The event also included opportunities for critical development skills like CV writing, teamwork and health and wellbeing in the workplace.

The visits formed part of Luton Council’s Legacy Programme, enabling children to explore local careers. We are grateful to everyone at LLA who helped make the event such a success, and look forward to more school visits in the future.



Case study



Employee volunteering

Our volunteering policy allows employees to volunteer two days per year with paid time off. The more we can increase uptake of this opportunity, the more we can give back to our community, creating even greater social impact.

OUR VOLUNTEERING APPROACH AND PERFORMANCE

Our approach to volunteering is to encourage and inspire our employees to give back through participation in our volunteering programme. We recently reviewed our previous volunteering and fundraising programmes and initiatives to evaluate their impact. We then implemented new opportunities to maximise our community impact and employee uptake. Although we did not meet our RBS volunteering target of 25% of staff taking at least one day of paid time off (PTO) per

year for volunteering, we believe the introduction of our environment volunteering programmes provided broader education into our environmental work in the community than if we had purely focused on the total number of volunteering days.

In 2023, we organised a wide variety of volunteering events, which included litter picking, tree planting and supporting Luton Foodbank, as well as fundraising events such as our annual golf day, a bike ride to Brighton and a Christmas carol concert.

We always seek to include the wider LLA ecosystem in these events, inviting partners, suppliers and concessionaires to get involved. Last year, 27 external volunteers from easyJet, Cawleys, Tui, Wizz and more joined 73 LLA people in volunteering activities. As ever, we shared volunteering stories throughout the year in our internal newsletter and on external social media platforms, raising awareness of our charitable work and how to get involved.

To increase engagement, we also prepared to launch a new volunteering initiative through our Leadership Development Programme (LDP). Participants in the initiative will transfer their skills, knowledge and business expertise to deliver our redesigned skills and education programme. In doing this our leaders have the opportunity to use their volunteer time to make a positive difference to young people.

2023 VOLUNTEERING HIGHLIGHTS

GOLF DAY

Our annual Golf Day was back in full-swing this year, with participants helping to raise £15,719 for our charity partners. On the 10th anniversary of this much loved event, it is only fitting that it raised its highest amount ever.

RUNWAY RUN

The annual Runway Run saw 200 people complete the course, raising over £5,000 for our charity partners – East Anglian Air.

TREE PLANTING

Following on from 2022’s successful tree planting, this year’s event was even bigger and better. Over 65 LLA employees and third-party colleagues volunteered more than 300 hours to plant nearly 1000 trees with our partners at the Forest of Marston Vale. We also had a record number of partner colleagues join us for this event, including from easyJet, Wizz Air, Tui, CME Heating, APCOA, Lagarde and our charity partners East Anglian Air Ambulance.



LOVE LUTON AWARDS

Love Luton was founded to recognise local people for their services to the community and create confidence, pride, and a positive image of Luton. It is supported by local businesses, volunteer and charity groups and Luton Council who contribute by organising events and initiatives to bring the community together whilst promoting the town.

In 2023, LLA sponsored the Lifetime Achievement category at the Love Luton Awards in January. The Lifetime Achievement award recognises individuals and teams who have given their service and efforts to the public. The recipient of the award was Liz Stringer, Chair of Luton Foodbank (LFB), in recognition of her 10 years of dedication to the charity. LFB is one of LLA’s two corporate charity partners.

Case study



# Local investment

We provide direct financial support through our Community Trust Fund, which offers grants of £250 to £10,000 to projects that benefit communities across our region. We also provide funds through our newly created Greener Future Fund, which is partly funded through our existing Community Trust grant funding process.

## COMMUNITY TRUST FUND

During 2023, the Community Trust Fund contributed £185,352 across 23 grants to charities, nonprofits and community groups that contribute to our themes of Healthy Today, Skilled Tomorrow and Alleviating Poverty. This contribution is an allocation of the full standard amount for the programme of £150,000, plus the additional noise and track fines that top up the funding pot. These grants are anticipated to benefit nearly 6,300 people in our community. Although this number is lower than last year, the work being delivered is more complex, with a large proportion of mental health and wellbeing support. We gave to Bipolar UK to help them reopen face-to-face peer support groups, as well as to the Samaritans to help them train new volunteers. We also gave to a fantastic organisation called A slice of Happiness, which provides an eight-week course of talking treatment for mental health.



## GREENER FUTURE FUND

We piloted the Greener Future Fund (GFF) in 2022, which is partly funded through our existing Community Trust Fund grant funding process. This new round of environmental project grants is focused on supporting local environmental and biodiversity projects. The pilot was a big success, and as a result we officially launched the new GFF programme in 2023, focusing specifically on a five-mile radius of the airport to ensure local impact. Despite a smaller catchment area than the Community Trust Fund and a more specific brief, we received an impressive number of applications and invested a total of £89,000 to 10 community groups and schools. We were struck by the diversity of grant applications – validation that there is a need and appetite for this kind of environmentally targeted fund. Recipients included a local primary school that wanted to fund a sensory garden, a junior school’s rewilding and vegetable garden project and a project from Groundwork East raising awareness of waterway pollution and the impact on biodiversity. The GFF is strategically aligned with our business objectives and the wider Responsible Business Strategy. We have exciting plans to reconnect with our GFF beneficiaries in 2024 enabling young people to have insight and knowledge through the development of an environmental and education programme.



“We believe in a Luton that’s healthy, fair and sustainable – and we have an ambitious strategy to get us there by 2040. As the region’s biggest employer, the airport has an important role to play in helping to deliver a place in which everyone can thrive and no-one has to live in poverty. But LLA does so much more than create jobs; we are excited to work with the airport’s leadership, sustainability and community teams to drive progress against our economic, social and environmental goals.”

— Robin Porter, Chief Executive, Luton Council



“LLA’s continued support for its Greener Future Fund for a further 3 years demonstrates its commitment to net zero and moreover to helping communities understand and respond to the climate crisis. After an exciting and impactful pilot year we are excited to see the fund grow and reach further than before to support more people to engage with its priorities.”

— Karen Perkins, CEO, Bedfordshire and Luton Community Foundation

FIGURE 1: Grants by area

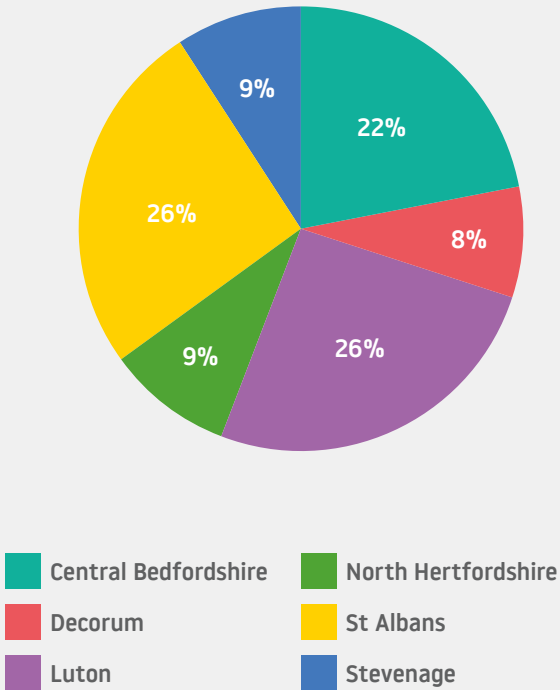
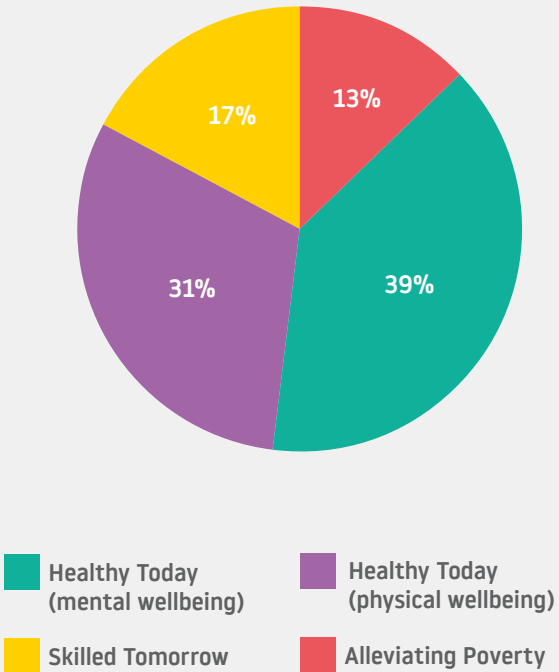


FIGURE 2: Grants per CTF priority areas







## Charitable giving

We have a longstanding employee charity of choice partnership programme. In 2023, our charity partners were Luton Foodbank and the East Anglian Air Ambulance. We made the strategic decision to extend our charity partnership until December 2024, providing our partners with the opportunity to recoup lost funding from the pandemic.

### OUR CHARITABLE GIVING APPROACH

#### MATCH FUNDING UPDATE

All LLA employees can fundraise for any charity they choose, and the business will match their donation. 2023 was our best year yet for match funding. Having built a better process for tracking employee volunteering and donations, we were able to more easily engage people in the match funding process. As a result, LLA matched 16 applications, up from three in 2022. We will continue to drive this programme in 2024 to increase employee engagement and the amount of money we can give to our charities.

#### CHARITY PARTNERS UPDATE

In 2023, we continued to support our two charity partners – Luton Foodbank and East Anglian Air Ambulance. During the year, we raised a total of £36,070, which will be split evenly between the two charities.

### RECYCLING UNCLAIMED BAGGAGE

Like all airports, Luton is left with a certain number of unclaimed items following hand baggage security checks every year. We have identified a new charity partnership HISCHURCH to support with the removal of these unclaimed tools, ensuring that they are recycled and reused in charities, including vehicle restoration and wellbeing projects, such as Men's Shed.

In 2023, as part of a one-off donation £10,000 worth of tools were saved from landfill or recycling and sent to good causes across the UK instead.

### CUSTOMER DONATIONS

There are a number of opportunities for guests to make charitable donations when they visit the airport. There are multiple collection points for foreign currency, and we invite guests to make a donation when booking parking.

During 2023, we raised £38,000 from our generous guest donations, which all goes to our two charity partners. In 2024, we are installing new electric contactless collection points around the airport and will continue to find new ways to fundraise for our charity partners by bringing innovative solutions to our guests.

### FOCUS IN 2024

Areas of focus for 2024 include:

- Developing programmes and initiatives that align to Luton's 2040 vision.
- Driving innovative new ways of showcasing our airport's added social local value and impact.
- Developing the foundation for skills and education programmes from classroom to career.
- Continuing to invest in and develop our Community Trust Fund and Greener Future Fund
- Provide specific targeted volunteering programmes and initiatives that excite and delight our employees, engage our local communities and ensure we make a positive social impact.

### Case study

#### MARSH FARM FUTURES AND THE COMMUNITY FRIDGE

We invested £9,900 in the local charity Marsh Farm Futures (MFF), a Luton based community hub that provides enhanced public services, community care services, local business support, and health and leisure activities. The money was used to set up the first community fridge in Luton, where businesses and individuals could provide surplus food for other residents to use. With the average UK household throwing away £700 worth of food every year, this initiative will decrease food waste in the local area, whilst also providing the opportunity for members of the public to access healthy food for free, much needed given the ongoing cost of living crisis.



### Case study

#### TENNYSON ROAD PRIMARY SCHOOL

We donated £10,000 to Tennyson Road Primary School, a local junior school that is under the LLA flightpath and in the centre of Luton. The money was earmarked to provide a school garden for vegetable growing and increasing biodiversity, which will allow children to learn about healthy eating and sustainable food growing.



PERFORMANCE AGAINST TARGETS

| Support our community |                     |  |             |  |
|-----------------------|---------------------|--|-------------|--|
| Target                | Theme               | Objective  | Status      | Progress update  |
| 2.1                   | Charitable giving   | Maintain LLA's contribution to the Community Trust Fund at £150,000 per annum.   | Completed   | We contributed £185,352 to the Community Trust Fund. 23 grants across seven local authority areas reaching 6,269 beneficiaries.  |
| 2.2                   | Charitable giving   | Promote the airport's employee matched-funding scheme and achieve 20 requests for match funding per year.  | In progress | We had 16 requests for match funding in 2023 totalling £800. This has more than doubled from 2022.   |
| 2.3                   | Charitable giving   | Dedicate £30,000 per year to support selected local and regional initiatives that support community spirit and cohesion.   | Completed   | £30,000 was invested in local community initiatives throughout the year.   |
| 2.4                   | Skills and training | Instigate a training and skills development programme for ten local schools per year. Arrange at least two on-site tours for local schools per year.   | Cancelled   | Currently taking a step back and planning new programmes to engage with schools for 2024. We did arrange two on-site tours for local school visits to the airport, including one with our airport partner easyJet, in accordance with this target. |
| 2.5                   | Volunteering        | Increase the proportion of staff taking at least one day of paid time off (PTO) per year for volunteering in the local community meeting the following annual targets: 10% in 2020, 15% in 2021, 20% in 2022, 25% in 2023. | In progress | 73 employees (9%) volunteered their time, which equates to over 200 hours. Whilst the numbers did not meet the target percentage we are working to improve uptake year on year with new initiatives and opportunities offered to employees.        |
| 2.6                   | Community wellbeing | Implement a programme that supports wellbeing and increases the standard of living in our community.   | Completed   | Through our Community Trust fund we support health & wellbeing initiatives in which over a third of our £150,000 funding is awarded to causes that support local community wellbeing through our Healthy Today pillar.                             |
| 2.7                   | Community wellbeing | The community support team to attend at least four community noise surgeries a year to showcase the additional support available to members of the community.  | Cancelled   | Six noise surgeries were conducted in 2023 with 70 attendees. The community team no longer attends these surgeries but does provide relevant information ahead of time for the surgeries, around local funding and support opportunities.          |

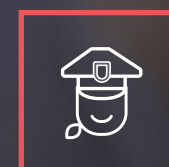




# A safe and secure airport

We have set targets to enhance our management of health, safety and security at the airport. Our programme maintains airside safety and will enhance the skills in our security team, expand our occupational health and safety programme, and increase the protection of our IT networks from physical and cyber network risks.

## IN THIS SECTION:



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Health, safety and wellbeing



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Information security



**PAGE 104**  
Airport security





# Highlights from 2023

Achieved a 33% reduction in employee accident rates

and a reduction in lost time injuries, against a 17% increase in headcount.

Achieved an excellent incident rate per passenger,

a considerable achievement as approximately 60% of staff on the ramp this year were new entrants to aviation.

Responses for our ninth Airside Users Safety Culture Survey were up 136% from 2022.

Received Best Aviation Team Award from Ground Handling Magazine.

Launched our Health, Safety and Wellbeing strategy.

Won a ROSPA Silver Award

showing our unwavering commitment to keeping employees, clients and passengers safe from accidental harm and injury.

£20m refurbishment of security hall underway,

which will speed up processing times and ensure a better passenger experience.

Won a Best Approach to Mental Health and Wellbeing award

at the 2023 Airport Operators Association (AOA) Operations and Safety Awards.



## Airside safety

### OUR AIRSIDE SAFETY APPROACH

We operate a comprehensive safety management system to ensure aircraft operate safely at London Luton Airport. For our team and all our airside partners, safety is a core part of our culture and we collaborate closely to identify and manage potential risks.

Since 2017, we have operated the LTN Safety Stack, a first of its kind initiative that brings together all primary aviation companies, including representatives from the airport, airlines, ground service providers, air navigation service providers, aircraft engineers and aircraft manufacturers. We also closely cooperate with regulators.

The Safety Stack improves our safety culture by allowing us to share best practice and collaborate on complex issues. It also helps us align on risk management and safety promotion initiatives, which typically affect several Stack members.

The Safety Stack has significantly improved our safety performance. We use an engagement approach where responsibility, accountability and learning are the central themes supported by a Just and Fair Culture, in which people are treated fairly. The success of this approach is evidenced in the annual safety survey, which is based around four themes developed by the London School of Economics:

#### COMMUNICATION AND COLLABORATION

The information flow of safety related information, notices, incidents or hazard identification; the desire and means for employees to be involved in and work together towards safety improvement.

#### COMMITMENT

Personal commitment to safety practices as well as the airport management's commitment to resolving issues and providing a safe place to work.

#### COMPETENCE

The perceived level of knowledge that Air Ops employees have in relation to their duties.

#### CONSISTENCY

The fair and equitable application of rules and regulations; how people are treated when things go wrong.



“Airside Operations (Air Ops) through the Safety Stack Partnership works closely with all its stakeholders, ensuring that key safety and sustainability strategic objectives are delivered as a result of close collaboration and to the benefit of the wider stakeholder community. The weekly Stakeholder Collaboration Meeting continues to provide a valuable platform for improving operational and operational safety performance.

— Liam Bolger, Head of Airside, LLA



OUR AIRSIDE  
SAFETY PROGRESS

The 2023 Safety Survey continues to show very positive scoring and feedback. Our overall safety performance throughout 2023 underpins these results, which will in turn shape our aims and actions in 2024.

SAFETY PERFORMANCE

Incidents for the year were up 4% from 2022 and down 49% from 2019. Air traffic movements for the year were up 8% from last year, and passenger numbers were up 23%. This is a strong performance, particularly given that up to 60% of staff on the ramp in 2023 were new to aviation.

Of the 153 incidents, just two (1.3%) went un-reported. This is our best performance to date – we typically see un-reporting at around 4%. It’s a clear indication of people’s confidence in a Just and Fair Culture.

We will continue to monitor our safety metrics closely and make any necessary adjustments to ensure we maintain the highest level of safety for all stakeholders

OPERATIONAL PERFORMANCE

2023 was the first summer season in which our ground handlers did not experience any resourcing issues. As a result, we saw significant improvements in performance in areas such as baggage delivery.

The primary driving force behind these improvements is the collaboration, established in response to the Covid-19 pandemic, an initiative we aim to strengthen through 2024, particularly with frontline leaders.

SAFETY CULTURE SURVEY

Apart from 2020 (an outlier year with low response rates), last year’s Safety Culture Survey achieved its best showing since the survey began in 2015.

Respondents for the 2023 survey were up 136% from 2022, with 901 responses of which 754 were usable. Scoring for the four themes of our Safety Stack were marginally behind our 2020 scores, with ‘Agree/Strongly Agree’ scoring:

- Communication & Collaboration 79% (82% in 2020)
- Commitment 79% (82% in 2020)
- Competence 83% (86% in 2020)
- Consistency 80% (83% in 2020).

The overall picture is very positive and these strong scores reflect our collective effort. With a further shift in engagement through the Safety Leaders Programme, we are on track to make a significant impact in the year ahead.

BIRD STRIKES

We take measures to minimise the risk of aircraft striking birds because of the risk to aircraft and life this poses. We actively manage areas such as grass, hedgerows, and trees to reduce bird breeding and roosting spaces, as well as deploying active and passive deterrents to keep birds away from runways.

There was an increase in strikes with controllable species, from nine in 2022 to 14 in 2023. This was mostly gulls and woodpigeons, and is commensurate with the increase in aircraft movements. There were 16 strikes with uncontrollable species, two fewer than in 2022. There was no damage to aircraft and no birds were on the endangered or threatened list.

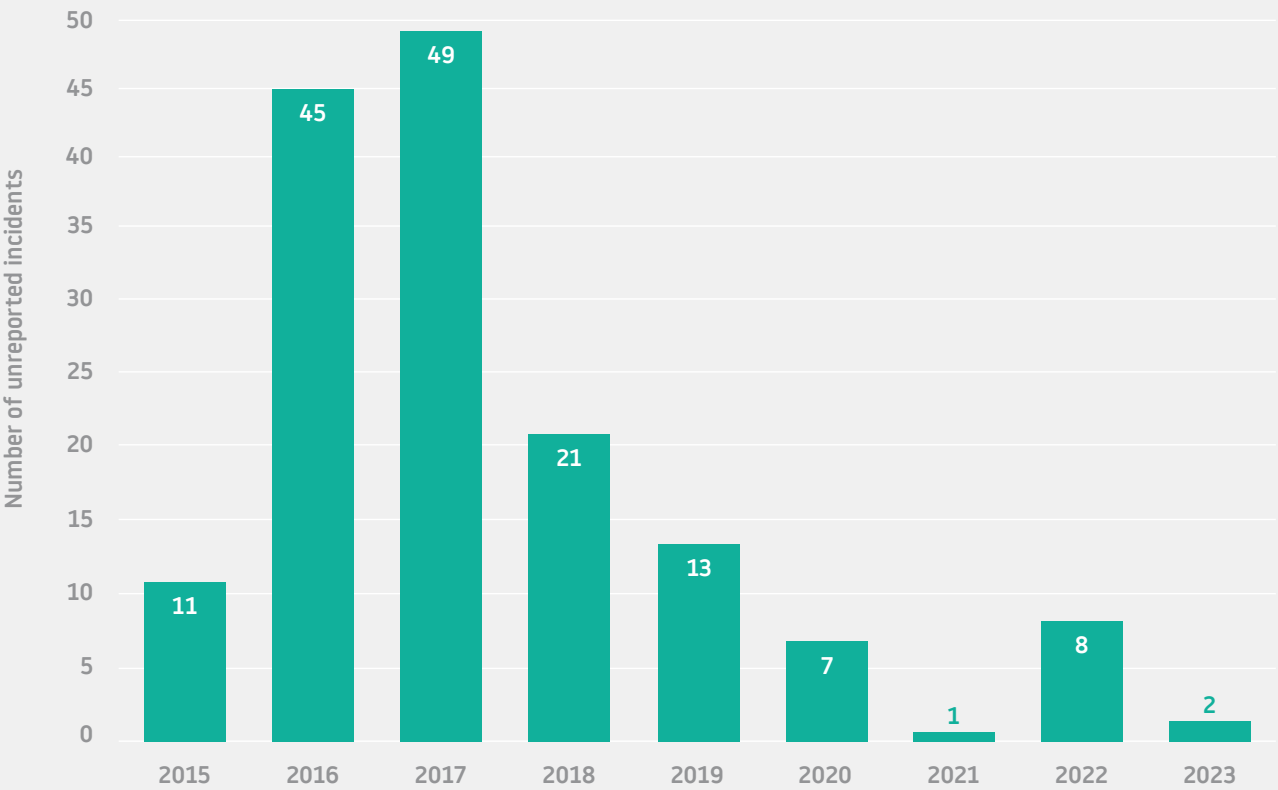
THE SAFETY MANAGER AND LEADERSHIP ALLIANCE (SMLA)

The SMLA exists to expand participation in safety and operational performance by significantly emphasising frontline leadership. The aim is to ensure that frontline leaders receive substantial peer-to-peer support from experienced leaders operating within their environment, regardless of their organisational affiliation.

AWARD WINNING PERFORMANCE

We received the Aviation Team Award from Ground Handling International (GHI) for our collaborative approach across the broader airport community.

FIGURE 1: Unreported incidents



Ground Handling International commented:

“London Luton is home to aviation’s dream team. Airport, airlines, handlers working as one to improve every facet of the flying experience. Initiatives include the airport providing additional ramp staff resource for handlers during high demand.”

The award’s judges said:

“A culture of collaboration is not easy to achieve. If you could bottle up the spirit at London Luton and spread it to other airport locations then our industry would be a better place.”





# Health, Safety and Wellbeing

Over the past year we have expanded our health and safety programme. We want the best safety culture possible – one where our colleagues feel empowered to always do the right thing, to take accountability for their own and others' safety, and to collaborate with and share information with others to maintain a safe environment.

## OUR HEALTH, SAFETY AND WELLBEING APPROACH

We operate a comprehensive health and safety management system certified to ISO 45001: 2018, which proactively reviews and improves our operations. Monitoring of Health, Safety and Wellbeing performance is carried out monthly, and this continued in 2023. The Health and Safety team reports monthly into LLA's overall risk governance structure.

We have renewed our health, safety and wellbeing strategy to ensure it incorporates the changes to the policy and renewed focus post Covid-19. We have a number of controls in place to mitigate health and safety risks across our operations, and we provide training to employees and contractors to ensure they have the right skills and knowledge to work safely.

Psychological safety and wellbeing remain a priority and are key to ensuring the success of our business. We support our leadership teams to lead by example and continue to demonstrate commitment to achieving psychological safety and further embedding of a Just and Fair Culture and to ensure continuous learning and the open sharing of safety related information.

## PERFORMANCE

In 2023, the Health and Safety team grew from a team of four to five with the addition of a Health and Safety Coordinator.

We remain on target for the core objectives in our new strategy, with successful interventions including a Construction Design Management compliance review, the online launch of induction processes and the expansion of psychological safety and wellbeing initiatives.

LLA is still experiencing a substantial phase of growth with the development and enhancement of its infrastructure. Although this may have been impacted by the damage of the TCP2 fire, it is imperative that we undertake ongoing assurance, and collaborate with departments and with our stakeholders to effectively manage the associated risks. We have supported this by promoting and proactively using our management of change process, and the team continues to support various departments on compliance.



## OUR PROGRESS

### Our new Health, Safety & Wellbeing strategy

In 2023 we launched our Health, Safety and Wellbeing strategy. This is based on our vision of 'Enabling our people to thrive through the journey of continuous improvement in Health, Safety and Wellbeing', and will complement our existing health and safety strategy.

The new strategy builds on successes from previous years, with a fresh focus on continuous improvement. The core purpose of this strategy is to enable people to thrive within LLA, and align with our mission, vision and values. As a team we set out core objectives with corresponding measures of success and have highlighted what we need to do to achieve this strategy successfully. As you can see, progress against these objectives in 2023 was good. We met 23 out of 25 core objectives and will meet the remaining objectives in Q1 2024.

### COLLABORATION & COMMUNICATION

- Facilitated collaborative quarterly Mental Health First Aider Group meetings.
- Launched our online Health, Safety and Wellbeing induction to set the tone for new employees.
- Launched 'Keeping our Airport Safe the LLA Way Training' for new starter induction and refresher training.
- Sent monthly wellbeing updates email to all LLA staff.
- Created an online Wellbeing Hub.
- Re-communicated 'Management of Change' procedure, to ensure improved stakeholder engagement and management of risk.

### WELLBEING & PSYCHOLOGICAL SAFETY

- Launched our monthly Wellbeing Awareness Programme.
- Held proactive and preventative injury prevention workshops for staff, supporting those who regularly undertake manual handling.

- Held 'Supporting staff following a traumatic event' training for Operational Teams managers, and organised Traumatic Incident Management (TRiM) Practitioner training.
- Conducted mandatory Wellbeing Conversations for Managers training.
- Launched departmental Wellbeing Risk Assessments and 1-2-1 Wellbeing Action Plans.
- Introduced a Wellbeing Management Procedure, Intervention Policy & Psychological Risk & Opportunity Management document.

### POSITIVE TEAM PROFILE & EXPOSURE

- Awarded Silver ROSPA Award in the Occupational Achievement Category for our 2022 activities.
- Awarded AOA H&S Award for Best Improvement to Mental Health and Wellbeing in the Large Airport category.
- Our Health and Wellbeing Lead was recognised as Safety & Health Practitioner's (SHP) Rising Star of 2023, and we were shortlisted for two Great British Workplace Wellbeing Awards.

### CONSTRUCTION MANAGEMENT RISK IMPROVEMENT

- Completed an audit on our Construction Design Management (CDM) activities and identified improvement opportunities.
- Issued CDM procedure and an updated Hoarding Policy.
- Trained 19 staff in 'CDM Duties'.

### COMPETENCE IMPROVEMENT

- Developed a strategic health and safety training matrix for job roles to enable departments to develop their Training Needs Analysis.

### INCIDENT INVESTIGATION IMPROVEMENT

- Health and Safety and Airside Operations attended a two-day incident investigation training course.
- We scheduled further incident investigation training for 2024, to include revised Incident Response Procedure.

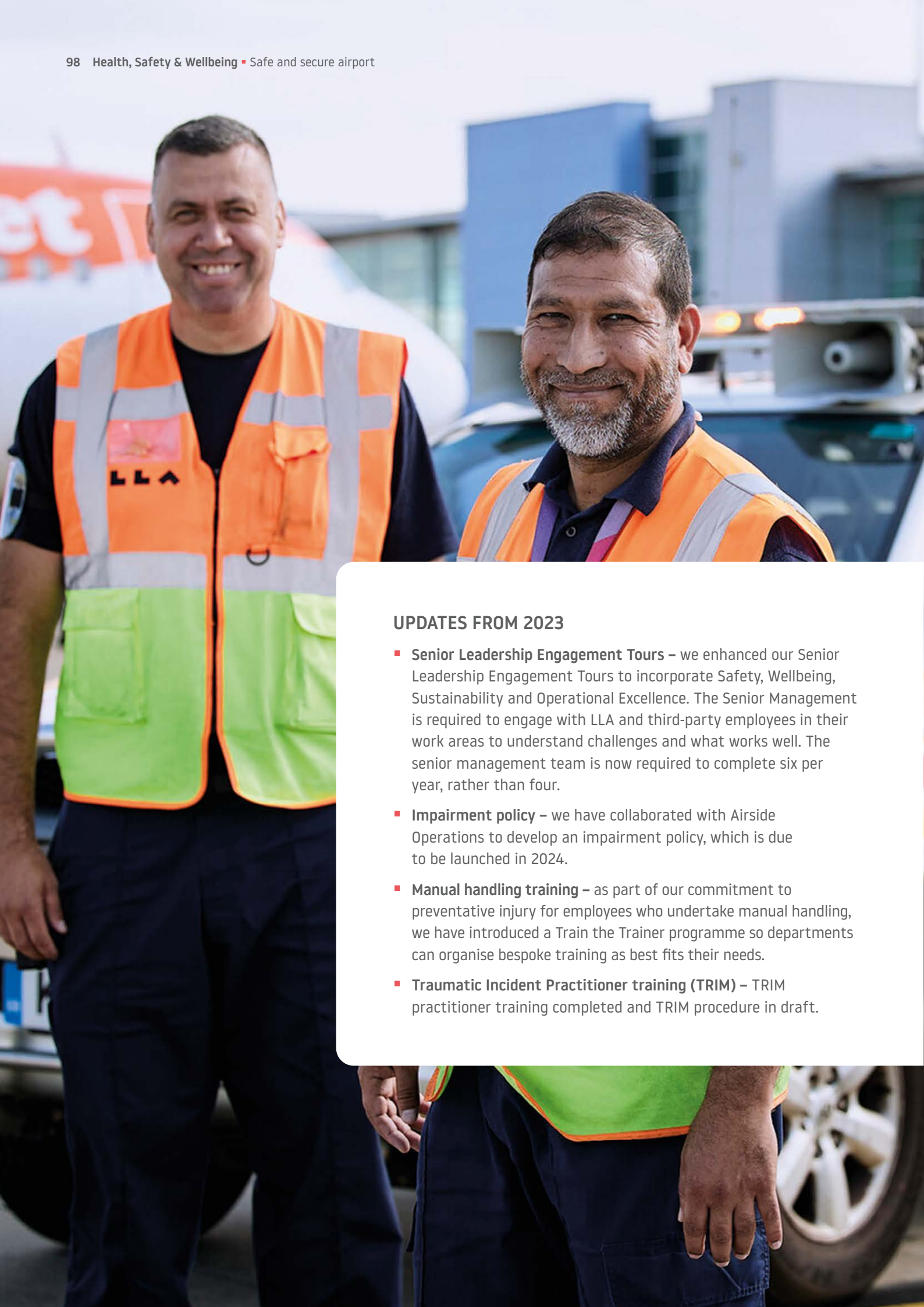
### PROACTIVE SAFETY INITIATIVES

- Launched Near Miss / Hazard Observation Awareness Campaign and app-based reporting tool.

### RISK PROFILING

- Reviewed Risk Governance and Risk Management procedures to ensure alignment between the policies and engagement at all levels.
- Commenced procurement of Risk Management Software.





UPDATES FROM 2023

- **Senior Leadership Engagement Tours** – we enhanced our Senior Leadership Engagement Tours to incorporate Safety, Wellbeing, Sustainability and Operational Excellence. The Senior Management is required to engage with LLA and third-party employees in their work areas to understand challenges and what works well. The senior management team is now required to complete six per year, rather than four.
- **Impairment policy** – we have collaborated with Airside Operations to develop an impairment policy, which is due to be launched in 2024.
- **Manual handling training** – as part of our commitment to preventative injury for employees who undertake manual handling, we have introduced a Train the Trainer programme so departments can organise bespoke training as best fits their needs.
- **Traumatic Incident Practitioner training (TRIM)** – TRIM practitioner training completed and TRIM procedure in draft.



“We want the best health, safety and wellbeing culture possible, where our colleagues can thrive and feel empowered to do the right thing, to take accountability for their own and others’ safety, to collaborate with their colleagues, and share information with others to maintain a safe environment. In other words, a culture where everyone feels empowered to Keep Our Airport Safe: The LLA Way.”

— Emma Meenan, Head of Health & Safety, LLA

SAFETY METRICS

Level 1 (low risk) accidents increased from 150 in 2022 to 222 in 2023. Increased guest numbers, the return of employees from furlough and good reporting culture contributed to this increase.

Level 2 (medium-high risk) accidents remained low and stable in 2023, at 15 events compared to the same number in 2022.

We monitor the Moving Average Frequency Rate (MAFR) to measure the number of safety incidents per guest. The passenger MAFR (passenger safety incidents per 1,000,000 passengers) increased by 31.5% from 2022 to 2023.

The total incidents MAFR (total safety incidents per 1,000,000) increased by 47.8% compared to 2022, and decreased by 42.1% compared to 2019. There were 232 incidents reported in 2023 compared to 401 in 2019, a reduction of 42.1%.

A total of five RIDDORS (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) were reported by LLA in 2023, involving three employees, one member of the public and a Dangerous Occurrence report due to the Terminal Car Park Fire.

- One employee was a specified injury (fracture) involving 10 days lost time.
- Two employees with an over 7-day injuries
- The one member of the public went to hospital after a slip/trip/fall.
- There was a Dangerous Occurrence report due to the TCP2 fire

In total, there were 10 Lost Time Injuries in 2023, the same as last year. The two-year rolling Lost Time Injury rate shows a steady downward trend, levelling out during the second half of 2023. 157 near misses were reported, up from 66 in 2022, and 2020 hazard observations were made, up from 1585 in 2022.

There were no fatalities in 2023.

Following the launch of our ‘Don’t Ignore it, report it’ safety campaign, the number of Safety Observations (Near Miss, Hazard Observation and Self Reports) has increased by 18.8% versus 2022



WELLBEING PROGRESS AND PERFORMANCE

Psychological absences remain a major cause of absence at LLA. In 2023, we appointed a dedicated Health and Wellbeing Lead to drive proactive and significant wellbeing improvements across the organisation.

During the year, we provided managers with mandatory training in Wellbeing Conversations to enable them to identify someone who may be struggling, how to approach the conversation and conduct Wellbeing Risk Assessments.

66 managers were trained and we received excellent feedback. This is in line with our new HSP007 Wellbeing Management procedure which outlines the wellbeing responsibilities of all LLA employees.

We introduced a Wellbeing Induction programme, which signposts available wellbeing support at LLA. We also trained 27 Traumatic Incident Management 'TRiM' practitioners in 2023. Following the TCP2 fire, a TRiM response was coordinated for those who may have been affected.

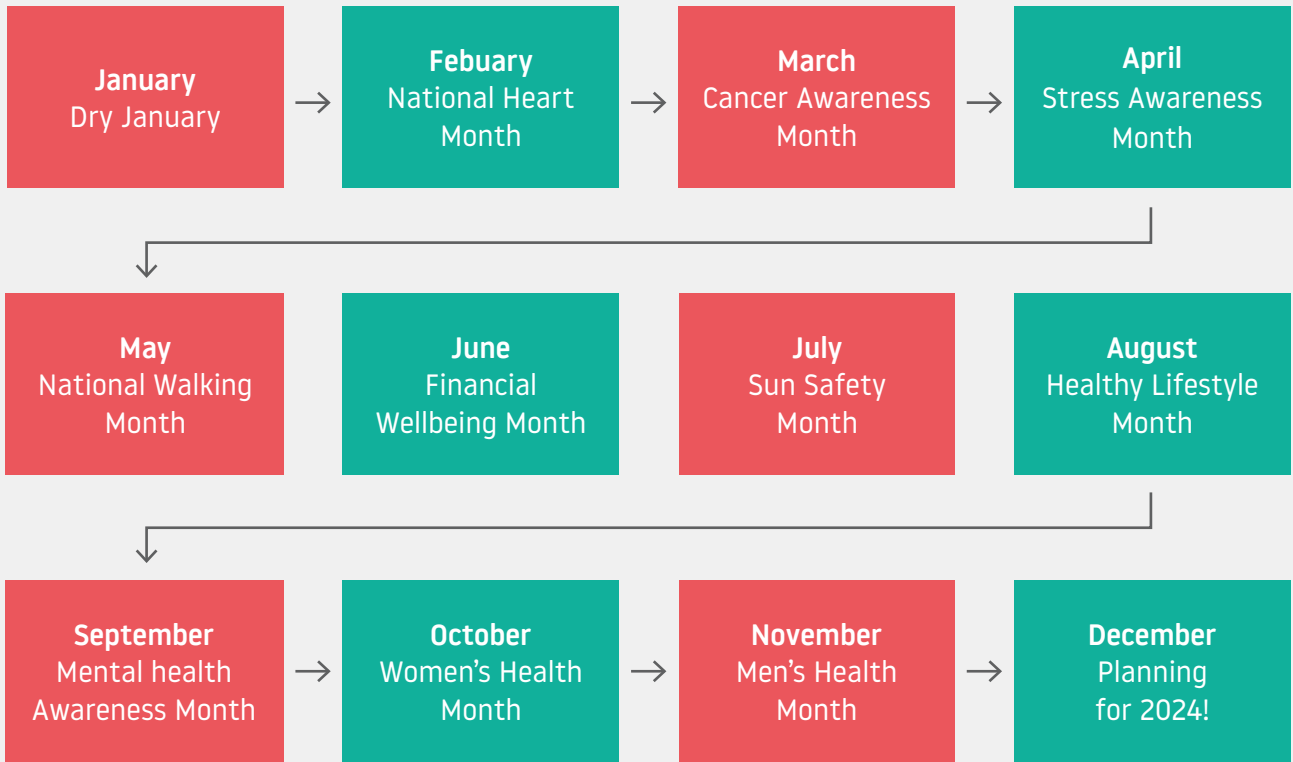
Two other big launches in 2023 include our Wellbeing Awareness Plan (WAP) and the Wellbeing Hub. The WAP (see fig.2) introduces monthly focus topics sourced from surveys conducted by our Mental Health First Aiders (MHFA) who identified department-specific wellbeing trends. The Wellbeing Strategy Group (which consists of representatives from H&S, HR, CSR and Security), creates a monthly wellbeing email for staff that introduces the monthly wellbeing topic, and includes initiatives and

available support. The group also organises events.

The WAP is further supported by new quarterly Mental Health First Aider (MHFA) catch-ups for proactive trend identification, feedback, and support in promoting wellbeing initiatives. We have also adopted a new three-year training cycle for MHFA.

Meanwhile, the launch of the online Wellbeing Hub brings together accessible information for every LLA employee to find out what health and wellbeing services are available to them. This includes everything from mobile heart health, cholesterol and blood pressure checks, to access to counselling sessions and massage therapy. The Hub is made up of three sections: our commitment, wellbeing support at LLA, and the wellbeing awareness plan.

FIGURE 2: Wellbeing Awareness Plan 2023



Case study

AN AWARD WINNING YEAR

In 2023, LLA won a prestigious award from the Airport Operators Association (AOA) for 'Best Approach to Mental Health and Wellbeing' (for a Large Airport). The team also scooped a Silver award from the Royal Society for the Prevention of Accidents (RoSPA), demonstrating our continued commitment to health and safety excellence. The award was in the Occupational Achievement category, and demonstrates our dedication to ensuring our people, passengers, and contractors get home safely at the end of every working day. The RoSPA Health and Safety Awards is the largest occupational health and safety awards programme in the UK, with almost 2,000 entries every year. The judging panel looks at entrants' overarching health and safety management systems, including practices such as leadership and workforce involvement.

In addition to the AOA and RoSPA awards, Samantha Cartwright, our Health and Wellbeing Lead, was recognised as Safety Health Practitioners' (SHP) Rising Star 2023. This is a fantastic achievement, and we are thrilled with the positive impact Sam is making at LLA.



"Workplace accidents don't just pose financial risks and operational disruptions; they significantly impact the quality of life for individuals. This is why acknowledging and rewarding excellent safety performance is vital.

We congratulate LLA for winning a prestigious RoSPA Award and showing an unwavering commitment to keeping employees, clients and customers safe from accidental harm and injury."

— Julia Small, Achievements Director, RoSPA

FOCUS IN 2024

In 2024, the health, safety and wellbeing team will be focused on:

- Launching the Let's Talk campaign, a series of interviews with different LLA employees to discuss their experience of wellbeing.
- Achieving the ISO 45003 (Psychological Health & Safety standard)
- Reviewing the safety culture maturity across our organisation and with our key stakeholders, to provide insight to help us measure, monitor, benchmark and further improve our health, safety and wellbeing culture and performance.
- Further work to embed a Just Culture, in which people are treated fairly, and working in collaboration with other teams to encourage psychological safety.
- Further work to embed our Departmental Wellbeing Risk Assessments with our line managers.
- Implementation of a Risk Management and Safety Management Software System, which should give us the tools to enhance safety and risk leadership, improve decision making, legal compliance and generate safe behaviours ensuring continuous improvement.





# Information security and digitalisation

At LLA, we manage a lot of personal and sensitive information and are committed to making sure it's kept safe. We are working towards achieving certification for our information security practices to the ISO 27001 standard. We will also continue to strengthen the resilience of our networks against cyber and physical risks in line with the Network and Information Systems (NIS) Regulations.

## OUR INFORMATION SECURITY AND DIGITALISATION APPROACH

We operate robust procedures to keep sensitive information safe and protect our network against cyber and physical risks. We have clear data protection and information security policies in place and have appointed a data protection officer

in compliance with the General Data Protection Regulations (GDPR).

We minimise the volume of sensitive information we hold and limit access to sensitive or restricted information and systems. We operate a secure network, and all company devices and systems are secured with Virtual Private Networks (VPNs) and access controls. We monitor critical

IT systems and networks and test network security regularly.

Employees are required to complete annual training on information security, using our e-learning platform. We are also collaborating with Aena, our major shareholder, on cyber security.

## OUR PROGRESS

### ISO 27001 CERTIFICATION

We continue to progress towards achieving this standard by increasing the level of documented information about our processes, which forms the basis of ISO 27001. This documentation is also a key requirement for NIS compliance.

### UPDATE ON NIS REGULATIONS

We continue to progress towards achieving NIS compliance. LLA was recently assessed by the CAA and we made positive progress on our IT security and services. The NIS Directive is well aligned to ISO 27001, with a focus on making sure LLA and its suppliers have well documented processes.

However, we have not yet reached full compliance. Full compliance is dependent on third-party suppliers reaching a certain standard of data

security and processes, which has not yet been achieved. The CAA standards board is aware of this dependency and are supporting further engagement with suppliers to address this issue.

In the meantime, our focus is therefore getting as close to NIS requirements as possible.

### NEW IT STRATEGY

In 2023, we focused on developing a new IT strategy for the next three years, which seeks to significantly change IT services at the airport. The strategy was approved and has now moved into execution.

The airport currently has a large amount of legacy IT equipment, which could be a lot more efficient. As a result of the new strategy, we will be replacing this equipment with more efficient technology.

More services will be moved to a cloud-based environment, which should also save energy.

The new strategy is also focused on cyber and information security. We recognise that we operate within a fast-changing environment, with more data, more digitalisation and the advent of AI. We have worked to ensure our new systems can and will evolve accordingly to address these opportunities and challenges.

The final part of the strategy focuses on team expansion. The IT team will approximately double in size, leading to the delivery of a better service.





OUR APPROACH

The security team is the largest group of employees at LLA. Our priorities are to deliver an excellent guest experience, while maintaining a state-of-the-art safety and security service.

We prioritise the wellbeing of our team, and are currently developing a new strategy for professional development and leadership training.

FOCUS IN 2024

- In 2024, the security team will focus on:
- Operational excellence – making security a great place to work
  - How to develop our own professional development strategy
  - The completion of the next generation installation
  - Meeting our team attrition targets

OUR PROGRESS

Another successful year for our airport security team. Despite the increase in the number of passengers passing through security, we managed to maintain an average queue time of eight minutes. We were audited twice by the CAA in 2023 – which is standard procedure – and delivered extremely compliant results.

NEXT GENERATION SECURITY UPGRADE

The £20 million refurbishment of our security hall is well underway. We have installed new state-of-the-art body scanners and CT scanner technology, both of which significantly speed up processing times and improve the guest experience. Thanks to the new technology, passengers will no longer

need to remove large liquids and electrical items from their bags. New flooring and ceilings help create a better experience for passengers and our employees.

We are on track for 100% of passengers to pass through the new security lanes by summer 2024.

RECRUITMENT AND ENGAGEMENT

After a recruitment drive and substantial pay increase, over 100 new people joined the security team last year. We are on a similar recruitment trajectory for 2024.

As well as recruiting new joiners, we have been working to increase engagement in our team. For example, we ran a three week consultation with our staff to collect feedback on how they were getting on with the security

upgrades. Thanks to their insights, we made considerable improvements to the next phase of the installation programme.

Our attrition rate reduced from 21% in 2022 to 17% in 2023. Our target is 15% for 2024. Other comparable security providers regularly work at a 23-25% attrition rate, so although we are better than average, we still want to do more.

TRAINING UPDATE

Due to an ongoing review of roles and responsibilities and identification of a suitable supplier, we have placed more focus on increasing the number of colleagues with Aviation Security Management Training and delivering more guest-focused training to the wider teams.

PERFORMANCE AGAINST TARGETS

| Safe and secure |                            |  |               |  |
|-----------------|----------------------------|--|---------------|--|
| Target          | Theme                      | Objective  | Status        | Progress update  |
| 3.1             | Enhanced security training | Create a career development programme for airport security above the minimum requirements stipulated by the CAA, including customer experience and leadership.                             | Cancelled     | Due to an ongoing review of roles and responsibilities and identification of a suitable supplier for the original training, more focus has been placed on increasing the number of colleagues with AVSEC Security Management Training and delivering more guest focus training to the wider teams. |
| 3.2             | Health and safety          | Across 2020, share the learning from at least 90% of health and safety investigations to embed lessons learned and prevent repeat events.  | Completed     | 94% achieved.  |
| 3.3             | Health and safety          | Senior Managers will complete four safety tours a year and we will align this with a recognition scheme embedded in our risk governance process to reinforce best practice and behaviours. | Completed     | 114% completed in 2023.  |
| 3.4             | Health and safety          | In 2020, all members of our senior management team will complete training on 'Safety Differently' to support our vision and culture journey.   | Cancelled     | This target was achieved in 2020, however, post-Pandemic this has been removed.  |
| 3.5             | Health and safety          | Senior Managers will be required to attend 75% of risk governance meetings throughout the year.  | Completed     | 84% achieved during 2023.  |
| 3.6             | Health and safety          | We will conduct pre-emptive assessments (appreciative investigations) on each department every quarter to identify opportunities to improve.   | Cancelled     | Post Pandemic this target was removed. Appreciative investigations are now carried out on an ad-hoc basis.   |
| 3.7             | Health and safety          | We will conduct quarterly continuous improvement safety tours for each of our key on-site suppliers.   | Cancelled     | Post pandemic this target was reviewed and there is a revised continuous improvement assurance programme in place with our key on-site suppliers.  |
| 3.8             | Health and safety          | % of departmental Continuous Improvement assessment closed within deadlines. Target 80%.   | Completed     | 83% completed.   |
| 3.9             | Information security       | Achieve certification to ISO 27001 (information security management system) by the end of 2021.  | Behind target | Continuing to develop and support ISO progress. General focus for 2023 was on IT security which contributed indirectly to this progress.   |
| 3.10            | Information security       | Fully compliant with the NIS Directive by the end of 2020.   | Behind target | Progress for achieving NIS compliance continues to move forward, including a 2023 CAA assessment which marked our progress in IT security as positive. Currently this is unachievable for airports due to dependency on suppliers.   |



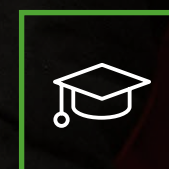
# Grow with our people

Our objective is to support careers in airports and aviation. We implement programmes that will help our people to gain skills, knowledge and experience to further both their careers and our combined capabilities. We also work with our community to help people take their first steps into the sector.

The Responsible Business Strategy includes a clear commitment to making LLA a great place to work. This means taking action to facilitate talent within our team and our wider communities, and to support equality, diversity, inclusion and fair pay.

We listen to our people and actively engage with our teams. We support a flexible working approach, which contributes to the wellbeing of our employees.

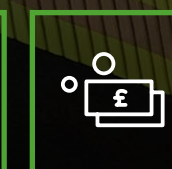
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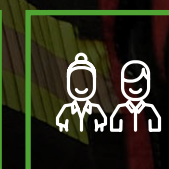
**PAGE 109**  
Facilitating talent



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Equality, diversity & inclusion



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Internal engagement







# Highlights from 2023

Ran three further cohorts of our Leadership Development Programme,

with 55 leaders from across the organisation completing the 12 month programme.

Launched our Impact Development Programme,

designed to inclusively discover high potentials and leaders of the future.

Moved all core HR training online,

making it accessible to everyone.

Reviewed all our policies to ensure they are up-to-date and inclusive.

Launched new exit and onboarding surveys

to improve the quality of data we have about people's experiences at LLA.

Our second colleague survey had a 70% engagement rate and a +37 ENPS –

up from +12 in 2022!

Invested over £1m in employee rest areas,

bringing all facilities up to the same standard as head office.

Real Living Wage accredited

for the second year running.



## Facilitating talent

Aviation offers rich career opportunities. At LLA, facilitating talent means attracting the best talent while supporting our employees to develop meaningful and fulfilling careers. Our Responsible Business Strategy (RBS) contains strategies for attracting entry level talent and developing the talent we already have at LLA.

### OUR FACILITATING TALENT APPROACH

To ensure our ongoing success, we need to attract great talent and provide opportunities for our team to learn and develop.

Together with our community team, we support school partnerships and local employment initiatives that are strategically aligned with the wider business skills and employment needs of LLA, and closely aligned to Luton Council's 2040 vision and strategy. We want to showcase opportunities in aviation and build a talent pipeline within the region.

Our HR team oversees a strategy that focuses on inclusively developing core skills, talent and leadership. Each department manages its technical training plans, but this is overseen and tracked by HR. We also conduct Annual Achievement Reviews (AAR) annually to provide all team members with an opportunity to get feedback on their performance and to establish clear development goals.

We recognise and reward people's work with fair pay, a wide range of company benefits and internal communications that celebrates individual and team achievements.



OUR PROGRESS

DEVELOPING PEOPLE

Our commitment to developing people was our core priority in 2023, with work across three key areas:

1 EQUIPPING OUR LEADERS TO INSPIRE AND SUCCEED

We continued to roll out our Leadership Development Programme (LDP). Having worked with all senior leaders at LLA, we ran three further cohorts in 2023, with 55 leaders from across the organisation completing the 12 month programme. This programme brings consistency to leadership at LLA, with everyone who participates in the programme learning the same tools, techniques and leadership style. We also incorporated collaboration events into the programme, promoting volunteering, story sharing, team building and project work.

2 IMPROVING CORE SKILLS ACROSS LLA

Our second priority was on improving core skills across key areas. As well as developing and deploying a new centralised system for tracking departmental training, we launched a core skills programme for any employee who required leadership skills but had not taken part in the LDP. Throughout the year, we covered two topics per month, each with two 90 minute online sessions. The programme was very successful, and we will continue to run it in 2024.

3 DEVELOPING OUR PIPELINE FOR THE FUTURE

In 2023, we launched our Impact Development Programme, which anyone at LLA could apply to join. Following a rigorous recruitment process, three cohorts were selected, with the programme kicking off in early 2024. The Impact Development Programme is inclusive by design: the first three cohorts are made up of 40% women, that better represents our workforce.

ATTRACTING TALENT

In 2023, four students received a level 1 certificate in Exploring the Aviation industry, and we held 10 successful assessment events. We are currently developing our Employee Value Proposition (EVP) as part of our Equality, Diversity and Inclusion work (see more detail below). In 2023, this involved updating the LLA careers page to include employee testimonials, videos, pictures and stories about working at the airport. We are also enhancing early careers and opportunities through locally targeted recruitment,

partnerships with local educational establishments, apprenticeships and graduate schemes. A resourcing manager is joining the team in 2024, with a focus on early careers for local people.

DELIVERING TRAINING

Training is deployed within each department on an as-and-when basis. In 2023, 97% employees spent an average of 36.36 hours on training with an average spend of £1,025.96 per employee. 153 hours were spent on diversity and inclusion training; 153 hours on employee relations training; 4,310

hours on security refresher courses; 67 hours spent on learning and development training; 823 hours on code of conduct; 376 hours on anti-corruption; and 147 hours on customer service/disability awareness training.

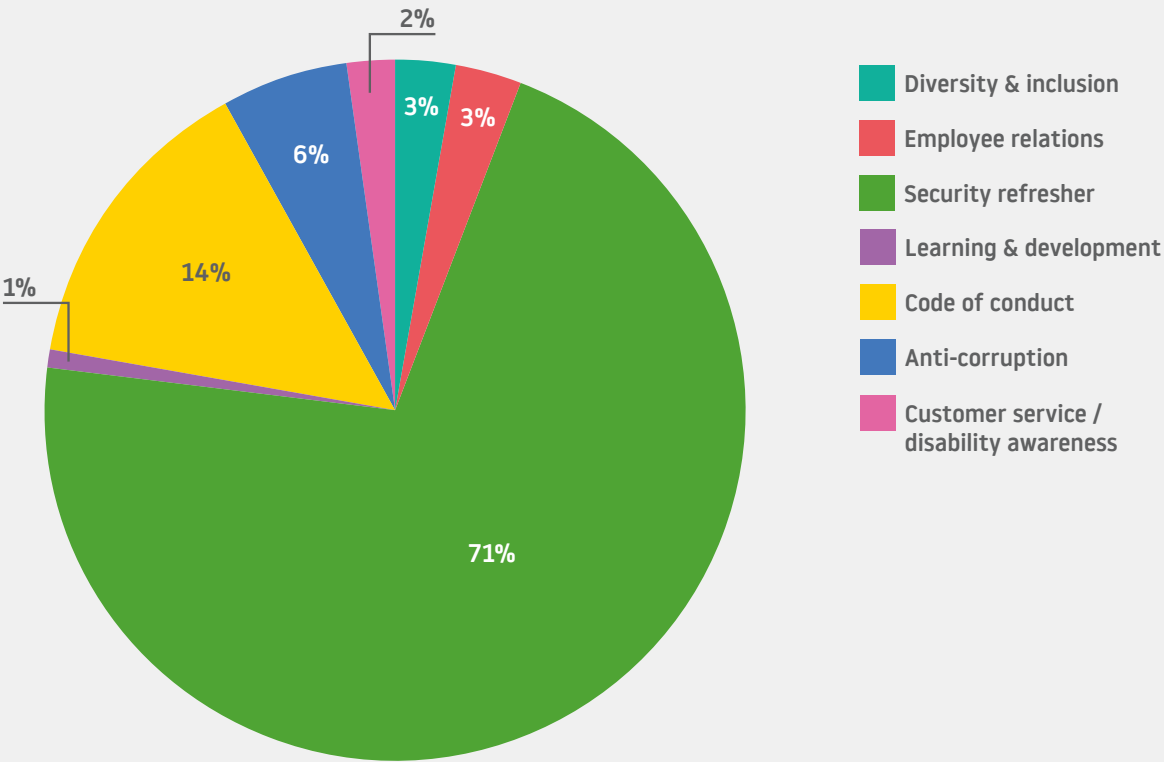
In 2023, we moved all core HR training online, making it accessible to everyone. This includes, for example, training in GDPR, cyber security, competition law and fire awareness. We can also now track training figures, which puts us in a better position to make improvements going forwards.



“Our new Impact Development Programme is an inclusive solution to discovering talent and potential across LLA – it’s all about finding the leaders of the future and providing them with tools and skills around behaviour, performance and mindset. Participation rates are high and, with 40% women, the programme has ED&I metrics that better represent our workforce.”

— Louise Mackenzie, Organisation Development Manager, LLA

FIGURE 1: Training delivery







## Equality, diversity & inclusion

We will take positive action to improve equality, diversity and inclusion within aviation. We developed our Equality, Diversity and Inclusion (ED&I) strategy in close consultation with employees and a specialist provider.

### OUR DIVERSITY AND INCLUSION APPROACH

We recognise workplace diversity is a strength, and our policies set out our commitments to encourage diversity and prevent discrimination of any kind. In 2023 we worked on our ED&I strategy which is focused on promoting a sense of inclusion, actively listening to LLA employees, and ensuring equitable treatment. Our corporate strategy includes core diversity commitments that align with this new strategy.



## OUR PROGRESS

We launched our new ED&I strategy in 2022, together with a range of short, medium, long-term and ongoing actions. Part of the work that went into this included an external ED&I audit, which generated a report based on 1-1 interviews and focus groups. In 2023, we used this work to develop five core areas to focus on.

### 1. REVIEW AND IMPROVEMENT OF POLICIES AND PROCESSES

We restructured our HR team in 2023, which led to the evolution of the Organisation Development (OD) function. This means ED&I work now has a specific home within our company structure.

In 2023, we reviewed all our policies to make sure they are up to date in terms of employment law, and in terms of equal opportunity and inclusive language. (See policies box for a full list).

### 2. TRAINING AND DEVELOPMENT

We rolled out ED&I training for all senior leaders and hiring managers across LLA. The training focused on three topics, which we delivered through multiple sessions to ensure everyone could attend. The three topics were inclusive leadership, hiring inclusively and conscious inclusion.

### 3. IMPROVED COLLECTION OF DATA

Our current employee survey provides lots of actionable data, but only offers a snapshot in time. In 2023, we launched new exit surveys and onboarding surveys to improve the quality of data we have about people's experiences at LLA.

As a direct result of these new surveys, we now onboard new joiners differently. For example, all new starters are given airport merchandise, as well as an airport tour and an introduction from the executive team. We also created a Manager's Guide for anyone who hires at LLA, to improve consistency across the airport.

### 4. COMMUNICATIONS AND STORYTELLING

We have changed how we communicate internally. In particular, our weekly newsletter was redesigned with a greater focus on our people at LLA. We share employee updates and recognition, and stories about what is actually going on at the airport. In 2023, we also introduced Lunch & Learns, which have proved really popular.

### 5. RECRUITMENT AND EMPLOYER VALUE PROPOSITION (EVP)

The EVP is the brand we present to the world to attract potential employees. We improved our EVP by refreshing the LLA careers webpage.



### LOCAL JOBS FOR LOCAL PEOPLE

In 2023, we met and maintained our commitment that at least 50% of LLA employees reside in a local postcode, with 62% living within LU1 to LU7 postcode. Our employment approach is aligned with Luton Council's vision to eliminate poverty by 2040.

We work in conjunction with the Department for Work and Pensions (DWP) and local charity groups to promote equal opportunities and diversity in our recruitment. We are committed to holding and promoting accessible job fairs, as well as advertising via local platforms including Connect 2 Luton, LBC's online job portal and local newspapers.



EQUALITY, DIVERSITY AND INCLUSION PERFORMANCE

GENDER DIVERSITY AND GENDER PAY GAP

At the end of 2023, there were three women serving on our board of nine (30% women). Women make up 21.8% of our management. In total, 41% of our employees are women. In 2023, our mean gender pay gap overall was 23.9% (down from 26.5% in 2022) and the median was 20.2% (down from 22.4% in 2022). Our mean gender bonus pay gap was 71.4%; 100% of female employees and 99.8% of male employees received a bonus.

We aim to reduce the gender pay gap through better representation of women at senior levels through our ED&I strategy, through measures such as:

- Recruiting through schemes like Women in Aviation
- Updating our recruitment and HR policies to embed the new ED&I strategy principles
- Rolling out enhanced diversity training for recruiters and adopting tools to tackle unconscious bias such as anonymising CVs
- Requiring diverse shortlists for senior roles
- Exploring new ways to nurture diverse talent within the organisation, such as employee forum sub-groups

Aviation minister Baroness Vere was welcomed to LLA in March 2023 as part of Women of Aviation Week. In the same month LLA supported a Wizz Air all female flight on International Women’s Day.

ETHNIC DIVERSITY

We do not currently hold comprehensive data on ethnic diversity within the LLA workforce, but plan to introduce new systems that will capture this as part of our ED&I strategy – including through the newly launched onboarding and exit surveys.

EMPLOYEE GENDER

| Level of organisation | Female |     | Male |     | Other or no gender reported |   | Total |
|-----------------------|--------|-----|------|-----|-----------------------------|---|-------|
| Board                 | 3      | 33% | 6    | 67% | 0                           | 0 | 9     |
| Management            | 29     | 22% | 104  | 78% | 0                           | 0 | 133   |
| Total employees       | 321    | 39% | 493  | 61% | 0                           | 0 | 814   |



We are committed to ensuring equal opportunities to people from all backgrounds. During 2023, we celebrated the broad range of cultures represented in our workforce, with our weekly newsletter evolving to ensure it captures events that are meaningful to all LLA employees.

POLICIES

We have a comprehensive set of HR policies in place. We reviewed all our policies in 2023 to ensure they are up-to-date and inclusive.

- Special Leave
- Study Leave & Sponsorship
- Training & Development
- Business Ethics
- Equal Opportunities, Inclusion & Dignity
- Counter Terrorism Check
- Occupational Health
- Performance Management
- Social Media
- Whistleblowing
- Carers in the Workplace
- Code of Conduct
- Disciplinary
- Grievance
- Sickness & Absence
- Maternity
- Paternity



Fair Pay



Fair pay is integral to making the airport a great place to work. LLA is an accredited Living Wage Employer, which means we have been certified by the Living Wage Foundation.

OUR FAIR PAY APPROACH

We ensure that all employees are paid a Real Living Wage. The ongoing cost of living crisis means this assurance has never been more important. We use the UK Government’s real living wage rate and conduct an annual assessment to ensure we continue to pay the Real Living Wage. In response to our first employee survey, we introduced a new salary structure. The new framework is designed to be both fair and competitive, and includes an increase in pay and enhanced parental leave entitlements. Other benefits include EV salary sacrifice scheme, Long Service award, period dignity scheme, cycle to work scheme, travel discounts, retail discounts, volunteer days, access to on-site gym, profit share, enhanced sick pay, hybrid working, refer a friend scheme, quarterly incentive payments, flexi savings, health cash plan and extensive training opportunities. LLA also operates a profit share scheme, which means all employees can share in the airport’s success.

OUR PROGRESS

We launched several new benefits as part of our 2023 pay deal. These include:

- Electric Vehicle Salary Sacrifice Scheme – partnered with Octopus EV, who offer a wide range of vehicles to meet any budget. We introduced this scheme as a direct result of requests via our new employee survey.
- Long Service Award – this provides long-service employees with increased annual leave. From your 10th year at LLA, employees receive an extra day of annual for every five years they serve. After 25 years, employees can receive four extra days of annual leave.
- Period dignity scheme – we now provide free sanitary products in our female bathroom facilities.

Other 2023 highlights include a focus on financial wellbeing for the month of June, as part of our Wellbeing Action Plan. This involved workshops, talks, payroll sessions and more. Then, to celebrate LLA’s 85th birthday, we ran a series of staff recognition and engagement campaigns.







# Internal engagement

The Covid-19 pandemic exposed the importance of employee engagement and an effective communication culture. We are working harder than ever to ensure employees feel informed and engaged.

## OUR INTERNAL ENGAGEMENT APPROACH

It is vital our people feel connected and engaged across our business. We have deployed a range of tools to help with this. Our internal engagement strategy is designed to include approaches that suit the diverse roles across the airport.

Much of our internal engagement work is driven by our colleague survey. We ran our second survey in 2023. We adopt a transparent approach in this work, communicating the results of the survey, and what commitments and actions we are taking in response to the feedback we receive.



## OUR PROGRESS

### COLLEAGUE SURVEY

We conducted our first colleague survey in 2022. We used this as an opportunity to benchmark our performance, and did not set any targets except response rate. We communicated across LLA about what the survey was and why it was so important. In year one, we had a 61.5% response rate and an employee Net Promoter Score (eNPS) of +12. Both of these are good scores, particularly for the first year. The survey gave us a detailed view of what was going well at LLA, and where people would like to see changes. We used these insights to set and communicate commitments across the organisation, and then develop departmental action plans. We assigned budget, set manager objectives and fed back to LLA about what we were doing. We prioritised transparency and communication at every stage of the process.

Before we conducted our next colleague survey in 2023, we sent out short and

clear feedback reports to everyone at LLA. These summarised what people had asked for, what we had done in response and the feedback that we had been hearing. As a result, our response rate increased to 70%, and we saw a big jump in scores across the board.

### EMPLOYEE NET PROMOTER SCORE

The eNPS shows to what extent employees would recommend LLA as an employer. It creates a score from -100 to +100 giving a great indicator of culture and experience. In 2022, LLA achieved a score of +12. The transport sector average benchmark this year was +14, and we were thrilled to earn a score of +39

Other results include:

- Inspired by the vision at LLA 7.8 (Benchmark 6.8)
- Engagement at LLA 8.1 (Benchmark 7.5)
- Desire to stay at LLA 8.4 (Benchmark 7.8)
- Sense of pride at LLA 8.3 (Benchmark 7.6)

### KEY INTERVENTIONS

Here are some of the actions we took as a direct result of insights from our colleague surveys.

- Invested over £1m in rest areas, bringing all facilities up to the same standard as head office.
- Rolled out our Leadership Development Programme and Impact Development Programme, improving access to professional development across the organisation.
- Acted swiftly to improve stress, workload and wellbeing, employing a Health and Wellbeing Lead (who won a Rising Star award in 2023 – see Wellbeing section on p100)
- Ran medical roadshows to ensure everyone knew what health resources they had access to
- Reviewed our benefits in line with survey feedback, refreshing our parental leave policy and introducing a long service award and EV salary sacrifice scheme (see p115).



Case study

AN LLA WAY RESPONSE TO THE TCP2 FIRE

Last October, the Terminal Car Park 2 (TCP2) fire caused major disruption to the airport but thankfully, aside from minor injuries from smoke inhalation (local authority fire fighters and a third party employee), there were no serious injuries. On the night itself, and then in the days, weeks and months afterwards, there has been an amazing response from different teams across LLA. The quality of this response can be measured in how quickly we returned to operations, with just 18 hours of downtime from the first alert to the first plane returning to flight.

Our airport firefighters were actively involved in fighting the fire alongside Bedfordshire and other fire crews from around the south of England. We have received positive feedback about this response, in particular our team’s ability and willingness to collaborate and communicate in a rapidly evolving situation. At a recent Bedfordshire Local Resilience Forum (BLRF) de-brief, the local authority fire service gave positive feedback on communications between the airport and emergency services. We plan to build on existing training between LLA and Bedfordshire Fire to enable an even better understanding of each other’s equipment and capabilities.

But our fire team was just one part of the response: other departments across LLA sprang into action. Several months before the event, we had established an Operational Readiness Team (ORT), recruiting volunteers from across the business who could respond at short notice if needed. After we sent out a notification to the ORT, people arrived through the night to help with guest queries and marshalling duties. What a shining example of the true LLA ‘One Team’ spirit. The fire significantly impacted the airport’s surface access, operations and resources. Throughout the ongoing response, safety has remained a priority. In the days and weeks following the fire, the health and safety team were intrinsic in ensuring risks were thoroughly assessed, mitigated and documented.



“Very quickly, there was amazing support from the security and guest experience teams. They helped create a safe working area for emergency response, which makes a huge difference. The Air Ops team were escorting people across the airport, making sure everyone was getting to the right places. The HR team were doing welfare checks through the night, so everyone had what they needed to perform. And it was amazing to see members of the executive team right there on site, communicating their trust in our response.”

— Dan Cartwright, Fire Service Manager, LLA

FOCUS IN 2024

- The focus for our work in 2024 includes:
- Further development of our people, delivered through inclusive and accessible training solutions and the imminent arrival of a Leadership and Development Manager
  - Enhancing early careers and opportunities through locally targeted recruitment, partnerships with local educational establishments, apprenticeships, graduate schemes – all of which will be supported by our new Resourcing Manager
  - Delivering further action as a result of our next survey
  - Moving the focus of ED&I training from senior leadership to across the business
  - Launching the LLA Centre of Excellence
  - Implement an employee recognition scheme inclusive of a benefits portal where employees can see their benefits and value proposition at a glance

RBS TARGETS TABLES

| Grow with our people |                         |  |               |   |
|----------------------|-------------------------|--|---------------|---|
| Target               | Theme                   | Objective  | Status        | Progress update   |
| 4.1                  | Facilitating talent     | Develop a facilitating talent strategy by the end of 2020, including entry-level talent. Support Luton Council with a financial commitment for their training academy. We will put in place measures that will double the number of apprenticeships by 2021. | Cancelled     | A resourcing manager is joining the team in 2024, with a focus on early careers for local people, including apprenticeships.  |
| 4.2                  | Facilitating talent     | In partnership with the Prince’s Trust deliver no less than two ‘Get into Airports’ programmes, each with 15 individuals or more, securing a 75% or higher positive outcome.   | Cancelled     | 4 students received a level 1 certificate in Exploring the Aviation industry. We are currently reviewing our future talent programmes.  |
| 4.3                  | Facilitating talent     | Promote airport career opportunities. Complete ten career and job events for schools including events at the airport and in schools. Activities promoting career opportunities and employment to be focussed within the more deprived wards.                 | Completed     | 10 recruitment events held in 2023.   |
| 4.4                  | Diversity and inclusion | Develop a broad Diversity and Inclusion strategy by the end of 2020. This will include supporting Women in Aviation and Aerospace Charter making a commitment to work together to build a more balanced and fair industry for women.                         | Completed     | ED&I Strategy signed off December 2022.   |
| 4.5                  | Wellbeing               | Develop a wellbeing strategy by the end of 2020.   | Completed     | Health, Safety & Wellbeing strategy has been published. Wellbeing now sits under Health & Safety following the introduction of ISO45003.  |
| 4.6                  | Wellbeing               | 15% of staff to receive mental health first aid training by 2020.  | Behind target | 12.56% in 2023.   |
| 4.7                  | Fair pay                | Undertake a cost-benefit analysis of achieving Living Wage accreditation status and present for decision by the end of 2020.   | Completed     | LLA was accredited as a Real Living Wage employer on the 31st March 2022.   |
| 4.8                  | Internal engagement     | At least 85% of staff to confirm they are ‘well informed’ or ‘very well informed’ about our vision, values and strategic pillars in 2020.  | Behind target | 77% employees surveyed agreed with the statement “London Luton Airport’s goals and strategy are clear to me”. We have commenced work on improving our communications channel to improve this score in 2024. |
| 4.9                  | Internal engagement     | At least 60% of staff to feel they have a voice on what goes on at the airport in 2020   | Completed     | 70% of employees completed the annual survey in 2023.   |
| 4.10                 | Internal engagement     | Raise the visibility and profile of the Executive team with at least 80% of staff knowing the team members by 2020.  | Completed     | No longer tracking but using comms strategy to ensure that visibility is maintained.  |
| 4.11                 | Internal engagement     | Support and enable managers to become better communicators with at least 60% communicating with their teams ‘regularly’ or ‘very regularly’ by 2020.   | Completed     | No longer tracking but using comms strategy to ensure that visibility is maintained.  |



# Deliver great customer experience

We want LLA to be known for delivering great hospitality for everyone who travels through our airport. The LLA way – our airport-wide, bespoke and culturally transformative guest service initiative provides LLA staff and third parties with a framework of behaviours to help define our culture and ensure a best-in-class blueprint for delivering a collaborative, courteous and caring end-to-end guest experience. This year, we continued to build upon these strong foundations, implementing a host of activities to ensure we consistently deliver great guest hospitality.

## IN THIS SECTION:



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Guest experience



**PAGE 126**  
Accessibility for all



**PAGE 128**  
Hidden disabilities





# Highlights from 2023

## Highest ever customer service scores,

with four out of five customers rating their experience as either very good or excellent.

## Achieved ACI Level 2

of its globally recognised accreditation programme.

## Announced investment worth more than £30 million

to enhance the customer experience.

## Named as finalist in the 2023 UK Customer Experience Awards

for the third year running.

## Continued investment in guest experience,

with 22 new or upgraded terminal retailers and nine new routes in 2023.

## Named Condé Nast UK airport of the year.

## Launched ‘Licence to Serve’ training

to third-party employees across the airport.

## Introduced new LLA uniforms

for a more consistent, higher-quality and professional look that still allows employees to express their identity.

## Achieved a ‘very good’ rating for our provision for passengers with disabilities and reduced mobility from the CAA.

## Hosted an accessibility familiarisation day

offering guests an opportunity to experience all aspects of an end-to-end guest journey.

## Launched our own disability awareness training,

called ‘How may I best assist you’.



# Guest experience

Through our Guest Experience Strategy and Service Standard, we ensure we deliver an outstanding experience across the whole airport. We closely monitor levels of satisfaction and set targets to increase our guest experience scores. We nurture a culture of continuous improvement in our approach, and are focused on delivering an outstanding and consistent experience as we see ongoing growth in customer numbers.

## GUEST EXPERIENCE APPROACH

Guest satisfaction is at the centre of our business, and we work hard to ensure that everyone who travels through LLA has a great experience. We developed the LLA Way as a comprehensive guest experience framework to deliver this experience, and we are proud that it is now such a successful part of our culture.

Our team of dedicated guest experience colleagues has a unique skillset. Many are multi-lingual and all can see a situation from a guest’s perspective. They are vigilant in identifying where a guest needs help and can put guests at ease, especially when they are tired, in a rush or panicked.

We provide guest experience training to all frontline employees, including those working with third parties, to ensure a consistent, high-quality experience.

Delivering excellent service requires us to be responsive to the needs and expectations of our guests. To ensure we are meeting these needs, we use a range of feedback mechanisms – ACI World’s globally recognised Airport Service Quality (ASQ) programme, an independent survey of guest experience and we also gather Net Promoter Scores (NPS) digitally from our guests, using an online survey to understand how likely they would be to recommend LLA to others.

## DELIVERING OUTSTANDING GUEST EXPERIENCE: THE LLA WAY

The LLA Way service standard sets out our Guest Experience Vision, Purpose and Service Signatures:

### VISION

To deliver great guest hospitality – consistently!

### PURPOSE

To delight our customers by making travel safe, accessible, simple and enjoyable

### SERVICE SIGNATURES

- We work collaboratively as one team
- We build loyalty by showing we care
- We take accountability for the end to end customer journey
- We share what we know

Great guest experience is everyone’s responsibility, and we train and certify all frontline employees including security, cleaning teams and third-party employees with their ‘licence to serve’. When someone new joins the LLA frontline team, they are trained in the LLA Way.

The online training helps employees to:

- 1 Understand and feel proud to actively support the LLA vision to be the simplest and friendliest major airport in the UK.
- 2 Be aware of the impact everyone has on the experience of our guests.
- 3 Be able to describe the LLA Way behaviours and how they relate to their own role.
- 4 Recognise where they fit into the wider LLA team and the importance of working together to deliver the vision.
- 5 Feel confident in delivering great guest experience, consistently.

The initiative has been rolled out to more than 2000 front line staff across multiple business partners and has had a huge impact on the guest experience resulting in our best ASQ scores from 3.59 (71% overall satisfaction) in 2018 to 4.06 (80%) in 2023 including a 10% increase in the “Courtesy & Helpfulness of Airport Staff”.

We recognise that, having established the LLA Way, we must keep working to ensure its vision is kept fresh and relevant.



OUR PROGRESS

BEST EVER GUEST EXPERIENCE

Our 2023 guest satisfaction scores were the highest we have ever had, with four out of five guests rating their experience as either very good or excellent.

We were also recognised for our commitment to delivering exceptional customer service, as a finalist in the 2023 UK Customer Experience Awards for the third year running. The Airports Council International (ACI) also recognised our commitment to continuous customer experience improvement, awarding us level 2 of its globally recognised accreditation programme.

And finally, after holding second place for the last three years, we were named the UK’s best airport by readers of the prestigious Condé Nast Traveller magazine.

2023 INTERVENTIONS

We take the time to really understand what makes a positive guest experience, and then work hard to equip our people and our facilities to meet those needs.

In 2023 we invested £8 million into the development of a new, flagship two-storey restaurant and £20 million into refurbishing our security hall experience.

In 2023, in response to guest feedback, we created new areas for kids’ play across the airport. Instead of one central play area, we now have eight play pop ups. We also installed more charging stations, and opened new washrooms in multiple areas.

Time and again, we have seen how taking better care of our employees means they take better care of guests. In 2023, we launched new LLA uniforms. Our goal was to create a more consistent, higher-quality

and professional look and feel, while allowing employees to express their identity. Our new ‘LLA wardrobe’ effectively balances flexibility with consistency. In 2023, we also developed new office facilities for LLA and third-party staff, as well as upgrades to restrooms.

THE LLA WAY

We developed the LLA Way in 2022 to bring to life the values from our corporate strategy. The framework has four service signatures that create a blueprint for all direct and indirect employees, increasing accountability and driving consistency in the end-to-end guest experience.

100% of LLAOL staff are trained in the LLA Way, and all new joiners receive the training. Where appropriate, metrics within the LLA Way are connected to employee bonuses.

LICENCE TO SERVE

In 2023, we launched ‘Licence to Serve’ training to third-party employees across the airport. The response has been fantastic, with almost 2000 people enrolled and 73% certified to serve our guests in the LLA Way. Businesses located in the airport receive a badge once all of their staff have completed the training, and there are systems in place to reward and recognise good performance, and correct any poor scores.

We are the first airport to provide such comprehensive training, and we have received very positive feedback. In 2024, we will launch our Service Leaders Programme, keeping this initiative alive for all our stakeholders.

FOCUS IN 2024

In 2024, we will continue to deploy our Licence to Serve training to third parties across the airport. We will keep analysing our guest experience feedback and data to address any issues across our people, places and infrastructure. One priority is improving WiFi connectivity.

We are also restructuring our guest experience team, with new people and new roles helping to deliver even greater results in the future. Having achieved our ACI Level 2 last year, we have our sights set on Level 3.



“We are particularly proud of this year’s guest experience results, considering the disruption caused by the TCP2 fire in October. The recognition we’ve received is testament to the commitment of colleagues across the airport and the many ways in which they look to deliver a consistent simple and friendly end-to-end experience each day.”

— Clare Armstrong, Head of Guest Experience, LLA







## Accessibility for all

We want LLA to be accessible to everyone. We have worked hard to ensure our facilities make travelling through the airport as stress-free and seamless as possible. To ensure we continue to improve, we ran an accessibility focus group to get feedback on what is working well and where we need to do better. We also set in 2023 a target to achieve the highest rating from the CAA for passengers with disabilities and reduced mobility (PRM).

### OUR MANAGEMENT APPROACH

We provide specialist support for passengers with disabilities and reduced mobility (PRM). During a journey, responsibility for the provision of Special Assistance moves between airlines, the airport and public transport companies. We work closely with our partners to provide seamless assistance to those who need additional help moving through the airport. We use a third-party company, Wilson James, to support passengers with reduced mobility.

We run a regular accessibility focus group with our persons with reduced mobility service provider and representatives from a wide range of airport user groups. In 2023, attendees included Autism Bedfordshire, the Alzheimer's society, Spinal Injuries Association, Thomas Pocklington Trust, Rocket Girl Coaching (a provider of disability equality training), Dystonia UK, the local Disability Resource Centre, Colostomy UK, Luton Council and the Civil Aviation Authority. Our performance on support for passengers with disabilities and reduced mobility is monitored by the CAA and is based on our performance data and airport assessments against standards set out in CAP1228, the CAA's quality standard for PRM..

### RELIGION AND SPIRITUALITY

We recognise the importance of religion and spirituality for many of our guests. To cater to their needs, we have designated spaces for prayer and reflection that are accessible to people of different faiths. Our chaplain works closely with local faith leaders to keep evolving the services we provide so they are as inclusive as possible.

### OUR PROGRESS

#### IMPROVEMENT IN PRM SCORE

The CAA's Airport Accessibility Report for 2022/2023 rated LLA as 'very good'. In 2022, we were rated as 'poor' by the CAA. The issue – as outlined in last year's report – was a lack of consistent timestamping. We were delivering services within our target wait times, but failing to report promptly that this was happening.

Our data recording is now accurate and robust. In its Airport Accessibility Report, the CAA also praised the accessibility of the DART, noting that its construction and initial trials had received input from our accessibility focus group. We assist guests to and from the DART station using electric buggies, and have added a bank of manual wheelchairs to the drop off area.

#### OUR ACCESSIBILITY FOCUS GROUP

We run two accessibility focus group events each year – one in March, and one in September. In between these main events, we invite forum members on site if we require input on specific projects. For example, in 2023, we asked the focus group for input on our security hall upgrade. As a result, we changed the anti-fatigue matting we had installed in the new security lanes because it was a problem for wheelchair users and balance-impaired individuals. We have kept some areas with anti-fatigue matting for our staff.

#### ACCESSIBILITY DAY

In partnership with easyJet, we hosted an accessibility familiarisation day in February 2023, offering guests with both hidden and visual disabilities an opportunity to come to the airport and experience all aspects of an end-to-end customer journey.

The itinerary included an opportunity to experience check-in and security search, time in the departure lounge and terminal facilities, and the chance to board an easyJet aircraft with cabin crew.

We publicised the event through our accessibility focus group and elsewhere, and anyone is welcome to attend. Thanks to the success and positive feedback we received about last year's event, we will continue to host at least one a year into the future.

*"We hope that this opportunity to get more familiar with our facilities will reassure anyone and everyone that LLA is a warm and welcoming airport that provides a smooth and stress-free experience."*





# Hidden disabilities

Our team plays a vital role in making sure travelling through London Luton Airport is safe, accessible, simple and enjoyable for everyone. We provide all guest-facing employees with training on guest experience and hidden disabilities.

OUR HIDDEN DISABILITIES APPROACH

We work hard to support guests with hidden disabilities, and are committed to providing all employees with training. In particular, we want all our frontline staff to be familiar with and confident when dealing with people who face challenges using transportation, specifically aviation.

Our new training module is called ‘How may I best assist you’ and was developed with the help of our accessibility focus group.

OUR PROGRESS

HIDDEN DISABILITIES TRAINING

In 2023, we created our own disability awareness training, called ‘How may I best assist you’. We launched the training in November 2023, and 56% of all staff have already completed it. We are focused on LLA employees for now, but will support our concessions to complete the training as soon as possible. We developed the training in collaboration with our LLA accessibility focus group, some of whom feature in the course materials.

MORE FAMILIARISATION

We have learned from our accessibility focus group and accessibility days the value of providing information about the airport experience as a guest. We have published maps online to help people familiarise themselves with the airport’s layout and facilities. We have also published two guides for travelling with hidden disabilities – one for arriving at the airport and check in, and one for travelling through security.

THE SUNFLOWER LANYARD

The sunflower lanyard is a scheme for communicating the presence of a hidden disability. LLA is a member of the global Hidden Disabilities Sunflower network. It is recognised throughout LLA, and will identify the wearer to staff as someone who may need additional support or understanding. Lanyards are available for free from our Special Assistance desk.

FOCUS IN 2024

2024, our accessibility and hidden disabilities priorities include:

- A dedicated waiting lounge with an adult changing facility toilet, water fountains and a sensory space.
- Increasing the number and visibility of our help points, from 7 to a further 18 in and around the airport.

PERFORMANCE AGAINST TARGETS

| Deliver great customer experience |                              |  |             |   |
|-----------------------------------|------------------------------|--|-------------|---|
| Target                            | Theme                        | Objective  | Status      | Progress update   |
| 5.1                               | Customer experience training | 100% of customer-facing LLA employees undergo training in customer experience by the end of 2020.                              | Completed   | 100% of LLAOL staff trained in the LLA Way in 2022.   |
| 5.2                               | Customer experience charter  | Customer experience charter in place by mid-2021.  | Completed   | LLA Way Service Standard established in 2022.   |
| 5.3                               | Customer experience          | Achieve customer satisfaction score of 80% by the end of 2021 and 82% by the end of 2022.                                      | Completed   | ASQ scores are 2023 – 81%.  |
| 5.4                               | Training                     | Provide training to all LLA frontline staff on hidden disabilities by the end of 2020.   | In progress | LLA’s own Disability Awareness Training – How May I Best Assist You was created in 2023 and launched to the business in November 2023. 56% of staff have completed the training so far.   |
| 5.5                               | Accessibility                | Achieve the highest rating of ‘very good’ in the CAA’s Persons of Restricted Mobility (PRM) categorisation by the end of 2021. | Completed   | LLA was rated Very Good in the CAA Annual Accessibility Report 2022/23.   |
| 5.6                               | Accessibility                | Establish our Accessibility Focus Group by the end of 2020.  | Completed   | Our Accessibility Focus Group (London Luton Airport Accessibility Forum – LLA AF) has met nine times since it was established in 2019. The forum members have participated in the design and operational readiness for the new Luton DART and feature in our new disability awareness training. |
| 5.7                               | Accessibility                | Gain certification to ACI’s customer experience accreditation programme by the end of 2020.                                    | Completed   | LLA achieved Level 2 of the ACI Customer Experience Accreditation in 2023. Progression to Level 3 is in progress for 2024.  |



# Sustainable supply chain

Our influence stretches far beyond our own operations. Our supply chain includes hundreds of businesses that either work with us directly on-site or supply us with goods or services. Working with our supply chain partners will allow us to deliver greater impact.

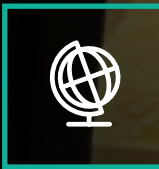
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# Highlights from 2023

Won 4 sustainable procurement awards.

53% of spend with local suppliers

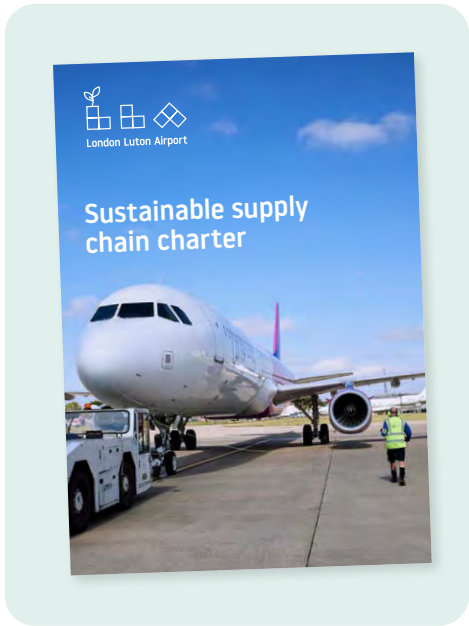
within a 25-mile radius of the airport – £70m in 2023, and approximately £35m with local MSMEs.

Conducted a repeat Real Living Wage review for suppliers.

Hosted two sell-out Supplier Event Days,

providing local suppliers with information on how to bid for contracts.

Published our Sustainable Supply Chain Charter.

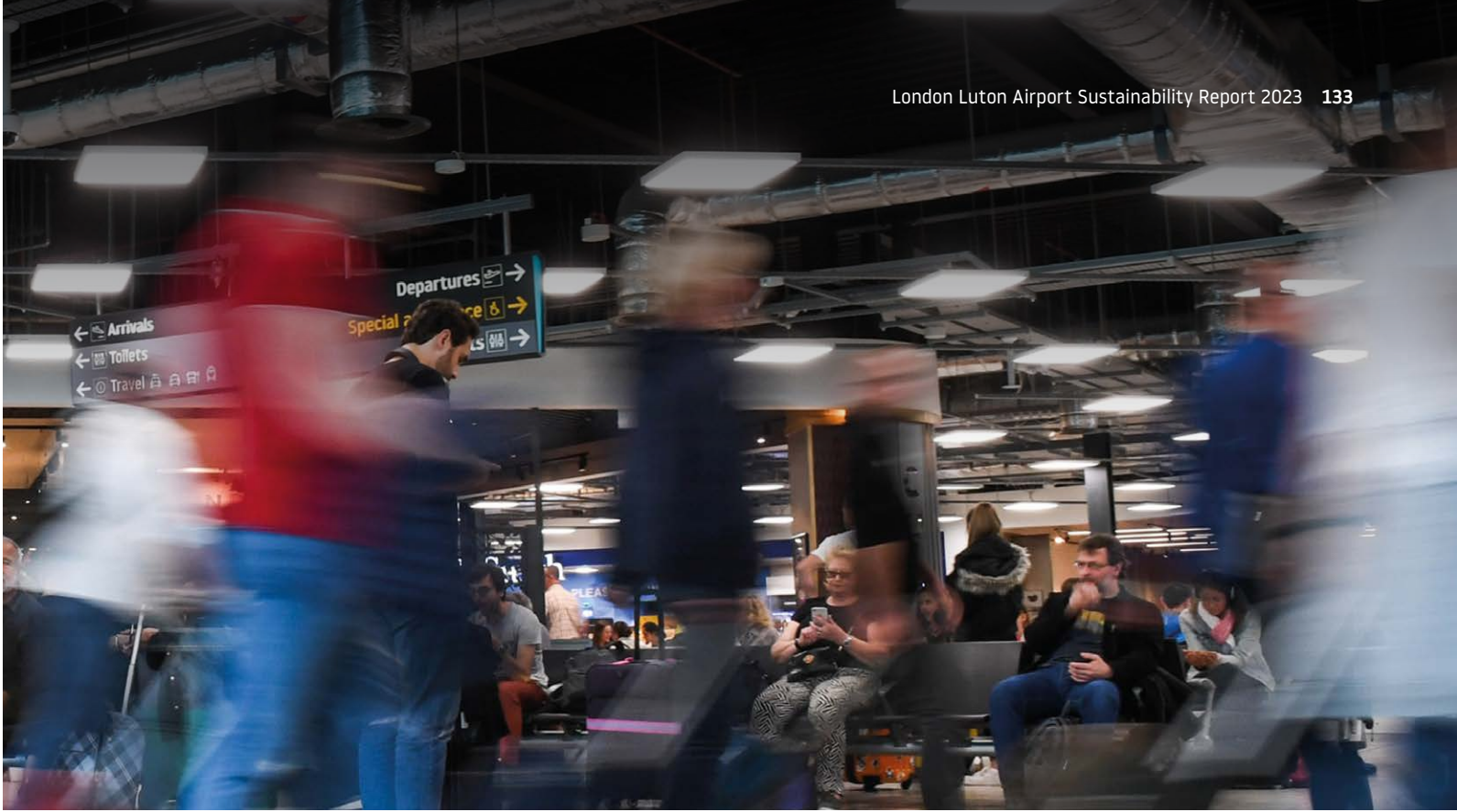


“We are proud that 53% of our procurement spend went to local suppliers in 2023. LLA is passionate about supporting local businesses and communities and always strives to promote sustainability, inclusivity and ethical practices through its purchasing.

The employment – both direct and indirect – that LLA generates is a major economic driver for the region. We are committed to driving high-quality and well-paid jobs as a key part of supporting resilient and thriving communities.

This is all part of the vision of a healthy, fair, and sustainable Luton by 2040, an aspiration we share with Luton Council, Luton Rising and our shareholders.”

— Oli Jaycock, Director of Corporate Affairs, LLA



## Sustainable supplier management and engagement

Engaging our suppliers on environmental and social issues is a vital part of our Responsible Business Strategy (RBS). We recognise that a considerable proportion of our overall sustainability impacts, risks and opportunities lie within our suppliers’ operations and we want to make sure we partner with organisations that share our values and can help us deliver our sustainability objectives. We also recognise that we can have a considerable positive impact on the local economy through our procurement decisions and by sharing knowledge and resources.

### Our approach

#### SELECTING SUSTAINABLE SUPPLIERS

We want to work with organisations that share our commitment to sustainability. Sustainability requirements are embedded into our supplier selection process. Based on the size and nature of the contract,

we include a set of scored questions to assess the quality of a potential suppliers’ environmental, social and governance performance and how they are able to support our sustainability goals. Suppliers are asked about sustainability improvements they have made, and that they plan to make in the future.

Through the tender process we seek assurances that suppliers comply

with all applicable environmental and social legislation, including human rights. We also score how a potential supplier will have a positive impact, including creating new local jobs, promoting diversity and reducing carbon emissions.

For specialist contractors, our sustainability team works closely with our procurement team to set appropriate requirements for tenders.



ENGAGING OUR SUPPLY CHAIN ON SUSTAINABILITY

We aim to extend our environmental and social management across our supply chain. We have a Contractor Code of Practice, a Business Ethics Policy and sustainability is included on our risk register.

The Sustainable Supply Chain Charter (SSCC) was published in 2023. It is listed as a mandatory policy and all operators must adhere to it. The SSCC sets out our requirements and aspirations for three areas of focus: Environment, Creating Social Value, and Responsible Business and Employer.

All tenders include general requirements relating to environmental management, social practices and impact, and governance. Where appropriate, specific sustainability management or performance requirements may be included in contracts. When suppliers are working at the airport, we request in tenders that they pay the Real Living Wage.

Relevant sustainability targets are included in all contracts with a value over £25,000. To monitor the performance of key suppliers, we issue an annual questionnaire on sustainability criteria focusing on equalities, real living wage, sustainable improvements, future sustainable improvements, modern slavery and employee equality.

All our contracts include human rights and slavery clauses. We also provide capacity development opportunities for suppliers and encourage local spending, as well as establishing climate change resilience plans.

BUILDING SUPPLIER CAPACITY

We want to work with existing and prospective suppliers to develop capabilities that will create greater value to us and their businesses. Our supply chain intentionally includes many small and local businesses, and we run programmes to help them win more work, develop new capabilities, and embed high standards of sustainability management in the way they operate.

We typically run workshops and training sessions, helping suppliers to understand our expectations and how they can be implemented within their businesses. These events often feature guest speakers, and provide excellent networking opportunities for our suppliers to connect with each other and grow stronger together.

OUR SUPPLY CHAIN EMISSIONS

At LLA, we are committed to supporting our suppliers in reducing their emissions. To further this goal, we measure the scope 3 emissions associated with the entire operations of LLA. While our supply chain emissions are low compared to other scope 3 emissions (particularly aircraft and passenger surface access), we remain committed to working with our suppliers to reduce our collective carbon footprint.

The analysis is an initial step towards tracking and addressing our supply chain emissions, enabling us to support our suppliers in their efforts to reduce their own carbon footprint.

We are refining our procurement strategy to prioritise sustainability in decision-making processes. Key elements of this strategy include ongoing monitoring of emissions, continual adjustment, and the establishment of carbon emission-related requirements within the tendering process. We will promote open dialogue with our current suppliers, offering advice and assistance to help them minimise their emissions.

By assessing, selecting and collaborating with our suppliers on their sustainability performance and facilitating their emission reduction efforts, we can establish a comprehensive framework for driving sustainability across our supply chain. This approach encompasses open communication, promoting strong relationships, and actively collaborating with suppliers to support their emission reduction initiatives.



OUR PROGRESS

Context

In 2023, we saw a 60% increase in tenders. This increase is mainly because contracts are cyclical and require regular renewal, but it was also down to airport expansion and post-Covid recovery. We anticipate another significant year for tenders because of the work involved in responding to the TCP2 fire. Despite limited resources, we made good progress across our supplier engagement and management.

SUPPLIER EVENT DAYS

In 2023, LLA hosted two Supplier Days, providing local suppliers with information on how to bid for contracts. The events also covered sustainability topics, with a guest speaker from Luton Council. Incumbent suppliers also attended the event and shared information on how to bid with them. Both events were sold out, with about 60 attendees each. Tickets sales totalled £19,000, which we donated to LLA's charity partners.

REAL LIVING WAGE

We already request through tenders that our suppliers (of services, goods and works) meet the Real Living Wage accreditation, where appropriate. However, it is important we regularly follow up on that commitment to fair pay.

At the beginning of last year, we sent out a questionnaire to 213 suppliers to find out which ones are paying the Real Living Wage (RLW) to their employees. 144 responded, and 132 confirmed they are paying the RLW. Certain criteria around the RLW means not every supplier is obliged to pay.

SUPPLY CHAIN EMISSIONS

Last year we included our supply chain emissions in LLA's total carbon footprint for the first time. Supply chain activities contribute to 2% of our total scope 3 emissions, up from 1% in 2022. 9,313 tCO<sub>2</sub>e of supply chain emissions came from purchased goods and services (up from 5,612 tCO<sub>2</sub>e in 2022), and 14,265 tCO<sub>2</sub>e came from capital spending (up from 7,937 tCO<sub>2</sub>e in 2022).

The significant increase in capital goods emissions comes as a result of LLA's increased spend on construction and infrastructure projects, including new Aircraft Stands, Terminal Improvements, Next-Generation Security upgrades and Terminal Car Park 2 Recovery works. This infrastructure and airport development related spend accounted for a third of the total supply chain emissions in 2023.

Another major source of supply chain emissions in 2023 was the spend and work on airport maintenance and operational resilience, as directed by the Technical Services Department (TSD). Half of these emissions came from the replacement of old or faulty assets, with 17% coming from improvements to Operational Efficiency, and 12% from equipment repairs.

In pursuit of our Net Zero target, in 2023 we purchased a new electric fleet, and made efficiency and technology upgrades across the airport, which temporarily increases our supply chain emissions but will lead to longer term savings.

SUSTAINABLE SUPPLY CHAIN CHARTER

In 2023, we published our new Sustainable Supply Chain Charter which aims to reduce the environmental impact from our supply chain by working with suppliers to improve their operations, and – where possible – to make similar commitments and progress on sustainability at LLA.

This includes:

- Implementing an Environmental Policy
- Monitoring environmental impacts, and mitigating these where feasible.
- Developing a decarbonisation action plan

In 2024, we will develop further tools within the SSCC to support our supply chain partners on their sustainability journeys.



Case study

AWARD-WINNING SUSTAINABLE PROCUREMENT

In 2023, our procurement team won four awards for its approach to sustainable procurement at the 2023 UK National GO Awards, the UK’s leading public procurement excellence awards.

First up, the team won the prestigious Social Value Award and the Procurement Excellence award as the overall winner at the GO Awards. Judges were impressed with our sustainability-led approach to local procurement and the fact that 53% of our spend going to suppliers within a 25-mile radius of the airport.

We were also delighted to win an award in the Team of the Year category for the support we provide to local businesses and communities, as well as airport concessionaires during the recovery from the pandemic. And finally, Terry Gittins, our Head of Procurement, was recognised in the Individual of the Year category.



“The GO Awards are widely regarded as the premier awards in the public procurement sector and to be recognised with four awards is a magnificent achievement for London Luton Airport. The LLA procurement team is passionate about the work we do and the role we can play in supporting local businesses and communities. We are delighted to receive this recognition.”

— Terry Gittins,  
Head of Procurement, LLA

Grahame Steed, Chair of the GO Awards judging panel, said: “In a year when the standards of the UK National GO Awards were higher than ever, London Luton Airport’s success is all the more remarkable. They have demonstrated vision, boldness and creativity in their procurement approach, so the recognition they are receiving now is fully deserved. A new standard has been set for others to emulate – so congratulations to everyone involved.”



# Supporting the local economy

We are committed to using our influence to grow the local economy and aim to work with as many companies as possible within a 25-mile radius of the airport. To maintain and expand the great progress we have made in this area, we will maximise the opportunities for local organisations to work with the airport. We will do this by running training and capacity building events to overcome any barriers that might prevent local businesses from tendering.

## Our approach

We are committed to continuing to increase our local spend and to supporting local businesses, as we recognise the important role they play in the growth and sustainability of our community.

By prioritising local suppliers, we not only support the local economy, but also help to reduce our environmental impact by minimising the distance that goods and materials need to travel.

Additionally, our commitment to local suppliers helps to build strong and long-lasting relationships with our local community, which is an important part of our overall sustainability strategy.

As described in the supplier engagement and management section above, our approach to supporting local spend includes running capacity building events to help SMEs and local businesses understand our tender process. We recognise the value that local suppliers can bring through creating new jobs and reducing environmental impacts.





OUR PROGRESS

We know that investment in local communities creates jobs and grows the local economy. In 2023, we maintained our high percentage of local suppliers with more than 53% of our total spend going to business within a 25-mile radius of the airport. This created a total 2023 local spend of over £70 million.

Our focus on suppliers within a 25-mile radius of the airport also helps to reduce the environmental impact by minimising the distance of travel for any haulage.

We achieved these results by developing training programmes and workshops for prospective local suppliers to help them understand our tendering process and requirements. We also worked closely with Luton Council to identify and engage with local businesses that are well-suited to meet our procurement needs.



“London Luton Airport is one of our region’s most important assets, playing a pivotal role in the local economy. Its importance to many hundreds of businesses across Bedfordshire cannot be underestimated. As well as providing thousands of direct and indirect employment opportunities to local people, the airport is a catalyst for economic opportunity and growth across an extensive local supply chain network.”

— Justin Richardson, CEO, Bedfordshire Chamber of Commerce



Case study

53% LOCAL SUPPLY CHAIN SPEND

In 2023, 53% of our supply chain spend was with companies and organisations within a 25-mile radius of the airport. This exceeded our increased target of 40% and resulted in a total of £70 million being shared amongst 252 local businesses. £44.7m was spent within the Luton and Bedfordshire region alone. This success was a result of continued engagement with local suppliers. We provided training and collaborated with Luton Council and Central Bedfordshire Council to ensure a consistent approach on sustainable procurement.

In 2023, we also introduced our new Sustainable Supply Chain Charter, which awards extra points to the local organisations during the final scoring for the tender process.

Looking ahead, we are working to further increase the number of local companies joining our supplier network.



Climate change resilience

Our approach

The impacts of climate change will not just affect us, but our entire supply chain. We aim to work with suppliers and industry bodies to understand the key risks and impacts from climate change and to encourage mitigation.

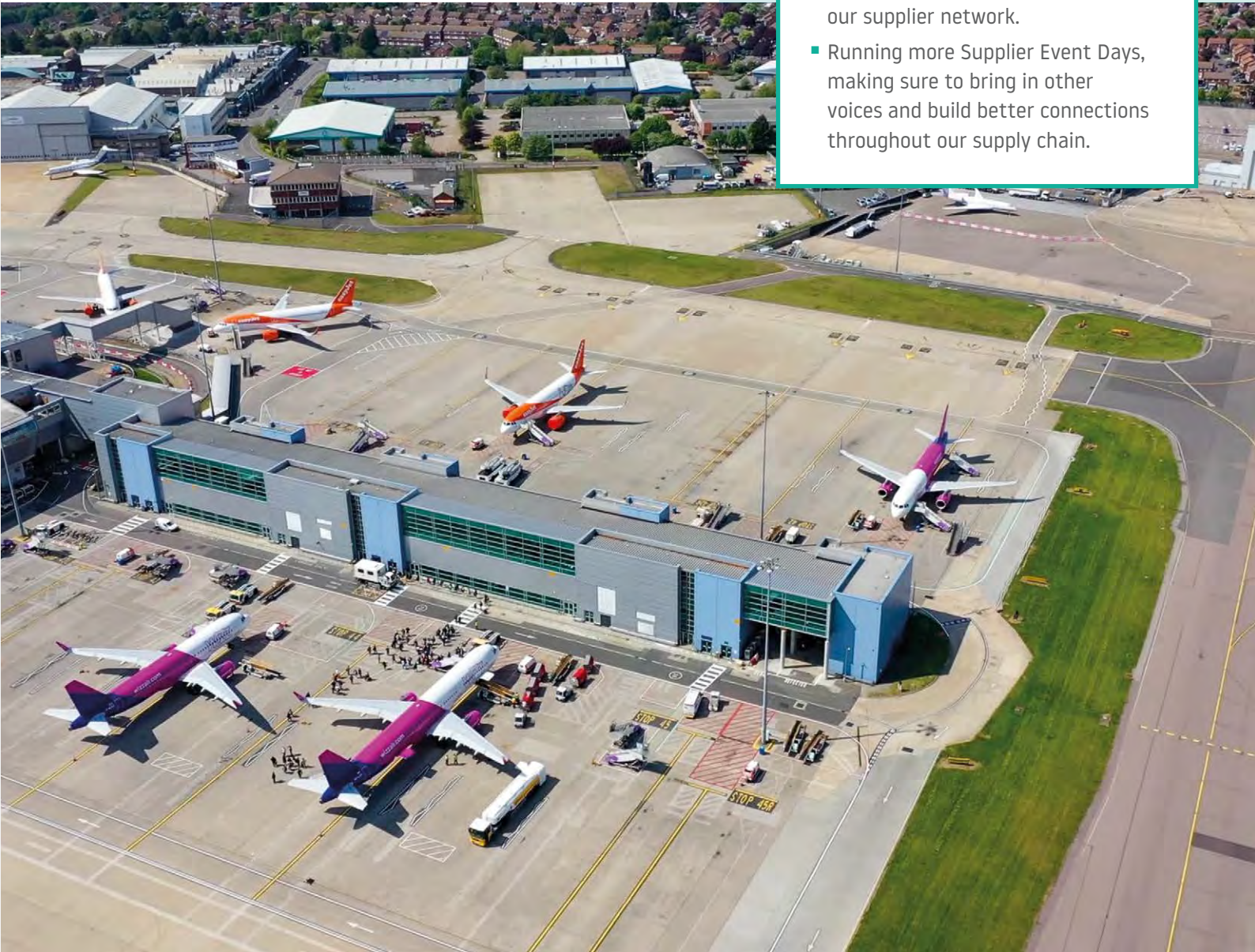
OUR PROGRESS

We keep a risk register and identify risks within the procurement documents that we use in the tender process. We request that stakeholders add in project-specific risks when pulling together the tender specification. However, we don’t currently have a climate change-specific approach to risk, and will be exploring this with the sustainability team in 2024.

FOCUS IN 2024

In 2024, our work will focus on:

- Working to further increase the number of local companies joining our supplier network.
- Running more Supplier Event Days, making sure to bring in other voices and build better connections throughout our supply chain.





PERFORMANCE AGAINST TARGETS

| Safe and secure |                             |  |               |   |
|-----------------|-----------------------------|--|---------------|---|
| Target          | Theme                       | Objective  | Status        | Progress update   |
| 6.1             | Code of conduct             | Create supply chain sustainability code of conduct and standards by the end of 2020.   | Completed     | The Sustainable Supply Chain Charter was published in 2023.   |
| 6.2             | Sustainability in contracts | 75% of supplier contracts by spend to include sustainability objectives by December 2020.  | Completed     | All contracts with a value over £25k include sustainability objectives.   |
| 6.3             | Supplier capacity building  | Sustainable supply chain toolkit for suppliers in place by December 2022.  | In progress   | The procurement team measures sustainability within the supply chain through Real living Wage, local supplier content and equality. The Sustainable Supply Chain Charter was published in 2023, a mandatory policy operators adhere to.   |
| 6.4             | Supplier capacity building  | Undertake capacity building events for suppliers each year: 6 in 2020, 8 in 2022.  | In progress   | LLA attended two events at the end of 2023 and will host another called “Supplier Event Day” in June 2024. This event is equivalent to three of our former capacity building events due to the number of supplier attendees. In January 2024, we helped Luton Council, the University of Bedfordshire and other organisations in their supplier capacity building events by attending a construction seminar. |
| 6.5             | Local spend                 | Maintain at least 25% of total supply chain spend with suppliers based within a 20-mile radius of the airport, and provide support for local organisations to maximise opportunities to work with the airport. | Completed     | 53% of supplier spend is with local suppliers.  |
| 6.6             | Climate change risk         | Identify strategic suppliers and assess the climate change risks for these suppliers by the end of 2021.   | Behind target | Look to engage with sustainability in 2024.   |
| 6.7             | Climate change risk         | Develop a supplier climate change resilience plan by 2023.   | Behind target | Look to engage with sustainability in 2024.   |





# Sustainability governance

As an organisation with less than 1,000 employees, we strive to optimise our resources, attract talented individuals and remain adaptable. Our Responsible Business Strategy is woven into our operations, with each department taking charge of essential activities. Our central sustainability team provides support, while the Sustainability Board Committee oversees our progress. This is the final year of the current five-year RBS strategy cycle, and our new strategy will be published in the second half of 2024. The new strategy takes us from 2024 to 2027, and sets out our renewed ambition and the key commitments we will focus on over the next three years in our sustainability journey.

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# Accountability

The RBS has a clear set of priorities, with objectives and actions to deliver. Each set of targets has an implementation plan that the business takes ownership for, and which is supported through a governance and management structure.

The ultimate owner of the RBS is our CEO and Management Board. In 2021, we established a Sustainability Committee (SusCo) whose purpose is to review and advise the Board appropriately on the practices and performance of the Group in relation to sustainability. The SusCo meets quarterly and is chaired by Amparo Brea, Chief Green Officer at Aena, our majority shareholder. It comprises representatives from LLA (CEO, CFO, Director of Corporate Affairs, Chief Operations Officer (COO), General Counsel and Head of Sustainability) and from shareholders Aena and InfraBridge.



Key agenda items throughout the year included:

- Developing the new sustainability strategy, including stakeholder consultation, agreeing flagship programmes and KPIs
- Preparing the annual GRESB submission
- Considering options for the development of a 10MW solar farm
- Decarbonisation of LLA's vehicle fleet
- Development of an Air Quality strategy
- Planning how to develop the airport to align with the draft, Green Controlled Growth proposals linked to the Development Consent Order application by Luton Rising (which may become legally binding if the Development Consent Order is approved, and then implemented by us)
- Monitoring policy developments and responding to consultations, particularly the UK Government's Jet Zero Strategy, and the Department for Transport's Sustainable Aviation Fuel mandate
- Overseeing the community programme and Community Trust Fund grant allocation

In addition, we run quarterly meetings with Luton Council and Luton Rising (LR), the airport freeholder, on the long-term sustainability of the airport, with LR's Managing Director, and LLA's CEO, Head of Sustainability and Director of Corporate Affairs.

We have a central sustainability team, which is directly responsible for our Social Impact and Environmental programmes. The team supports functions and departments across the business to deliver their targets, objectives and action plans.

Meetings with operational teams are held across the year via:

- Risk and sustainability meetings
- Executive leadership sessions
- Senior leadership team meetings

All executives have sustainability targets that are linked to our 2040 Net Zero roadmap. Their remuneration is linked to the achievement of these targets.



“As the Chief Green Officer at Aena, it's my job to support the sustainability team at London Luton Airport to continue setting bold targets and achieving key milestones on its journey towards Net Zero. In 2023, I was proud to continue chairing the Sustainability Committee and to facilitate earning the prestigious recognition of ACA's Level 4 Transformation certification. Last year, Aena obtained the highest score of 5 out of 5 for its ESG performance at the British FTSE4Good Index, and was rated as the fourth most sustainable company worldwide in the transport sector by the Dow Jones Sustainability Index, which we achieved through our longstanding and ongoing commitment to innovative action on environmental, social and governance issues.”

— Amparo Brea, Innovation, Sustainability and Customer Experience Director and Chief Green Officer, Aena

## RBS GOVERNANCE

Our governance structure is designed to oversee our approach to responsible business:

- A key part of the governance structure is an annual review, which looks at the progress of the strategy and identifies opportunities for improvement.
- We include a section on responsible business performance in our annual reports to keep our stakeholders informed.
- We publish a dedicated, annual sustainability report, reporting on progress against our RBS targets and drawing on key metrics from the Global Reporting Initiative (GRI) and sector supplement guidance.

## GOVERNANCE STRUCTURE

The governance structure is as follows:

- CEO
- Sustainability Board Committee
- Executive Leadership Team
- Senior Management Team
- Risk Committee
- Team meetings

## POLICIES

The Responsible Business Strategy implementation plan includes the development of a series of guiding policies and corresponding strategies, which are owned and implemented by LLA. We have continued to implement and update the following policies as needed:

- 1 Surface Access Plan, refreshed in 2019
- 2 Energy Plan, refreshed in 2021
- 3 Environmental Management Plan, refreshed in 2021
- 4 Noise Action Plan, updated and launched in 2019
- 5 Equality, Diversity and Inclusion Strategy, refreshed in 2022
- 6 Health, Safety and Wellbeing Strategy, refreshed in 2023
- 7 Community Investment Strategy, refreshed in 2019
- 8 Passenger Satisfaction Strategy, launched in 2019
- 9 Employee Engagement and Communications Strategy, launched in 2019
- 10 Hybrid working policy, launched in 2021

In 2023, our HR team updated our whistleblowing policy and the Legal team updated our corporate governance policy.





# New Responsible Business Strategy

2024 will see the publication of LLA’s new Responsible Business Strategy, which will take us on the next step of our sustainability journey from 2024 through to 2027.

The updated strategy outlines our ambition and guiding principles, as well as the collaborative process we went through to identify and define 31 commitments we intend to work towards in cooperation with our partners. We interviewed over 100 internal and external stakeholders and hosted five workshops to develop the strategy.

Key updates include flagship programmes focusing on Sustainable Aviation Fuel, solar energy, vehicles and community, as well as new core themes and ambitions, and greater engagement with our partners.

The new RBS also sets out the role LLA will play in the delivery of the UK Government’s Jet Zero strategy, as well as Luton Council’s bold and ambitious vision for Luton. Luton 2040 – a healthy, fair, and sustainable town where people can thrive, and no one has to live in poverty. LLA will continue to be at the heart of the local economy, and is part of Luton Rising’s plans for sustainable growth that will create 12,000 new jobs and an additional £1.6 billion of economic activity per year.

Our 2024 to 2027 Responsible Business Strategy will be published in the second half of 2024. The strategy focuses on creating an inclusive and diverse work environment in line with Luton’s ecosystem. It will support ongoing learning, investment in local talent, and collaboration with the community. The strategy outlines how we aim to achieve a sustainable future of flight by seeking innovative ground processes, continuing to work with partners, and committing to a more sustainable sector for a positive societal impact in our communities.



“Our sector operates within a complex landscape of regulations. At LLA, we strive to foster a culture of transparency and accountability to support our compliance framework. Integrating our principles into our operations helps us to cultivate trust among stakeholders as well as supporting compliance.”

— Mee-Ling Skeffington, General Council, LLA



“As a shareholder in the airport we are pleased to see the enormous progress made on ESG, particularly on the Net Zero roadmap. The opening of the DART, securing the highest proportion of Next Gen Aircraft in the UK, and achieving sector leader status following its GRESB ESG performance assessment, are evidence of how seriously LLA takes its role in reducing the environmental impacts of aviation.



We continue to work closely with LLA and other stakeholders via the sustainability committee and plan to find more opportunities to share the learning from LLA’s work on ESG with our wider portfolio.”

— Graeme Ferguson, Head of Airports – Europe, InfraBridge



## GRESB

In 2023, for the second year running, LLA retained its top position as global leader for sustainability governance and disclosure, scoring a perfect 100/100 score and achieving a five-star rating in the Global Real Estate Sustainability Benchmark (GRESB) assessment.

GRESB is a mission-driven and investor-led sustainability framework that benchmarks major infrastructure organisations and provides actionable and transparent environmental, social and governance data to investors and the wider financial market.

This achievement shows strong governance, which is an essential component of how we deliver strong progress in reducing our environmental impact while accelerating positive impacts within our community and local economy, and delivering a simple, safe and friendly passenger experience.

Supported by our shareholders Aena and InfraBridge, this achievement indicates how seriously LLA takes its role in seeking to deliver on the journey towards Net zero.





## Finance

Financially, 2023 was a good year for LLA, both in terms of performance and performance against budget. We saw continuing strong recovery from the Covid-19 pandemic, with passenger numbers increasing by 23% to 16.2 million.



“In 2023 our business performance was strong, a testament to how hard we have worked to recover since the worst effects of the pandemic.”

### DEVELOPING THE FINANCE TEAM

We have restructured our finance team to ensure it is best equipped to deal with continuing financial growth. Our focus in 2023 is on developing the depth of our team, creating entry level roles and providing training and professional development. This increases the resilience of our team, reducing silos and attracting and retaining talent.

Becoming a sustainable airport requires a long term plan and a commitment to invest. In 2023 we developed our Net Zero Roadmap, a programme of activities that will progressively remove carbon from airport operations. The Roadmap is underpinned by an investment model that enables us to plan capital allocation as we progress on the journey to Net Zero.”

— Richard McCord, Chief Financial Officer, LLA





## Supporting data

The data below was previously presented in the Annual Monitoring Report, but has now been combined with the Sustainability Report.





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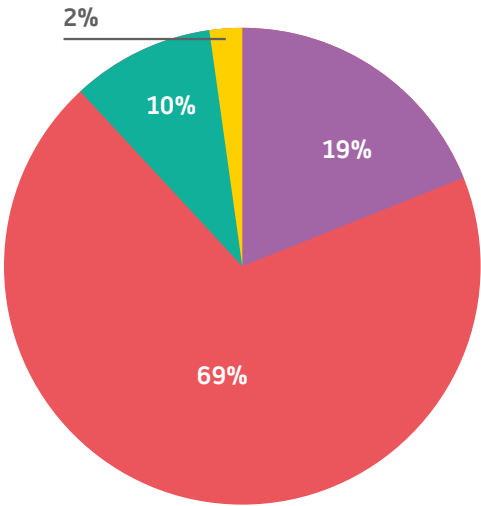
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Appendix 1: Aircraft Chapters

FIGURE 1: PERCENTAGE OF AIRCRAFT OF EACH CHAPTER OPERATING AT THE AIRPORT

|  |   |      |
|--|---|------|
|  | Number of aircraft which are Chapter 3  | 713  |
|  | Number of aircraft which are Chapter 4  | 2577 |
|  | Number of aircraft which are Chapter 14 | 375  |
|  | Others                                  | 91   |
|  | Total                                   | 3756 |



Appendix 2: Noise and Track Violations

TABLE 1: NUMBER OF TRACK VIOLATIONS BY MONTH AND AIRCRAFT TYPE

| Month  | Number of track violations | Total fines by month | Aircraft types violating                |
|--------|----------------------------|----------------------|---|
| Jan-23 | 3                          | £4,000               | B737, B752, B738                        |
| Feb-23 | 4                          | £5,000               | GLF6 x2, C56X, GLF3                     |
| Mar-23 | 7                          | £9,000               | GLEX, PC24, CL60, B738 x2 B752, A306    |
| Apr-23 | 5                          | £7,000               | A320 x4, GLEX                           |
| May-23 | 2                          | £3,000               | B738 x2                                 |
| Jun-23 | 4                          | £5,000               | A320N, GLEX x2, CRJ2                    |
| Jul-23 | 4                          | £5,000               | E550, CL60, B738, A320                  |
| Aug-23 | 3                          | £5,000               | A321, B752, A320                        |
| Sep-23 | 5                          | £8,000               | A319, A320, GLF6 x2, A319               |
| Oct-23 | 6                          | £10,000              | C56X, GLEX x2, A320N x2, A320           |
| Nov-23 | 7                          | £9,000               | A320 x2, B738M, A321N, E135, E55P, PC24 |
| Dec-23 | 3                          | £5,000               | A321N, GLF4, LI60                       |
| Total  | 53                         | £75,000              | -                                       |

TABLE 2: DAY AND NIGHT NOISE VIOLATION INFORMATION

| Month  | Number of night noise violations | Number of day noise violations | Total noise violations | Total fines by month | Aircraft types violating  |
|--------|----------------------------------|--------------------------------|------------------------|----------------------|---------------------------|
| Jan-23 | 0                                | 0                              | 0                      | -                    | -                         |
| Feb-23 | 1                                | 0                              | 1                      | £2,000               | GLF3                      |
| Mar-23 | 2                                | 3                              | 5                      | £7,000               | FA7X, C130, GLF4, B738 x2 |
| Apr-23 | 1                                | 4                              | 5                      | £6,000               | B738 x2, F900, B739, AN12 |
| May-23 | 0                                | 3                              | 3                      | £3,000               | B738 x2, A320             |
| Jun-23 | 0                                | 0                              | 0                      | -                    | -                         |
| Jul-23 | 1                                | 2                              | 3                      | £4,000               | A320, B739, B738          |
| Aug-23 | 1                                | 3                              | 4                      | £5,000               | A320, B738 x3             |
| Sep-23 | 1                                | 0                              | 1                      | £2,000               | FA7X                      |
| Oct-23 | 0                                | 2                              | 2                      | £2,000               | A320, B738                |
| Nov-23 | 0                                | 3                              | 3                      | £3,000               | B738 x2, FA7X             |
| Dec-23 | 0                                | 0                              | 0                      | -                    | -                         |
| Total  | 7                                | 20                             | 27                     | £34,000              | -                         |



Appendix 3: CDA Compliance

TABLE 3: CDA COMPLIANCE (%) BY OPERATOR

| CDA compliance by aircraft operator |                 |                     |
|-------------------------------------|-----------------|---------------------|
| Operators                           | No. of arrivals | % of CDA compliance |
| easyJet                             | 21,190          | 96%                 |
| Wizz Air                            | 19,521          | 95%                 |
| Ryanair                             | 6,424           | 99%                 |
| European Air Transport              | 903             | 88%                 |
| TUI                                 | 512             | 96%                 |
| El Al                               | 429             | 92%                 |
| MNG Airlines                        | 50              | 98%                 |
| London Executive Aviation           | 259             | 92%                 |
| Air Hamburg                         | 614             | 85%                 |
| VistaJet                            | 1,039           | 84%                 |
| NetJets                             | 1,416           | 87%                 |
| Sun Express                         | 147             | 90%                 |
| Fly One                             | 134             | 86%                 |
| Others                              | 10,818          | 82%                 |
| All                                 | 63,456          | 93%                 |

Appendix 4: Complaints Data

TABLE 4: NUMBER OF NOISE COMPLAINTS AND COMPLAINANTS FOR 2023

| Month  | No. specific complaints | No. of general complaints | Total complaints | No. complainants |
|--------|-------------------------|---------------------------|------------------|------------------|
| Jan-23 | 652                     | 65                        | 717              | 62               |
| Feb-23 | 950                     | 59                        | 1,009            | 70               |
| Mar-23 | 1,618                   | 85                        | 1,703            | 105              |
| Apr-23 | 2,260                   | 119                       | 2,379            | 81               |
| May-23 | 1,710                   | 97                        | 1,807            | 90               |
| Jun-23 | 951                     | 191                       | 1,142            | 150              |
| Jul-23 | 1,789                   | 185                       | 1,974            | 123              |
| Aug-23 | 1,774                   | 165                       | 1,939            | 138              |
| Sep-23 | 1,147                   | 213                       | 1,360            | 165              |
| Oct-23 | 655                     | 72                        | 727              | 53               |
| Nov-23 | 346                     | 32                        | 378              | 39               |
| Dec-23 | 530                     | 23                        | 553              | 32               |
| Total  | 14,382                  | 1,306                     | 15,688           | 1,108            |

TABLE 5: COMPARISON OF COMPLAINT AND COMPLAINANT DATA FOR 2022 – 2023

|   | 2022   | 2023   | % change        |
|---|--------|--------|-----------------|
| Total no. of complaints relating to LLA aircraft operations | 19,519 | 15,688 | 19.6% decrease  |
| No. of complainants   | 1085   | 1108   | 2.12% increase  |
| No. of general complaints                                   | 1106   | 1306   | 18% increase    |
| No. of specific complaints                                  | 18,413 | 14,382 | 21.8 % decrease |
| Average no. of complaints per complainant                   | 17.9   | 14.1   | 21.2% decrease  |
| No. of aircraft movements per complaint                     | 6.04   | 8.1    | 34.1% increase  |



TABLE 6: OVERVIEW OF COMPLAINTS DATA

|   |  |
|---|--|
| Number of individuals contacting the airport only once                    | 847  |
| % contacting the airport only once  | 19%  |
| Number of individuals reporting concerns for the first time               | 301  |
| % of complaints from 10 individuals                                       | 12787  |
| Number of complaints concerning night noise                               | 686  |
| Number of specific complaints concerning night noise disturbance from LLA | 630  |
| Main source of complaints (e.g. West arr, dep, East arr or deps)          | Westerly Arrivals  |
| Five top locations for complaints   | Cambridge<br>Sandy<br>Wheathampstead<br>Royston<br>Impington |

TABLE 7: NUMBER OF SURGERIES IN 2023

| Location of surgery | Month     | Attendees (approx.) | Key concerns   |
|---------------------|-----------|---------------------|--|
| Redbourn            | February  | 7                   | Westerly departures Match/Delting route, Easterly departures Compton route |
| Potton              | March     | 18                  | New arrival airspace change (AD6)  |
| Stevenage           | June      | 10                  | Westerly arrivals and Easterly departures on Match/Delting route           |
| Sandridge           | July      | 16                  | Westerly departures on Match/Delting route                                 |
| Ivinghoe            | September | 9                   | Easterly arrivals  |
| Breachwood Green    | November  | 10                  | Easterly departures and Westerly arrivals                                  |

Appendix 5: Aircraft Movements

TABLE 8: TOTAL AIRCRAFT MOVEMENT OVERVIEW

|                                    |         |
|------------------------------------|---------|
| Total aircraft movements           | 128,443 |
| Number of passenger movements      | 97,885  |
| Number of cargo movements          | 1447    |
| Number of positioning movements    | 1258    |
| Number of non-commercial movements | 27,849  |

TABLE 9: NON-COMMERCIAL AIRCRAFT MOVEMENT OVERVIEW

| Breakdown of non-commercial movements |        |
|---------------------------------------|--------|
| General aviation                      | 27,620 |
| Military                              | 3      |
| Official                              | 1      |
| Other                                 | 225    |
| Test & Training                       | 0      |

TABLE 10: TOTAL PASSENGER OVERVIEW

|                                    |           |
|------------------------------------|-----------|
| Number of domestic passengers      | 1,269,674 |
| Number of international passengers | 4,925,690 |



TABLE 11: AVERAGE AIRCRAFT MOVEMENT BY HOUR

| Hour        | Average hourly arrivals | Average hourly departures | Average hourly movements |
|-------------|-------------------------|---------------------------|--------------------------|
| 00:00-00:59 | 6                       | 1                         | 7                        |
| 01:00-01:59 | 5                       | 0                         | 5                        |
| 02:00-02:59 | 3                       | 1                         | 4                        |
| 03:00-03:59 | 1                       | 0                         | 1                        |
| 04:00-04:59 | 1                       | 1                         | 2                        |
| 05:00-05:59 | 1                       | 1                         | 2                        |
| 06:00-06:59 | 0                       | 15                        | 15                       |
| 07:00-07:59 | 13                      | 16                        | 29                       |
| 08:00-08:59 | 6                       | 15                        | 21                       |
| 09:00-09:59 | 6                       | 14                        | 20                       |
| 10:00-10:59 | 5                       | 7                         | 12                       |
| 11:00-11:59 | 9                       | 7                         | 16                       |
| 12:00-12:59 | 11                      | 9                         | 20                       |
| 13:00-13:59 | 10                      | 10                        | 20                       |
| 14:00-14:59 | 9                       | 11                        | 20                       |
| 15:00-15:59 | 9                       | 10                        | 19                       |
| 16:00-16:59 | 9                       | 9                         | 18                       |
| 17:00-17:59 | 11                      | 8                         | 19                       |
| 18:00-18:59 | 10                      | 9                         | 19                       |
| 19:00-19:59 | 11                      | 8                         | 19                       |
| 20:00-20:59 | 11                      | 9                         | 20                       |
| 21:00-21:59 | 9                       | 7                         | 16                       |
| 22:00-22:59 | 10                      | 6                         | 16                       |
| 23:00-23:59 | 9                       | 2                         | 11                       |

TABLE 12: CARGO OVERVIEW

|                      | Day movements | Night movements | Total  | Tonnes |
|----------------------|---------------|-----------------|--------|--------|
| 2023                 | 689           | 1300            | 1989   | 26043  |
| 2022                 | 894           | 1333            | 2227   | 32001  |
| 2023/2022 comparison | -23%          | -2.5%           | -10.5% | -17%   |



Appendix 6: Movement by Aircraft Type

TABLE 13: MOVEMENT BY AIRCRAFT TYPE OVERVIEW

| Aircraft type movements % of total movements |           |                      |
|--|-----------|----------------------|
| Aircraft type                                | Movements | % of total movements |
| A306   | 999       | 0.8%                 |
| Airbus A319                                  | 17,088    | 13.3%                |
| Airbus A320                                  | 24,750    | 19.3%                |
| Airbus A320 NEO                              | 13,380    | 10.4%                |
| Airbus A321                                  | 10,863    | 8.5%                 |
| Airbus A321 NEO                              | 17,582    | 13.7%                |
| Airbus A330                                  | 16        | 0.0%                 |
| Beechcraft Twin Turboprop                    | 461       | 0.4%                 |
| Boeing B737-300                              | 24        | 0.0%                 |
| Boeing B737-400                              | 2         | 0.0%                 |
| Boeing B737-500                              | 8         | 0.0%                 |
| Boeing B737-700                              | 116       | 0.1%                 |
| Boeing B737-800                              | 11,255    | 8.8%                 |
| Boeing B737-900                              | 440       | 0.3%                 |
| Boeing B737 Max 8                            | 3,713     | 2.9%                 |
| Boeing B757                                  | 996       | 0.8%                 |
| Boeing B767                                  | 16        | 0.0%                 |
| Boeing B777                                  | -         | 0.0%                 |
| Boeing B787                                  | 42        | 0.0%                 |
| Canadair Global Express GLEX                 | 3,587     | 2.8%                 |
| Cessna Citation Family                       | 255       | 0.2%                 |
| Canadair Challenger Family                   | 54        | 0.0%                 |
| Dassault Falcon FA7X                         | 862       | 0.7%                 |
| Embraer Legacy 450-650 series                | 1,475     | 1.1%                 |
| Embraer ERJ-135                              | 1,007     | 0.8%                 |
| Learjet Family                               | 590       | 0.5%                 |
| Gulfstream 3, 4 & 400 series GLF3/GLF4       | 616       | 0.5%                 |
| Gulfstream 5 and 500 series GLF5             | 1,169     | 0.9%                 |
| Gulfstream 650 GLF6                          | 1,842     | 1.4%                 |
| Helicopters                                  | 288       | 0.2%                 |
| Pilatus PC-12                                | 447       | 0.3%                 |
| Other aircraft                               | 14,500    | 11.3%                |
| TOTAL  | 128,443   | 100%                 |

TABLE 14: MOVEMENT BY OPERATOR OVERVIEW

| Operators    | Movements |
|--------------|-----------|
| easyJet      | 41,420    |
| Wizz Air     | 38,177    |
| Ryanair      | 12,809    |
| DHL          | 1,342     |
| MNG Airlines | 108       |
| TUI Airways  | 897       |
| Fly One      | 502       |
| Others       | 4,081     |
| Total        | 99,336    |



Appendix 7: Night Quota

TABLE 15: NIGHT AND EARLY MORNING MOVEMENTS OVERVIEW

|        | Night quota period (23:30-05:59) |                              | Early morning shoulder (06:00-06:59) |
|--------|----------------------------------|------------------------------|--------------------------------------|
|        | Movements limited to 9,650       | Quota count limited to 3,500 | Movements limited to 7,000           |
| Jan-23 | 533                              | 219                          | 317                                  |
| Feb-23 | 508                              | 182                          | 333                                  |
| Mar-23 | 671                              | 234                          | 355                                  |
| Apr-23 | 862                              | 271                          | 534                                  |
| May-23 | 949                              | 284                          | 578                                  |
| Jun-23 | 922                              | 260                          | 539                                  |
| Jul-23 | 1078                             | 320                          | 569                                  |
| Aug-23 | 1001                             | 268                          | 563                                  |
| Sep-23 | 912                              | 193                          | 549                                  |
| Oct-23 | 844                              | 217                          | 545                                  |
| Nov-23 | 496                              | 179                          | 357                                  |
| Dec-23 | 648                              | 183                          | 393                                  |
| Total  | 9424                             | 2810                         | 5632                                 |

TABLE 16: DAY AND NIGHT MOVEMENT OVERVIEW

|            | Day movements (0700-2259) | Night movements (2300-0659)    |   |                                   |
|------------|---------------------------|--------------------------------|---|-----------------------------------|
|            | Day movements             | Night quota period (2330-0559) | Early morning shoulder period (0600-0659) | Total night movements (2300-0659) |
| Departures | 56,513                    | 1,783                          | 5,452                                     | 7,708                             |
| Arrivals   | 54,736                    | 7,641                          | 180                                       | 9,486                             |
| Total      | 111,249                   | 9,424                          | 5,632                                     | 17,194                            |

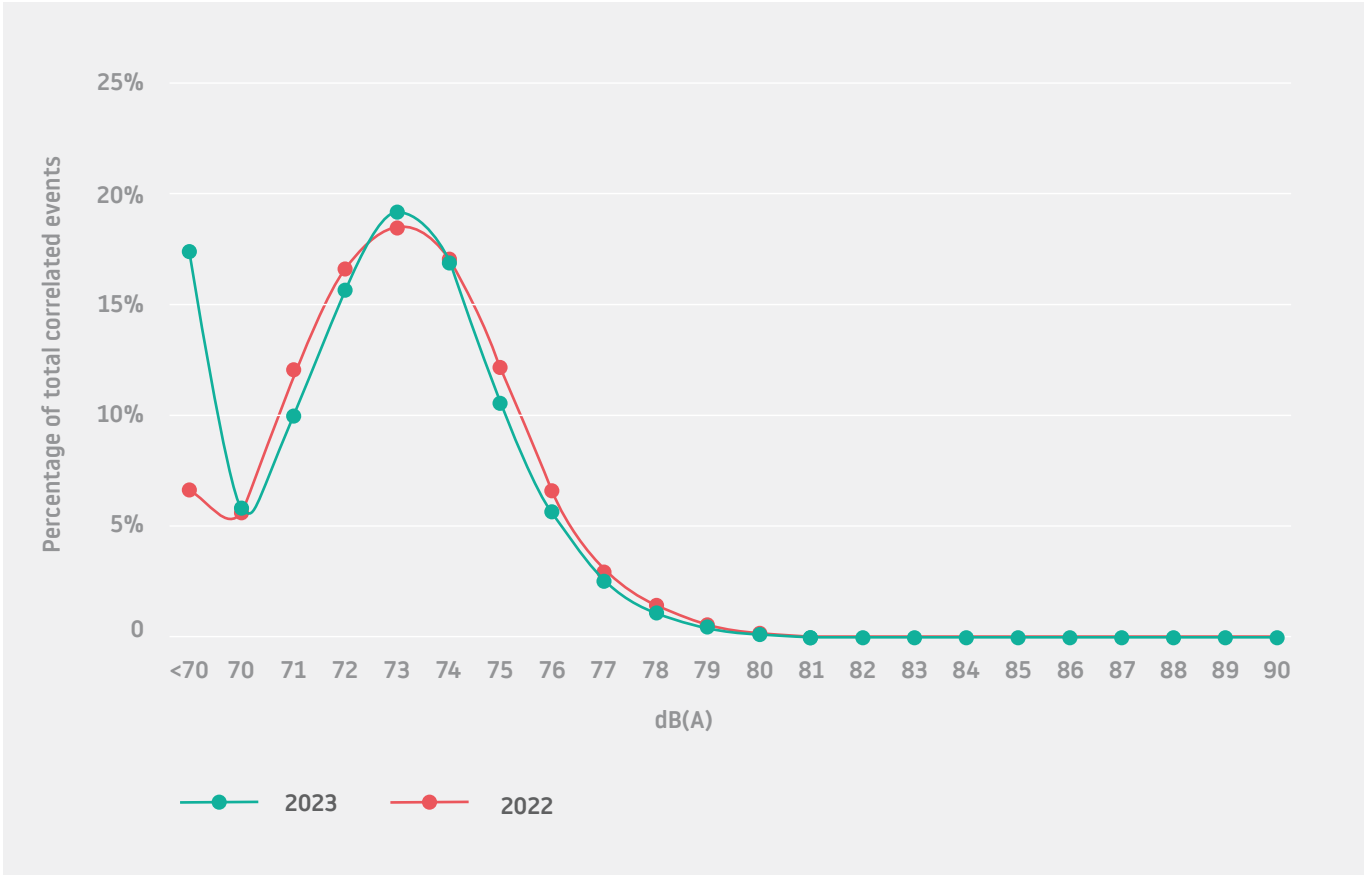
Appendix 8: Correlated Noise Events

TABLE 17: DAYTIME AND NIGHT-TIME NOISE EVENTS BY SOUND INTENSITY (DB)

| dB (A)* | Daytime | Night-time | Total |
|---------|---------|------------|-------|
| <70     | 2,710   | 309        | 3,019 |
| 70      | 2,217   | 331        | 2,548 |
| 71      | 4,795   | 678        | 5,473 |
| 72      | 6,540   | 1,007      | 7,547 |
| 73      | 7,341   | 1,051      | 8,392 |
| 74      | 6,771   | 991        | 7,762 |
| 75      | 4,833   | 712        | 5,545 |
| 76      | 2,631   | 365        | 2,996 |
| 77      | 1,167   | 161        | 1,328 |
| 78      | 591     | 66         | 657   |
| 79      | 202     | 31         | 233   |
| 80      | 69      | 8          | 77    |
| 81      | 13      | 0          | 13    |
| 82      | 3       | 1          | 4     |
| 83      | 0       | 0          | 0     |
| 84      | 0       | 0          | -     |
| 85      | 0       | 0          | 0     |
| 86      | 0       | 0          | 0     |
| 87      | 0       | 0          | 0     |
| 88      | 0       | 0          | 0     |
| 89      | 0       | 0          | 0     |
| 90      | 0       | 0          | 0     |



FIGURE 2: YEAR ON YEAR COMPARISON OF TOTAL NOISE EVENTS.



Appendix 9: Noise Insulation

TABLE 18: NOISE INSULATION INVESTMENT OVERVIEW

|                                |          |
|--------------------------------|----------|
| Total amount invested          | £745,316 |
| Number of properties insulated | 224      |
| Number of properties contacted | 578      |



Appendix 10: Contour plans

ACTUAL 2023 SUMMER NOISE CONTOURS

10.0 INTRODUCTION

When planning permission was given in 2014 for development at Luton Airport (Application No: 12/01400/FUL) a number of conditions were imposed. Condition 12 required that daytime and night-time contours are produced on an annual basis, for the previous summer period based on actual ATM data, and for the following summer period based on predicted ATM data.

The areas of these contours are to be compared to the limits contained in Condition 12. London Luton Airport Operations Limited (LLAOL) have retained Bickerdike Allen Partners LLP (BAP) to produce airborne aircraft noise contours for the 92 day summer period based on the actual movements for 2023.

The contours for 2023, and those forecast for 2024, provide part of the information required to comply with Condition 12. Also required is information on the current QC Annual Budget for 2023 which will be determined once the year is complete.

10.1 CONTOUR PRODUCTION

Aircraft movement data for use in the contour production has been supplied by LLAOL. The 2023 contour production methodology has been updated from that used for the 2022 contours. It retains the inclusion of terrain, and the use of the INM software (Version 7.0d), and custom departure profiles for key aircraft types based on radar data, but the validation has been updated. The validation is now based on measured results from the fixed noise monitors in 2022.

The 2024 forecast contours are the 2024 Existing Condition 10 contours presented in the Environmental Statement Addendum (ESA) 4 as part of the 19mppa application. The ESA details the movements these contours are based on and the methodology used to produce the noise contours.

10.2 RUNWAY USAGE

The 2023 contours are based on the actual runway usage in 2023, which is shown in Table 1 below. The 2022 contours, which are included for comparison, are based on the actual runway usage in 2022.

The forecast 2024 contours have been produced based on the long term (2015-2019) average modal split, which is shown in Table 19.

10.3 NOISE CONTOUR RESULTS

The noise contours for 2023 and 2024 are shown in the attached Figures A11060-N82-01 to A11060-N82-04. They are presented at values from 57 to 72 dB L<sub>Aeq,16h</sub> (daytime) and 48 to 69 dB L<sub>Aeq,8h</sub> (night-time). The area of each contour is given in Table 2 (daytime) and Table 3 (night-time), and compared with the corresponding 2022 contour.

The 57 dB L<sub>Aeq,16h</sub> (daytime) noise contours for 2022, 2023 and 2024 are compared in Figure A11060-N82-05. The 48 dB L<sub>Aeq,8h</sub> (night-time) noise contours for 2022, 2023 and 2024 are compared in Figure A11060-N82-06.

The 2023 57 dB daytime contour is around 5% larger than the equivalent 2022 contour. This is due to an increase in the number of daytime movements in 2023 compared to 2022. The 2023 57 dB LAeq,16h contour area is less than the airports current contour area limit of 19.4 km<sup>2</sup>.

The 2024 forecast daytime contours are larger than those for 2022 and 2023. The 57 dB L<sub>Aeq,16h</sub> contour area is equal to the airports current contour area limit of 19.4 km<sup>2</sup>.

The 2023 48 dB night-time contour is equal to the corresponding 2022 contour. This is due to the increase in the number of night-time movements in 2023 compared to 2022 being countered by the increase in the proportion that are by quieter modernised types. The 2023 48 dB L<sub>Aeq,8h</sub> contour area is less than the airports current contour area limit of 37.2 km<sup>2</sup>.

The daytime and night-time contours for 2023 have some differences in shape from the 2022 contours, largely due to a change in the runway modal split. 21% of movements conducted easterly operations (used Runway 07) in summer 2023 compared to 35% in summer 2022. Compared to the 2022 contours, the 2023 57 dB daytime contours are similar in relation to Caddington but larger to the south-west. To the east of the airport the 2023 daytime contour is initially slightly narrower but it extends further than that for 2022.

TABLE 19: 2022, 2023 AND LONG TERM AVERAGE SUMMER MODAL SPLIT

| Year                          | % of summer movements |           |
|-------------------------------|-----------------------|-----------|
|                               | Runway 07             | Runway 25 |
| 2022 Actual                   | 35                    | 65%       |
| 2023 Actual                   | 21%                   | 79%       |
| Long Term Average (2015-2019) | 22%                   | 78%       |

TABLE 20: AREA OF DAYTIME SUMMER NOISE CONTOURS, 2022, 2023 AND 2024 (FORECAST)

| Contour Value<br>(dB LAeq,16h) | Contour area (km²) |      |                 |
|--------------------------------|--------------------|------|-----------------|
|                                | 2022               | 2023 | 2024 (Forecast) |
| 57                             | 13.4               | 14.0 | 19.4            |
| 60                             | 7.3                | 7.5  | 11.0            |
| 63                             | 4.2                | 4.4  | 6.6             |
| 66                             | 2.1                | 2.3  | 3.5             |
| 69                             | 1.2                | 1.2  | 1.8             |
| 72                             | 0.7                | 0.7  | 1.1             |

TABLE 21: AREA OF NIGHT-TIME SUMMER NOISE CONTOURS, 2022, 2023 AND 2024 (FORECAST)

| Contour Value<br>(dB LAeq,16h) | Contour Area (km²) |      |                 |
|--------------------------------|--------------------|------|-----------------|
|                                | 2022               | 2023 | 2024 (Forecast) |
| 48                             | 33.0               | 33.0 | 37.2            |
| 51                             | 18.5               | 19.0 | 21.5            |
| 54                             | 9.7                | 10.1 | 12.1            |
| 57                             | 5.6                | 5.7  | 7.1             |
| 60                             | 3.1                | 3.2  | 3.8             |
| 63                             | 1.5                | 1.5  | 1.9             |
| 66                             | 0.9                | 0.9  | 1.1             |
| 69                             | 0.5                | 0.5  | 0.7             |

The 2023 48 dB night-time contour extends further than that for 2022 to the south-west and east of the airport. It is also generally wider than the 2022 contour, except to the east of the airport, where the 2023 contour is narrower.

The 2024 forecast night-time contours are generally larger than those for 2022 and 2023, except to the west of the airport where the 2022 contour is larger. This is due to an unusually high number of easterly night-time arrivals in 2022. The 48 dB L<sub>Aeq,8h</sub> contour area is equal to the airports current contour area limit of 37.2 km<sup>2</sup>.

10.4 DWELLING AND POPULATION COUNTS

An assessment has been carried out of the number of dwellings and the population within the noise contours produced for 2023. This has utilised a postcode database supplied by CACI Ltd, specifically the 2022 iteration of the database. Each postcode in the database is described by a single geographical point, and if this point is within a given contour then all of the dwellings and population in the postcode are counted as within the contour. The dwelling and population counts are given for the 2022 and 2023 daytime and night-time contours in Table 22 and Table 23 respectively. The values in these tables have been rounded to the nearest 50, except where less than 50 when the actual value is given.

10.5 SUMMARY

Noise contours have been produced for 2023 based on the actual movements during the summer period. The contours are similar in size to those for 2022. This is due to an increase in the number of movements being countered by an increase in the proportion of quieter modernised types.

Forecast noise contours have also been produced for 2024. These are larger than the 2023 contours. The forecast 57 dB daytime and 48 dB night-time contours are equal in area to the corresponding current contour area limits.

There has been some change in the shape of the 2023 noise contours compared to 2022, due to a lower proportion of movements conducting easterly operations (using Runway 07).

Dwelling and population counts for the daytime and night-time contours for both 2022 and 2023 have been determined based on a 2022 postcode database.

TABLE 22: DWELLING AND POPULATION COUNTS FOR DAYTIME SUMMER NOISE CONTOURS, 2022 AND 2023

| Contour Value<br>(dB LAeq,16h) | 2021      |            | 2022      |            |
|--------------------------------|-----------|------------|-----------|------------|
|                                | Dwellings | Population | Dwellings | Population |
| 57                             | 2,800     | 6,850      | 3,500     | 8,300      |
| 60                             | 950       | 2,550      | 1,300     | 3,500      |
| 63                             | 300       | 800        | 400       | 1,100      |
| 66                             | 2         | 6          | 2         | 6          |
| 69                             | 0         | 0          | 0         | 0          |
| 72                             | 0         | 0          | 0         | 0          |

TABLE 23: DWELLING AND POPULATION COUNTS FOR NIGHT-TIME SUMMER NOISE CONTOURS, 2022 AND 2023

| Contour Value<br>(dB LAeq,16h) | 2021      |            | 2022      |            |
|--------------------------------|-----------|------------|-----------|------------|
|                                | Dwellings | Population | Dwellings | Population |
| 48                             | 7,100     | 16,900     | 7,250     | 17,250     |
| 51                             | 4,050     | 9,500      | 4,550     | 10,700     |
| 54                             | 1,600     | 4,250      | 1,950     | 5,100      |
| 57                             | 650       | 1,750      | 700       | 1,950      |
| 60                             | 100       | 300        | 50        | 200        |
| 63                             | 0         | 0          | 0         | 0          |
| 66                             | 0         | 0          | 0         | 0          |
| 69                             | 0         | 0          | 0         | 0          |



FIGURE 3: 2023 SUMMER ACTUAL DAY

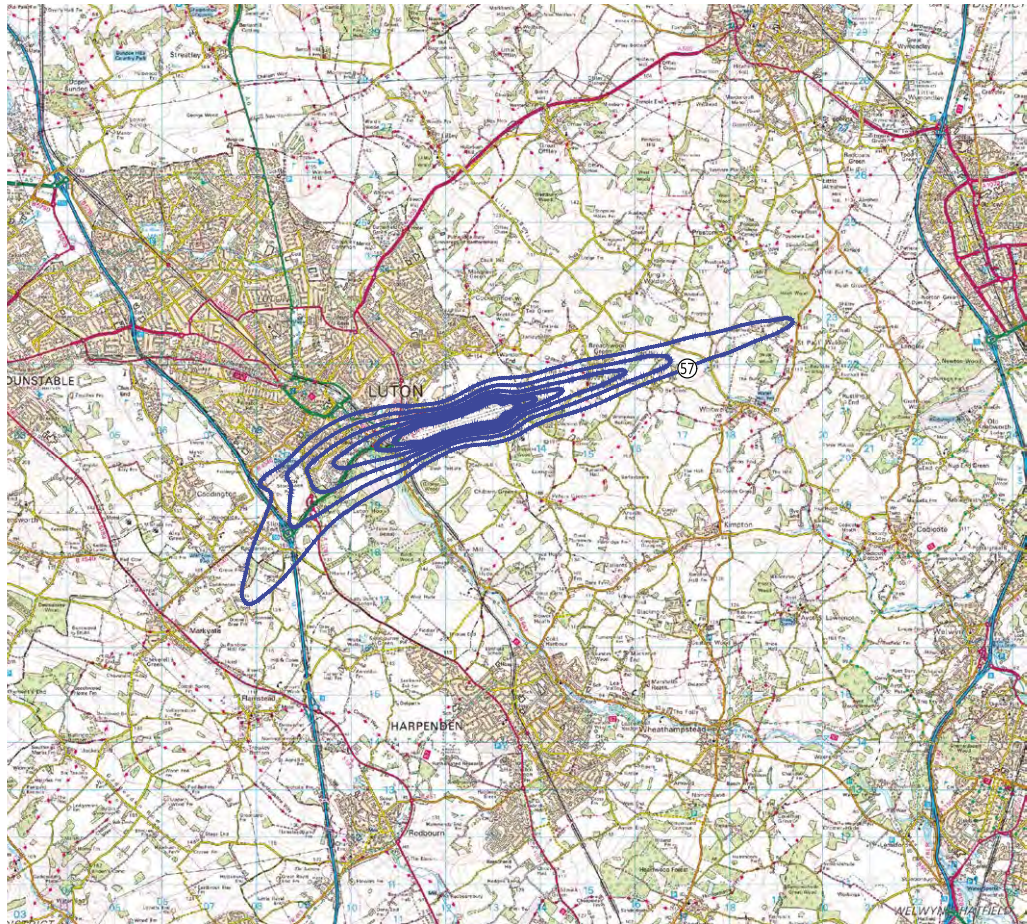


FIGURE 4: 2023 SUMMER ACTUAL NIGHT

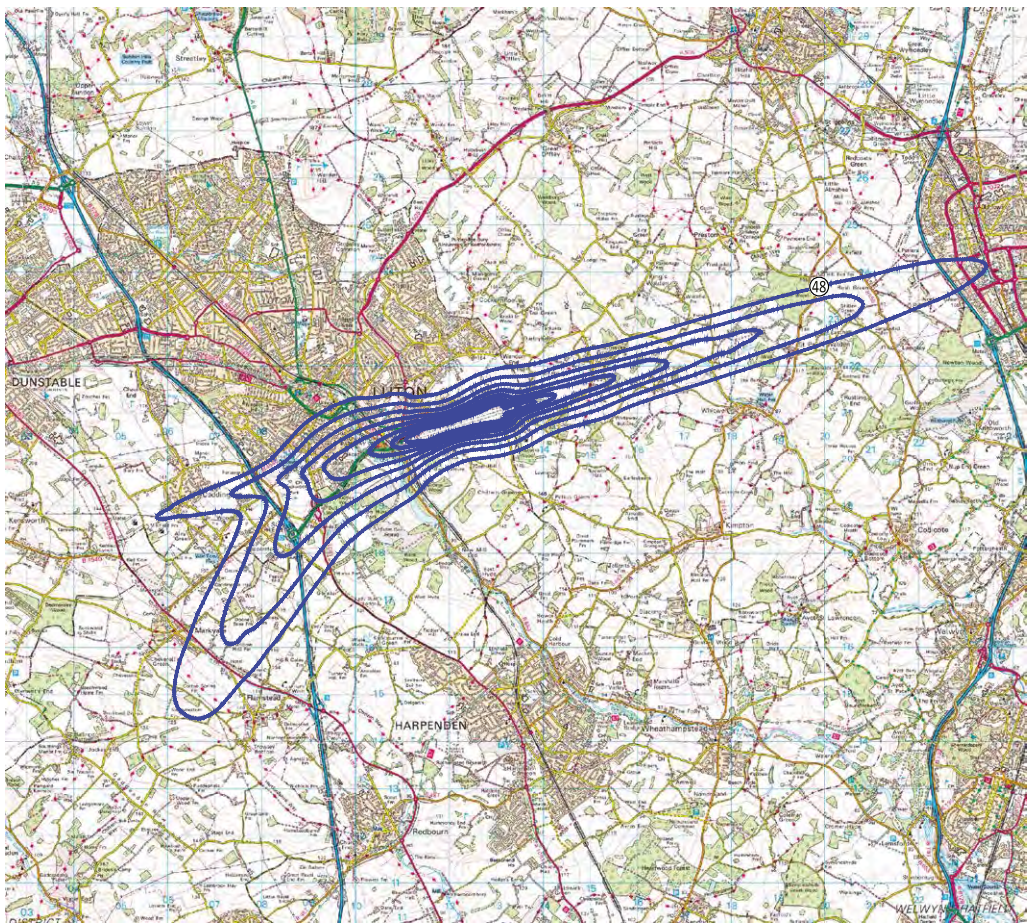




FIGURE 5: 2023 SUMMER DAYTIME COMPARISON 2022, 2023 AND 2024

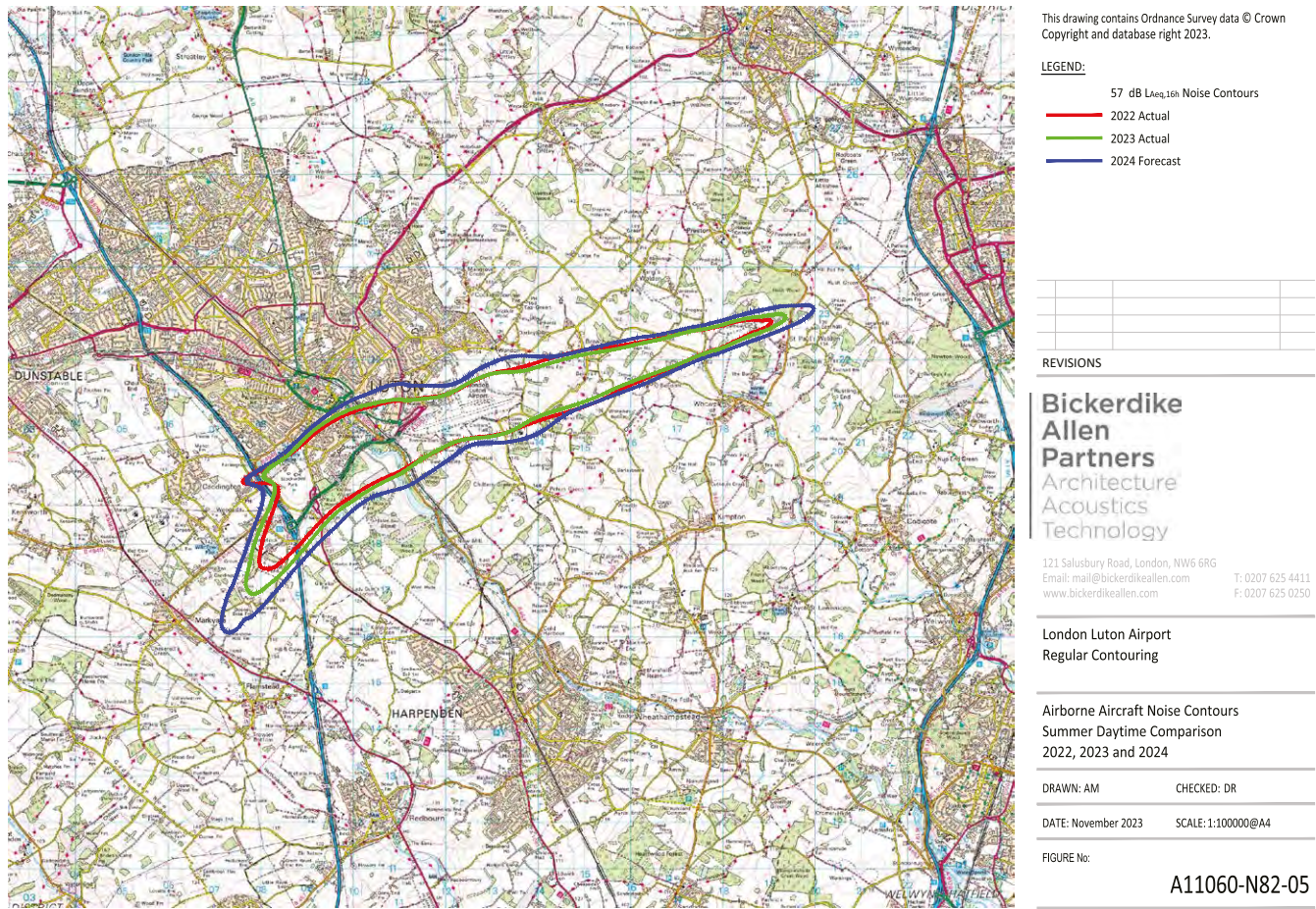
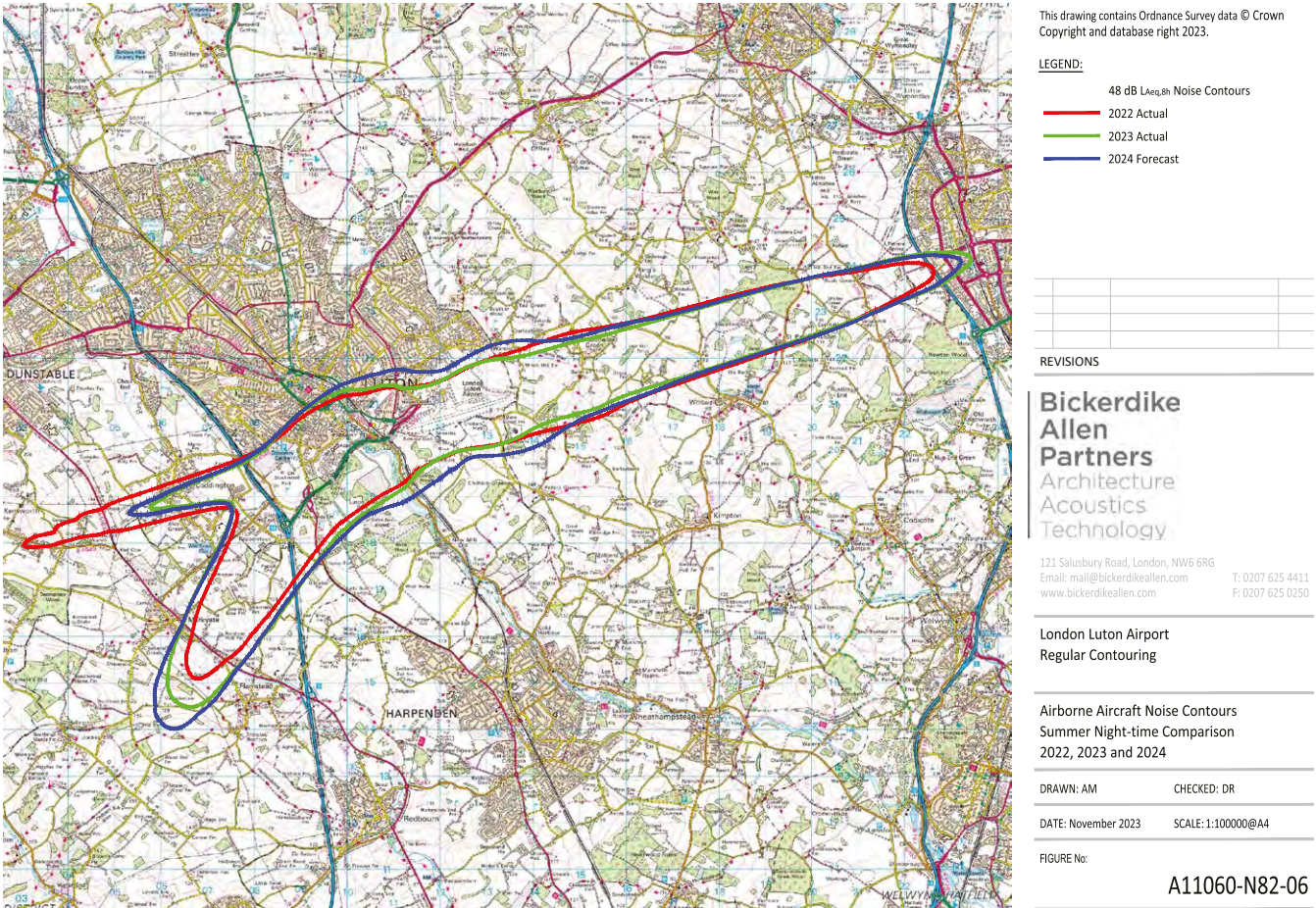


FIGURE 6: 2023 SUMMER NIGHT-TIME COMPARISON 2022, 2023 AND 2024





2023 ANNUAL CONTOURS

10.6 INTRODUCTION

London Luton Airport Operations Limited (LLAOL) have retained Bickerdike Allen Partners (BAP) to produce the annual L<sub>den</sub> noise contours for 2023 in accordance with the airport's Noise Action Plan, which states that from 2013 the airport will “produce L<sub>den</sub> noise contours annually, based on an annual average 24 hour period and present to LLACC (via NTSC).” The corresponding annual L<sub>night</sub> noise contours have also been produced.

10.7 CONTOUR PRODUCTION

Aircraft movement data for use in the contour production has been supplied by LLAOL. The contour production methodology is the same as that used for the 2023 quarterly night contours, with terrain data allowed for and the contours produced using the INM software (Version 7.0d) with user-defined profiles for the most common aircraft. The validation is based on measured results in 2022 at the fixed noise monitors with departure profiles for key aircraft types based on radar data.

10.8 AIRCRAFT MOVEMENTS

The 2023 aircraft movements used for the production of the noise contours as supplied by LLAOL are summarised and compared with those for 2022 in Table 24. Only aircraft types with at least 50 annual movements in either year have been presented. For aircraft types with fewer than 50 annual movements ‘n/a’ is shown and any movements by them are grouped together in the “Other” category.

TABLE 24: ANNUAL AIRCRAFT MOVEMENT NUMBERS BY INM AIRCRAFT TYPE

| INM aircraft type | Day    |        | Evening |        | Night    |        |
|-------------------|--------|--------|---------|--------|----------|--------|
|                   | 2022   | 2023   | 2022    | 2023   | 2022     | 2023   |
| 1900D             | 502    | 360    | 103     | 103    | 79       | 34     |
| 737700            | 128    | 145    | 53      | 41     | 11       | 9      |
| 737800            | 9,337  | 7,874  | 2,491   | 2,345  | 2,381    | 1,475  |
| 757RR             | 11     | 36     | 73      | 8      | 938      | 952    |
| A300-622R         | 635    | 560    | 95      | 94     | 352      | 345    |
| A319-131 (ceo)    | 8,890  | 11,434 | 3,048   | 3,910  | 1,593    | 1,781  |
| A320-211 (ceo)    | 16,239 | 14,759 | 6,694   | 7,265  | 3,351    | 2,760  |
| A320-211 (neo)    | 6,317  | 8,261  | 1,690   | 2,345  | 1,969    | 2,740  |
| A321-232 (ceo)    | 7,252  | 6,735  | 2,826   | 2,626  | 1,969    | 1,462  |
| A321-232 (neo)    | 5,637  | 11,068 | 1,935   | 3,234  | 1,453    | 3,320  |
| A330-301          | 77     | n/a    | 8       | n/a    | 43       | n/a    |
| B737M8            | 730    | 2,404  | 182     | 660    | 30       | 649    |
| BEC58P            | 52     | n/a    | 17      | n/a    | 25       | n/a    |
| CIT3              | 51     | 49     | 10      | 15     | 9        | 2      |
| CL600             | 1,180  | 1,017  | 207     | 144    | 57       | 34     |
| CL601             | 794    | 2,408  | 435     | 374    | 144      | 122    |
| CNA208            | 337    | 335    | 47      | 64     | 38       | 64     |
| CNA500            | 175    | 135    | 29      | 26     | 6        | 6      |
| CNA510            | 353    | 227    | 45      | 45     | 18       | 18     |
| CNA525C           | 1,812  | 1,766  | 261     | 266    | 67       | 62     |
| CNA55B            | 998    | 836    | 153     | 124    | 43       | 28     |
| CNA560U           | 100    | 85     | 18      | 18     | 8        | 13     |
| CNA560XL          | 2,187  | 2,151  | 317     | 312    | 73       | 71     |
| CNA680            | 1,006  | 908    | 173     | 131    | 42       | 32     |
| CNA750            | 742    | 993    | 133     | 135    | 32       | 33     |
| EMB145            | 1,353  | 1,194  | 294     | 255    | 94       | 96     |
| EMB190            | 99     | 188    | 29      | 30     | 10       | 23     |
| F10062            | 1,338  | 1,040  | 276     | 264    | 158      | 145    |
| GIV               | 589    | 475    | 112     | 96     | 54       | 45     |
| GV                | 6,129  | 5,953  | 1,373   | 1,284  | 850      | 776    |
| IA1125            | 77     | 65     | 20      | 13     | 5        | 4      |
| LEAR35            | 803    | 588    | 140     | 109    | 47       | 61     |
| MU3001            | 219    | 176    | 40      | 31     | 5        | 5      |
| Other             | 322    | 291    | 99      | 77     | 32       | 34     |
| Total             | 78,336 | 84,516 | 23,426  | 26,430 | 6,15,951 | 17,201 |

The actual runway used by each movement during the individual day, evening and night periods of 2023 has been allowed for in the preparation of the contours. Table 25 summarises the overall percentage of modelled movements using each runway, combining arrivals and departures over the full year, and compares it with the runway usage in 2022.

10.9 NOISE CONTOUR RESULTS

The resulting noise contours are shown in the attached Figures A11060-N83-01 and A11060-N83-02. They are presented at values from 55 to 75 dB(A) L<sub>den</sub> and 48 to 66 dB(A) L<sub>night</sub>. Comparisons between the 2023 and the 2022 noise contours are shown in the attached Figures A11060-N83-03 and A11060-N83-04 at 55 dB(A) L<sub>den</sub> and 48 dB(A) L<sub>night</sub> respectively. The areas, population and dwelling counts relating to each noise contour are given in Table 26 for L<sub>den</sub> and Table 27 for L<sub>night</sub>, where they are compared with the values for 2022.

10.10 NOISE CONTOUR COMPARISON

The total number of annual movements increased in 2023 compared to 2022, due to the ongoing recovery from the Covid-19 pandemic. The annual number of movements remains around 9% lower than occurred pre-pandemic in 2019.

The annual fleet mix in 2023 is broadly similar to that in 2022, with Airbus and Boeing passenger jets making up the majority of the movements in both years. The total movements have risen by 9% compared to 2022, with the proportion of movements performed by quieter modernised aircraft increasing, from 23% in 2022 to 34% in 2023.

As can be seen from Table 26 and Table 27, the areas of the L<sub>den</sub> and L<sub>night</sub> contours have increased, due to the increase in the number of movements. The increase in the area of the 2023 contours compared to 2022 can be seen in figures A11060-N83-03 & 04, which compare the 55 dB L<sub>den</sub> and 48 dB L<sub>night</sub> contours respectively. The population and number of dwellings within the contours have also increased, primarily due to the larger contour areas.

TABLE 25: ACTUAL ANNUAL RUNWAY USAGE (PERCENTAGE OF TOTAL MOVEMENTS)

| Runway end | 2022 | 2023 |
|------------|------|------|
| 08         | 30%  | 31%  |
| 26         | 70%  | 69%  |

TABLE 26: CONTOUR AREAS AND POPULATION & DWELLINGS WITHIN CONTOURS - L<sub>DEN</sub>

| Contour value<br>(dB(A) L <sub>den</sub> ) | Contour area (km <sup>2</sup> ) |      | Population <sup>1</sup> |        | Dwellings <sup>2</sup> |       |
|--|---------------------------------|------|-------------------------|--------|------------------------|-------|
|  | 2022                            | 2023 | 2022                    | 2023   | 2022                   | 2023  |
| 55   | 32.1                            | 34.8 | 0.7                     | 19,000 | 6,650                  | 8,000 |
| 60   | 12.1                            | 13.4 | 6,100                   | 8,100  | 2,450                  | 3,400 |
| 65   | 4.6                             | 5.1  | 1,200                   | 1,500  | 450                    | 600   |
| 70   | 1.5                             | 1.7  | 0                       | 0      | 0                      | 0     |
| 75   | 0.6                             | 0.7  | 0                       | 0      | 0                      | 0     |

<sup>[1]</sup> Population counts rounded to nearest 100, where less than 100 “<100” is shown.

<sup>[2]</sup> Dwelling counts rounded to nearest 50, where less than 50 “<50” is shown.

TABLE 27: CONTOUR AREAS AND POPULATION & DWELLINGS WITHIN CONTOURS - L<sub>NIGHT</sub>

| Contour value<br>(dB(A) L <sub>night</sub> ) | Contour area (km <sup>2</sup> ) |      | Population <sup>3</sup> |        | Dwellings <sup>4</sup> |       |
|--|---------------------------------|------|-------------------------|--------|------------------------|-------|
|  | 2022                            | 2023 | 2022                    | 2023   | 2022                   | 2023  |
| 48   | 27.0                            | 28.6 | 13,900                  | 16,000 | 5,850                  | 6,850 |
| 51   | 15.1                            | 16.0 | 7,800                   | 9,500  | 3,300                  | 4,050 |
| 54   | 7.9                             | 8.4  | 3,300                   | 4,300  | 1,200                  | 1,650 |
| 57   | 4.6                             | 4.9  | 1,200                   | 1,400  | 450                    | 500   |
| 60   | 2.4                             | 2.7  | <100                    | <100   | <50                    | <50   |
| 63   | 1.3                             | 1.3  | 0                       | 0      | 0                      | 0     |
| 66   | 0.8                             | 0.8  | 0                       | 0      | 0                      | 0     |

<sup>[3]</sup> Population counts rounded to nearest 100, where less than 100 “<100” is shown.

<sup>[4]</sup> Dwelling counts rounded to nearest 50, where less than 50 “<50” is shown.



FIGURE 7: 2023 ANNUAL  $L_{DEN}$ -LTN REPORT

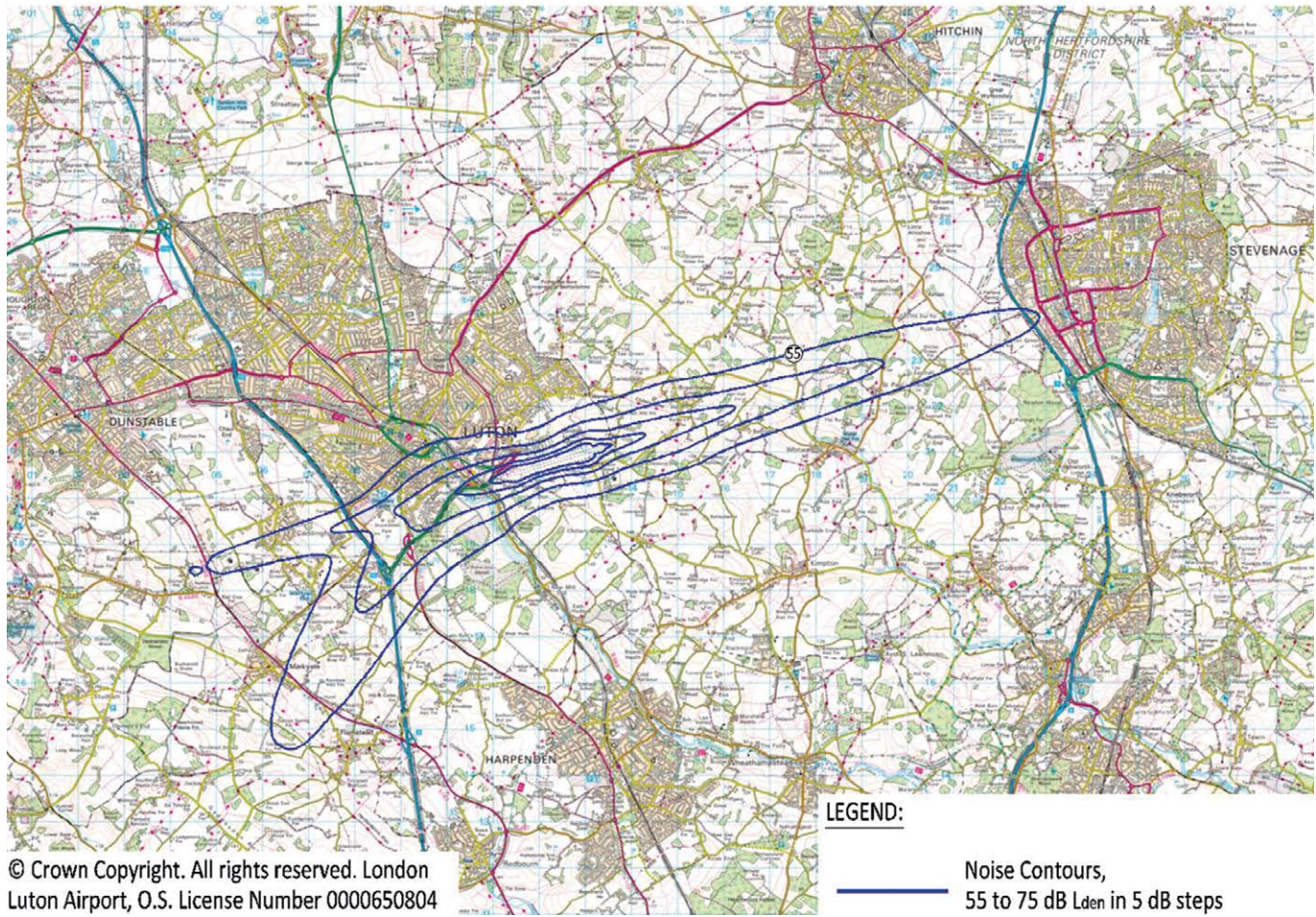
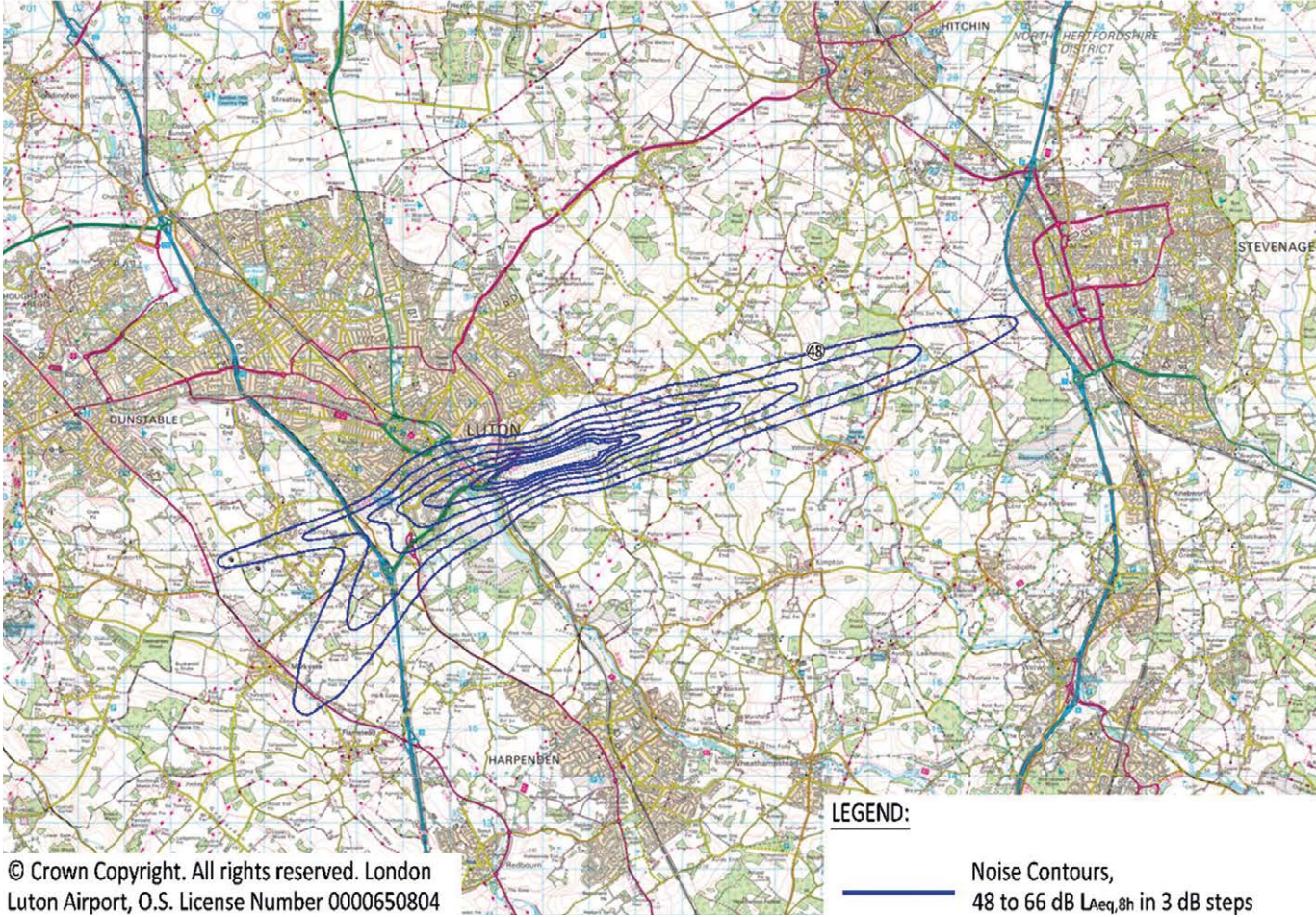


FIGURE 8: 2023 ANNUAL  $L_{NIGHT}$ -LTN REPORT





MARGINAL COMPLIANCE ASSESSMENT

10.11 INTRODUCTION

Planning consent was granted in 2014 by Luton Council (LC) to application 12/01400/FUL submitted by London Luton Airport Operations Ltd (LLAOL). The consent was subject to the imposition of certain planning conditions with respect to several matters including noise.

In response to the development it was agreed between the airport and the airport’s consultative committee, LLACC, that the following would be reported in the airport’s Annual Monitoring Reports (AMRs) beginning twelve months after commencement of the development:

- Actual annual movements by marginally compliant Chapter 3 aircraft (00:00-24:00)
- Actual annual QC 2 aircraft movements (23:00-07:00)

This note reports these movement totals for 2023.

10.12 MARGINAL COMPLIANCE CALCULATION

Aircraft movement data for use in the marginal compliance calculation has been supplied by LLAOL. For the aircraft that operated, noise certification data has been obtained either from the Noise Certificate of the specific aircraft, or for those registered in the UK from the CAA G-INFO database<sup>1</sup> and those registered in Switzerland from the FOCA Swiss Aircraft Register<sup>2</sup>. Where certification data was not available, certification values have been taken from the latest EASA Approved Noise Levels<sup>3</sup>. In some cases the EASA database offers more than one possible classification for an aircraft type, in these cases where one of the possible classifications is for marginal Chapter 3 compliance, then the movements by this aircraft have been counted as “Unknown Classification”.

For the purposes of this assessment “marginally compliant aircraft” means civil subsonic jet aeroplanes, that meet the certification limits as laid down in Chapter 3 of Annex 16<sup>3</sup> by a cumulative margin of not more than 5 EPNdB, whereby the cumulative margin is a figure expressed in EPNdB obtained by adding the individual margins at each of the three reference noise management points as defined in Chapter 3 of Annex 16<sup>3</sup>.

The number of movements by marginally compliant Chapter 3 aircraft by month are listed in Table 28. The table also includes the number of movements that comply with Chapter 3, but not marginally, or comply with Chapter 4 or Chapter 14, and the number where the classification is unknown.

The certification of helicopter and smaller propeller aircraft is to different standards and so these aircraft have been separately recorded. Military aircraft are not subject to noise certification and therefore would be included in this category. There were no movements by military aircraft in 2023.

TABLE 28: 2022 MONTHLY AIRCRAFT NOISE CLASSIFICATION

| Month          | Aircraft noise classification  |  |                        |  |
|----------------|--------------------------------|--|------------------------|--|
|                | Chapter 3 marginally compliant | Chapter 3 fully compliant / Chapter 4 / Chapter 14 | Unknown classification | Helicopters and propeller aircraft (n/a) |
| January 2023   | 0                              | 8,438  | 0                      | 82                                       |
| February 2023  | 2                              | 8,679  | 0                      | 94                                       |
| March 2023     | 0                              | 9,950  | 0                      | 102                                      |
| April 2023     | 2                              | 10,625   | 0                      | 110                                      |
| May 2023       | 0                              | 11,709   | 0                      | 131                                      |
| June 2023      | 0                              | 11,770   | 0                      | 133                                      |
| July 2023      | 0                              | 12,345   | 0                      | 149                                      |
| August 2023    | 0                              | 11,702   | 0                      | 108                                      |
| September 2023 | 0                              | 11,662   | 0                      | 97                                       |
| October 2023   | 0                              | 11,295   | 0                      | 125                                      |
| November 2023  | 0                              | 8,817  | 0                      | 121                                      |
| December 2023  | 0                              | 10,097   | 0                      | 108                                      |
| 2023 Total     | 4                              | 127,089  | 0                      | 1,360                                    |

<sup>[1]</sup> <http://publicapps.caa.co.uk/modalapplication.aspx?appid=1>

<sup>[2]</sup> <https://app02.bazl.admin.ch/web/bazl/en/#/lfr/search>

<sup>[3]</sup> <https://easa.europa.eu/document-library/noise-type-certificates-approved-noise-levels>

10.13 QUOTA COUNT PRODUCTION

Aircraft movement data for use in the quota count production has been supplied by LLAOL. The standard quota count production methodology is described in the latest UK AIP Supplement S061/2023<sup>4</sup>. In summary, the method requires the certification data for the aircraft type, which is then processed and compared to a scale to determine the quota count for the aircraft type when arriving, and separately when departing.

For the aircraft that operated, the noise certification data has been obtained either from the Noise Certificate of the specific aircraft, or for those registered in the UK from the CAA G-INFO database<sup>1</sup> and those registered in Switzerland from the FOCA Swiss Aircraft Register<sup>2</sup>. Where certification data was not available, quota count values have been taken from the tables in the latest UK AIP Supplement. In some cases these tables offer more than one value for an aircraft type, in these cases the expected QC value based on available information has been used, and where only limited information is available the higher QC value has been taken.

Some Airbus A300-600 and Airbus A330-200 aircraft would normally be classified as QC 2 on departure if operated at their certificated maximum take-off weight. LLAOL have advised that due to the length of the runway at Luton Airport, these aircraft cannot depart at their certificated maximum weight (although the aircraft may do this at other airports). Based on an analysis of their maximum operating weight at Luton Airport and certificated noise levels for other aircraft of the same type at a range of departure weights, LLAOL have calculated that these aircraft should be classified as QC 1 when operating at Luton Airport.

TABLE 29: 2022 MONTHLY QC 2 AIRCRAFT MOVEMENTS

| Month          | Number of QC2 aircraft movements (23:00-07:00) |
|----------------|--|
| January 2023   | 0  |
| February 2023  | 0  |
| March 2023     | 0  |
| April 2023     | 0  |
| May 2023       | 0  |
| June 2023      | 0  |
| July 2023      | 0  |
| August 2023    | 0  |
| September 2023 | 2  |
| October 2023   | 1  |
| November 2023  | 0  |
| December 2023  | 0  |
| 2023 Total     | 3  |

There were 3 night-time aircraft movement classified as QC 2 in 2023. These comprise 2 departures and 1 arrival by a Boeing 767-200. Certification data for this specific aircraft was not available and therefore a worst case assumption was made. There were no night-time aircraft movements with a QC value of greater than 2 in 2023.

<sup>[4]</sup> <https://nats-uk.ead-it.com/cms-nats/opencms/en/Publications/AIP/>



Appendix 11: 2023 CONTOURING METHODOLOGY UPDATE

11.0 INTRODUCTION

Since 2012, London Luton Airport Operations Limited (LLAOL) have retained Bickerdike Allen Partners LLP (BAP) to produce quarterly night noise contours in accordance with the Night Noise Policy. The contouring methodology uses the Federal Aviation Administration’s (FAA) prediction programme, the Integrated Noise Model (INM), and the actual number and mix of aircraft during the quarter, which is supplied by the airport. The methodology is reviewed periodically to ensure that the accuracy of the contours is maintained. A review has recently been completed resulting in the 2023 methodology, which will be used for all 2023 contours. Compared to the previous (2022) methodology, reported in the note A11060-72-MP, the key change is the routine update of the validation exercise so that it is based on the most recent annual set of measured results from the airport’s noise and track keeping (NTK) system, i.e. those for the calendar year of 2022.

Sections 1 to 6 describe the main assumptions used in the modelling and highlight the changes from the previous methodology. Section 7 assesses the effect of the methodology update by comparing contours for the first quarter of 2023 produced using both methodologies.

11.1 SOFTWARE

The 2022 contours were produced using INM version 7.0d, which was released on 30<sup>th</sup> May 2013. This has been replaced by the FAA with the Aviation Environmental Design Tool (AEDT) as of May 2015. Until this new software has been fully trialled and validated for use at Luton Airport, the earlier INM software has continued to be used.

11.2 ARRIVAL AND DEPARTURE TRACKS

Arrivals are modelled as straight approaches, along the runway centreline. Departure tracks are based on the published Standard Instrument Departures (SIDs) as given in the UK Aeronautical Information Publication (AIP). From runway 08 there are three modelled initial departure tracks; one to Compton, one to Olney, and one to Match/Detling. From runway 26 there are four; these are to the same set of destinations, however the route to Match/Detling has an additional track for the RNAV version of the route. The majority of aircraft use the RNAV version of the route. The movement data supplied by the airport gives details of the specific departure tracks used.

11.3 LOCAL TERRAIN

Local terrain has been included in the model, as it was in the previous methodology.

11.4 DEPARTURE PROFILES

Custom departure profiles are used to model the key aircraft types, specifically the Airbus A319ceo, A320ceo, A320neo, A321ceo, A321neo, and the Boeing 737-800 and 737 MAX 8. These custom profiles are based on radar data from the airport’s NTK system for 2021, and are the same as those used in the 2022 methodology. For the other aircraft types, the standard INM departure profiles have been used.

Based on information provided by LLAOL, westerly departures to short haul destinations and all easterly departures are modelled as performing intersection takeoffs. Westerly departures to long haul destinations are modelled as using the full runway length.

11.5 STAGE LENGTH

In the INM software, departure profiles and weights are determined by the stage length parameter, which categorises aircraft based on the distance to their destinations. Destination information has been used to determine departure weights, as was the case in the previous methodology.

11.6 UPDATE OF VALIDATION

The validation exercise undertaken by BAP has been updated so that it is based on the most recent set of annual measured results from the airport’s NTK system. For the most common and loudest aircraft types the previous validation exercise, which used 2021 measured data, has been updated based on measured results in 2022.

Flights longer than 1,500 nm have been modelled as performing full length departures from Runway 25. Those flying shorter stage lengths and all Runway 07 departures have been modelled as performing intersection departures. For most aircraft they perform relatively few of these longer flights, however for certain types they are relatively common. This prevalence of longer flights is the case for the Airbus A320ceo, A320neo, A321ceo, A321neo, and the Boeing 737-800. For these types the short haul and long haul departures have been validated separately. In 2021 there were fewer long haul flights and therefore all flights by an aircraft type were validated together.

The measured sound exposure levels (SELs) obtained for five of the key aircraft types operating at Luton Airport, from the fixed Noise Monitoring Terminals (NMTs) in 2021 and 2022, are shown in Table 30. These are the averages of hundreds or in some cases thousands of results for each operation. For 2022 only those for departures under 1,500 nm are shown.

For the validation itself the average at each individual monitor is considered, and the validation attempts to achieve the best fit with the results. In this it is considered that the results from NMT 3, due to its proximity to the motorway, are likely to overstate the aircraft noise.

The average measured arrival noise levels in 2022 are higher than those measured in 2021 for all five aircraft types. The departure noise levels have similarly increased from 2021 to 2022, except for the Airbus A321neo, which has decreased slightly. This is believed to be due to a recovery in load factors for passenger flights, following the Covid-19 pandemic. Due to the measured noise level changes, the validation has been updated to increase some of the predicted levels for the types for both arrivals and departures. The updated validated predicted levels are given in Table 30.

Aside from these key types, changes have also been made to the modelled arrival and departure noise levels for several other validated types, based on changes in their measured levels. Specifically, the modelled arrival noise level for the Cessna 560XL has decreased slightly, due to a decrease in the average measured arrival noise level for

this type. The modelled departure noise levels have been increased for the Airbus A319ceo, and the Gulfstream G650 due to higher measured noise levels. The modelled departure noise level for the Cessna 560XL has decreased slightly, due to a decrease in the average measured departure noise level for this type.

The Airbus A330, Dassault Falcon 7X and Boeing 737-400 were validated in 2022 but not in 2023, due to these aircraft types no longer operating in sufficient numbers. In 2023 any movements by these aircraft types will be modelled using the default INM assumption.

TABLE 30: COMPARISON OF MEASURED SOUND EXPOSURE LEVELS – FIXED NMTs

| Aircraft type <sup>1</sup> | Operation | Movement-weighted NMT noise level, SEL dB(A) <sup>2</sup> |              |                          |
|----------------------------|-----------|---|--------------|--------------------------|
|                            |           | 2021 average  | 2022 average | Validated INM prediction |
| Airbus A320ceo             | Arrival   | 83.6  | 84.2         | 84.2                     |
|                            | Departure | 83.4  | 83.7         | 83.4                     |
| Airbus A320neo             | Arrival   | 83.3  | 83.4         | 83.2                     |
|                            | Departure | 80.3  | 80.4         | 80.7                     |
| Airbus A321ceo             | Arrival   | 83.5  | 83.9         | 83.8                     |
|                            | Departure | 84.4  | 85.1         | 85.2                     |
| Airbus A321neo             | Arrival   | 83.5  | 83.9         | 83.8                     |
|                            | Departure | 83.2  | 83.1         | 82.6                     |
| Boeing 737 800             | Arrival   | 85.0  | 85.2         | 85.0                     |
|                            | Departure | 84.8  | 85.3         | 85.2                     |

<sup>[1]</sup> Only short haul flights <1,500 nm included

<sup>[2]</sup> Only NMT1 results used for arrivals. NMT2 and NMT3 given half weighting as each aircraft movement typically results in 2 measured noise events.

11.7 CONTOUR COMPARISON

The contours for the first quarter of 2023 have been computed using both methodologies and are compared in Table 31. Contours at 69 and 72 dB LAeq,8h have also been produced but are not individually distinguishable when plotted at the scale of the figure. The areas of all the contours are given in Table 29.

As can be seen from Table 31, the methodology update results in an increase in the area of the noise contours. The increase in area is around 5%, although it varies slightly for the different noise contour levels. The increase in contour area is primarily due to the increase in measured arrival and departure noise levels, and consequential increase in modelled noise levels for many of the validated aircraft types.

TABLE 31: COMPARISON OF NIGHT-TIME NOISE CONTOUR AREAS

| Contour value<br>(dB LAeq,8h) | Jan – Mar 2023 contour area (km²) |                  |                         |
|-------------------------------|-----------------------------------|------------------|-------------------------|
|                               | 2022 Methodology                  | 2023 Methodology | Change (%) <sup>3</sup> |
| 48                            | 21.8                              | 22.8             | +5%                     |
| 51                            | 12.0                              | 12.6             | +5%                     |
| 54                            | 6.6                               | 6.9              | +4%                     |
| 57                            | 3.8                               | 4.0              | +5%                     |
| 60                            | 1.9                               | 2.0              | +6%                     |
| 63                            | 1.1                               | 1.1              | +4%                     |
| 66                            | 0.6                               | 0.7              | +4%                     |
| 69                            | 0.4                               | 0.4              | +4%                     |
| 72                            | 0.3                               | 0.3              | +4%                     |

<sup>[3]</sup> Percentage change based on unrounded contour areas.



Appendix 12: Planning & Development

Through its Local Plan, Luton Council sets out local planning policies and identifies how land is used, determining what will be built where. The Council also is responsible for the Local Transport Plan (LTP) providing policies, strategies and schemes primarily for Luton. The LTP also refers to strategic transport, infrastructure and other cross boundary matters for Luton’s neighbouring towns of Dunstable and Houghton Regis, which form the wider urban conurbation.

12. 1 LOCAL PLAN

The Luton Local Plan (2011-2031) adopted in November 2017, is a strategic document setting out the vision, objectives and spatial planning strategy for Luton up to 2031. It comprises the following document and accompanying maps:

- Luton Local Plan (2011-31), November 2017
- policies map; and
- town centre inset map.

These are available on the Council’s website at: [www.luton.gov.uk/Environment/Planning/Regional%20and%20local%20planning/Pages/Local%20Plan%202011%20-%202031.aspx](http://www.luton.gov.uk/Environment/Planning/Regional%20and%20local%20planning/Pages/Local%20Plan%202011%20-%202031.aspx)

Policy LLP6 of the Local Plan covers the London Luton Airport strategic allocation, an area of 325 hectares, identified on the policies map, including land within the airport boundary, Century Park and Wigmore Valley Park.

The adopted Luton Local Plan requires updating with the collection of evidence being undertaken prior to engagement with key stakeholders. Consideration of the airport will be an important part of the Local Plan Review.

12.2 PLANNING APPLICATIONS

The following planning applications and consultations under Part 8 of the Town and Country Planning (General Permitted Development) Order (which confers permitted development rights upon the airport operator as statutory undertaker) were either submitted in 2023, determined that year, or else have been undertaken pursuant to an earlier planning permission:

- On 13 October 2023, following a public inquiry held between September and November 2022, the Secretaries of State granted planning permission for the airport operator’s planning application, submitted in January 2021, to vary conditions relating to passenger throughput, noise contours, car park management for the airport, the airport travel plan and the approved plans and documents, to accommodate an increase from 18 to 19 million passengers per annum (mppa) and to amend the daytime and night-time noise contours (ref: 21/00031/VARCON);
- In September 2023, following a consultation from the airport operator, the Council confirmed that the replacement of the existing gatehouse at Gate 5 (access to the airport from Percival Way), which provides a divide between landside operations and airside operations, was permitted development (ref: 23/00826/GPDOPD);
- In December 2023, the Council confirmed that the construction of a solar farm at the airport, capable of generating up to 10 Megawatts of electricity for use on the airport, was permitted development (ref: 23/01314/GPDOPD); and
- In February 2023 the airport owner, Luton Rising, submitted an application for a Development Consent Order (DCO) to the Planning Inspectorate, to increase passenger capacity to 32mppa, involving the construction of a new terminal, additional taxiways and stands, landside buildings, and transport infrastructure improvements (ref: TR020001). The examination into the DCO commenced in August 2023 and lasted for six months, with a decision from the Secretary of State not expected until August 2024.

12.3 HOTEL DEVELOPMENTS

The Luton hotel market is very much dominated by airport related demand, from passengers and crew. with the Luton Hotel Study (July 2015) indicating that demand was likely to continue to grow.

The following hotel developments have been granted planning permission, are being implemented (or still to be implemented), or are still under consideration, since the table in the 2022 Sustainability Report was produced –

TABLE 32: HOTEL DEVELOPMENTS

| Site address                                  | Current status of application   | Number of bedrooms |
|---|---|--------------------|
| Napier Gateway (part of the Napier Park site) | Mixed development including 209 bedroom hotel (the permission has been implemented, the hotel is yet to be built)   | 209                |
| Power Court (Town Centre)                     | Outline permission for football stadium and associated infrastructure granted planning permission in September 2019 (the permission has been implemented, the hotel is yet to be built)   | 150                |
| New Century Park                              | Hybrid planning application, including a new business park, access road, new public open space and a 145-bedroom hotel granted planning permission in June 2021 (yet to be implemented).  | 145                |
| Manor Court, Manor Road (Town Centre)         | Planning permission granted September 2022, for change of use from student accommodation to flexible hotel/student accommodation.   | 97                 |
| Courtyard by Marriott Airport Way             | Application for eight storey hotel comprising 171 bedrooms recommended for approval subject to the signing of a legal agreement in September 2020 (still awaiting the signing of legal agreement in 2022)   | 171                |
| Linton Hotel, 107 London Road                 | Application for the demolition of existing hotel and development of a four storey building to comprise 62 apartments recommended for approval in March 2022 subject to the signing of a legal agreement (yet to be signed).                                 | -43                |
| 135 New Bedford Road                          | Planning permission for 20 additional hotel rooms granted April 2022 (yet to be implemented).   | 20                 |
| Icon Hotel, Stuart Street                     | Planning application for the demolition of the existing hotel and the erection of an 18 storey building comprising 102 flats and six commercial units recommended for approval in July 2022 subject to the signing of a legal agreement (yet to be signed). | -60                |



12.4 NATIONAL AVIATION POLICY

The Aviation Policy Framework (APF) published in March 2013 set out the Government’s policy on aviation. The APF focuses on the benefits of aviation to the UK economy as well as its environmental impacts.

The ‘Airports National Policy Statement: new runway capacity and infrastructure at airports in the south-east of England’ (ANPS) was designated in June 2018. The ANPS provides the primary basis for decision making in relation to the Development Consent Order (DCO) for a new runway at Heathrow and includes policies that will be important and relevant for any nationally significant infrastructure project (NSIP) related to airports in the south east of England, including Luton Rising’s proposal to increase the capacity at the airport to 32 million passengers per annum (mppa).

The ‘Future of UK Aviation: Making Best Use of Existing Runways’ (MBU) was published in June 2018 and is the most up-to-date Government policy concerning the expansion of airports, restating the Government’s support for airports making best use of their existing runways. The document recognises that airport development can have positive and negative local impacts, and reiterates the importance of ensuring that benefits are shared with communities and detriment is appropriately mitigated.

In May 2022 the Government published its strategic framework for the aviation sector, Flightpath to the Future, which recognises the important role that airports have to play in local economies through boosting economic success, supporting local jobs and supply chains, and benefitting local communities.

The Government’s Jet Zero Strategy was published in July 2022 and commits the sector to net zero UK aviation emissions by 2050 and airport operations to zero emissions by 2040. The Jet Zero Strategy makes clear that net zero UK aviation emissions can be achieved without the Government intervening to limit airport growth. The Government forecasts that net zero UK aviation emissions can be achieved by 2050 through six policy measures, namely: system efficiencies; use of sustainable aviation fuels; uptake of zero emission flights; investing in carbon markets and greenhouse gas removals; influencing consumers; and addressing non-CO2 impacts.

12.5 LOCAL TRANSPORT PLAN

The current local transport plan (LTP4) produced by the Council in April 2021, sets out how the Council will deal with transport matters in and around Luton. It comprises two parts:

- A long term Transport Strategy up to 2040. With regard to the transport affecting the airport, this sets out enhancements to access for the airport and an increased reliance upon sustainable modes of transport, including the DART (which commenced operation in 2023); and
- A series of transport policies, setting out how the strategy will be implemented.

LTP4 captures Strategic Objective 1 from the Luton Local Plan 2011-2031, which establishes that the Council will safeguard the existing operations of the airport and support its sustainable growth.

The LTP does not make direct reference to the Airport Surface Access Strategy 2018-2022 (ASAS), however, this document remains relevant in promoting sustainable travel to the airport for both passengers and employees, and the Council will work with the airport operator to achieve this. The Secretaries of State decision on the 19mppa application (ref:21/00031/VARCON) requires the airport operator to submit and have approved by the local planning authority an updated travel plan.

Appendix 13: Employment Analysis 2023

13.0 INTRODUCTION

Employment at and surrounding London Luton Airport (LLA) contributes significant economic benefits to Luton as a whole and to the region. A large number of businesses are based in Luton due to the presence of the airport. Employment in and around the airport has been estimated and is presented in this report using the latest data from 2023.

13.1 METHODOLOGY

A list of businesses at London Luton Airport was matched with the Inter Departmental Business Register<sup>1</sup> (IDBR). The IDBR dataset produced by the Office for National Statistics (ONS) is a comprehensive list of UK businesses that is used by the government for statistical purposes. It provides a sampling frame for surveys of businesses carried out by the ONS and by other government departments. It is also a key data source for analysis of business activity.

The airport employment figure comprised of businesses inside the airport and companies outside the airport boundary in the following areas:

- Spittlesea Road
- Part of Frank Lester Way
- President Way
- Wigmore House
- Part of Airport Way
- Barratt Industrial Park
- Airport Executive Park

A handful of companies which appeared on the list, but not the IDBR, had imputed estimates from analysis of the size of the enterprise and information from the airport. This methodology is consistent throughout the time series.

13.2 TOTAL EMPLOYMENT IN AND AROUND THE AIRPORT

TABLE 33: EMPLOYMENT BY INDUSTRY, LUTON AIRPORT & VICINITY 2023

| Industrial sector  | Total employees |
|--|-----------------|
| Accommodation and food service activities                            | 400             |
| Administrative and support service activities                        | 4,200           |
| Financial and insurance activities                                   | #               |
| Manufacturing  | 600             |
| Professional, scientific and technical activities                    | #               |
| Public administration & defence; compulsory social security          | 300             |
| Real estate activities   | #               |
| Transportation and storage   | 6,400           |
| Wholesale and retail trade; repair of motor vehicles and motorcycles | 200             |
| Grand total  | 12,100          |

Source: Inter Departmental Business Register (IDBR), Office for National Statistics

# Figures have been suppressed where there are less than three companies in a given sector and/or employment in that sector is less than 100 in accordance with the regulations covering the use of IDBR data. Standard Industrial Classification 2007 industrial sector codes have been used. Components may not sum to total due to rounding and supressed data.

There are an estimated 12,100 employees in and around the airport. Employment increased by 9 per cent between 2022 and 2023. The largest industrial sector represented is transportation and storage with 6,400 employees and there are 4,200 employees in the administration and support services sector.

<sup>[1]</sup> The IDBR combines administrative information on VAT traders and PAYE employers with ONS survey data in a statistical register comprising over two million enterprises, representing nearly 99% of economic activity. Analyses that are produced as part of this service are at the same level at which business statistical surveys are conducted. (Source: ONS website [www.statistics.gov.uk](http://www.statistics.gov.uk)).



13.3 EMPLOYMENT BY WORKING PATTERN

The total number of full-time employees was 10,200 in 2023 which increased by 1,000 between 2021 and 2022, an increase of 12 per cent. The figure for part time employees was 1,900 which was unchanged from the previous year.

The percentage split of full/part time employees found at the airport compared to that found in Luton as a whole is as follows:

TABLE 34: EMPLOYMENT BY FULL TIME & PART TIME WORK, LUTON AIRPORT & VICINITY 2023

|                           | Full time employees | Part time employees |
|---------------------------|---------------------|---------------------|
| Vicinity of Luton Airport | 84%                 | 16%                 |
| Luton UA                  | 68%                 | 32%                 |

Source: Business Register & Employment Survey (BRES) 2022, latest data. Figures are percentages of those in employment.

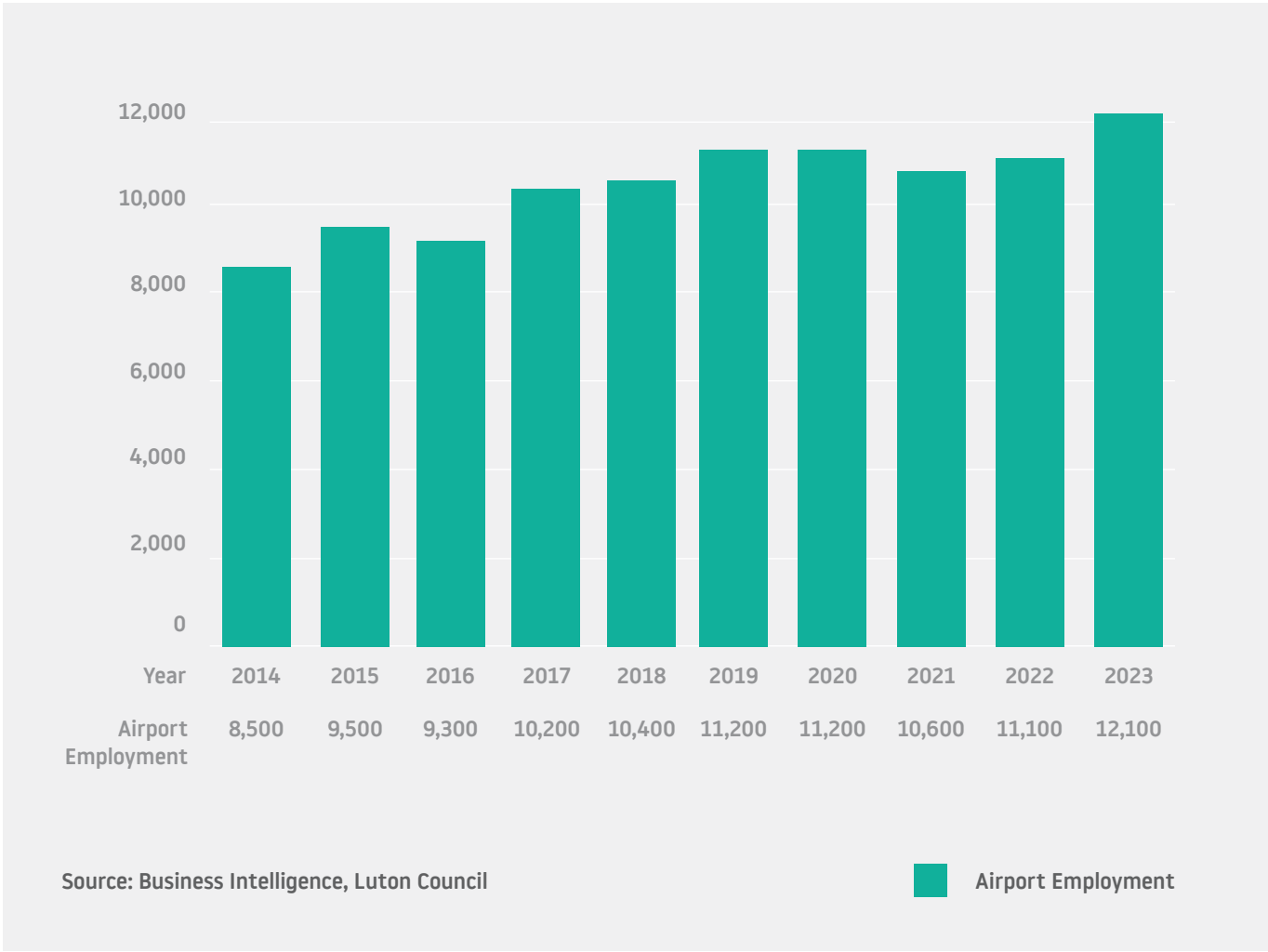
Full and part-time working patterns in the vicinity of the airport differs from that found within Luton as a whole, with the airport having a higher proportion of full-time workers.

13.4 LONG TERM TRENDS

The following figures from 2014 to 2023 show the estimated employment levels in the vicinity of the airport.

The numbers recorded as in employment in and around Luton Airport increased from 11,100 to 12,100 between 2022 and 2023, an increase of 9 per cent. The estimates for 2020 and 2021 include employees who had been furloughed and 2022 is the first year of post pandemic employment figures. The data shows that the furlough scheme was successful in maintaining employment levels during the pandemic and employment at the airport had returned to pre pandemic levels in 2022. In 2023 employment is now at the highest level recorded and has increased by 44 per cent since 2014.

FIGURE 9: ESTIMATE OF EMPLOYMENT IN AND AROUND LUTON AIRPORT BY YEAR



Appendix 14: Noise Action Plan

TABLE 35: OPERATIONAL PROCEDURES

| Ref: | Action   | Impact                            | Timescale | Performance indicator                               | Numbers affected                                  | Target   | Progress to date   |
|------|--|-----------------------------------|-----------|---|---|--|--|
| 1.1  | Reduce the Maximum Noise Violation Limits (NVL) for departing aircraft and bi-annually review the penalties to ensure it remains effective in seeking to reduce departure noise.                   | Departure Noise                   | 2020      | Reduction of NVL's.                                 | Residents within and beyond 55dB L <sub>den</sub> | Reduce NVL's to 80dB during the day time and 79dB during the night-time by 2020. | Complete - reduction implemented from 1st Jan 2020             |
| 1.2  | We will work with our airline partners to improve performance relating to Continuous Descent Approach (CDA) with the aim of reducing the noise impact to the communities below.                    | Arrival Noise                     | Ongoing   | CDA Compliance.                                     | Residents within and beyond 55dB L <sub>den</sub> | 92% compliance by 2020.<br>95% compliance by 2022.                               | Ongoing - implemented new target from 1st Jan 2020             |
| 1.3  | We will identify and act on opportunities to minimise noise through modernisation of the airspace structure working with both community and industry partners.                                     | Departure/ Arrival Noise          | Ongoing   | Progress through CAP 1616 process.                  | Residents within and beyond 55dB L <sub>den</sub> | Submit Airspace Change Proposal to the CAA by 2022.                              | Ongoing - Stage 2 FASI-S passed in March 2022.                 |
| 1.4  | Work with Air Traffic Control, airlines and local communities stakeholders to explore opportunities to facilitate more continuous climb operations (CCO).  | Departure Noise                   | 2019-2023 | Evidence of work.                                   | Residents within and beyond 55dB L <sub>den</sub> | Explore opportunities and make appropriate changes to facilitate more CCO's.     | Ongoing - linked to FASI-S programme (target 1.3).             |
| 1.5  | Undertake a review of Noise Abatement Departure Procedures used at London Luton Airport to evaluate their effectiveness and work with our airline partners to identify and implement improvements. | Departure Noise                   | 2019      | Evidence of the review.                             | Residents within 55dB L <sub>den</sub>            | To assess the effectiveness and establish targets for noise reduction.           | Ongoing - trial completed in 2022, work with partners ongoing. |
| 1.6  | Review and promote the Arrivals Code of Practice and Departures code of Practice and work with our airline partners to set minimum performance criteria and a method for measuring performance.    | Arrivals/ Departure/ Ground Noise | 2019-2023 | Evidence of review and new performance criteria.    | Residents within and beyond 55dB L <sub>den</sub> | Set minimum performance criteria by Q2 2019.                                     | Incomplete - new target to be complete by end of 2023.         |
| 1.7  | Continue to promote and encourage the use of single engine taxi procedures at London Luton Airport.  | Ground Noise                      | Ongoing   | Minutes of FLOPC meetings.                          | Residents within 65dB L <sub>den</sub>            | Increase the number of aircraft using single engine taxi procedures.             | Ongoing  |
| 1.8  | Work with our airline partners to promote and encourage the adoption of low power, low drag procedures such as delayed landing gear deployment in order reduce noise from arriving aircraft.       | Arrival Noise                     | Ongoing   | % of aircraft using low power, low drag procedures. | Residents within and beyond 55dB L <sub>den</sub> | Increase the number of operators using low power, low drag procedures.           | Ongoing through FLOPC meetings in 2023                         |
| 1.9  | Working with our partners at Sustainable Aviation we will challenge current operational procedures to ensure continuous improvement to best practice.  | Departure/ Arrival Noise          | Ongoing   | Minutes of Sustainable Aviation meetings.           | Residents within and beyond 55dB L <sub>den</sub> | Annually review and improve the departures and arrivals code of practice.        | Ongoing meetings attended in 2023                              |



TABLE 36: QUIETER AIRCRAFT

| Ref: | Action  | Impact                           | Timescale | Performance indicator                          | Numbers affected                                  | Target   | Progress to date  |
|------|---|----------------------------------|-----------|--|---|--|---|
| 2.1  | We will work with our Airline Partners to achieve the voluntary phase out of aircraft that are Chapter 3 or below, to encourage the introduction of quieter aircraft. | Departure/ Arrival/ Ground Noise | 2019-2023 | % of Chapter 4 aircraft.                       | Residents within and beyond 55dB L <sub>den</sub> | 100% Chapter 3 aircraft by 2020 and 100% Chapter 4 aircraft by 2022. | Ongoing - 100% Chapter 3 aircraft or above achieved in 2020 and 2021. |
| 2.2  | We will review our landing charges annually to encourage the use of quieter aircraft at London Luton Airport.   | Departure/ Arrival/ Ground Noise | Annually  | Publication of Charge's and Conditions of use. | Residents within and beyond 55dB L <sub>den</sub> | Reduce the size of the noise contours.                               | Ongoing - landing charges are reviewed annually.                      |
| 2.3  | Introduce incentives for airlines to adopt the quietest aircraft e.g. Airbus NEO and Boeing Max.  | Departure/ Arrival/ Ground Noise | 2019      | Publication of Charge's and Conditions of use. | Residents within and beyond 65dB L <sub>den</sub> | Introduce new charges in 2019.                                       | Complete - new charges implemented for 2020-2021.                     |

TABLE 37: OPERATIONAL RESTRICTIONS

| Ref: | Action   | Impact                            | Timescale | Performance indicator            | Numbers affected  | Target  | Progress to date                                  |
|------|--|-----------------------------------|-----------|----------------------------------|---|---|---|
| 3.1  | We will operate within our agreed Total Annual Movement caps.  | Night Noise                       | Ongoing   | Movement reports in AMR and QMR. | Residents within and beyond 48dB L <sub>night</sub>                             | A maximum of 9,650 movements between 23:00hrs-06:00hrs and a maximum of 7000 movements between 06:00hrs-07:00hrs for a rolling 12-month period. | Ongoing   |
| 3.2  | We will continue to operate within our agreed Total Annual Quota Count (QC) caps.  | Night Noise                       | Ongoing   | QC reports in AMR and QMR.       | Residents within and beyond 48dB L <sub>night</sub>                             | 3,500 QC points for a rolling 12-month period between (23:30hrs-06:00hrs).  | Ongoing   |
| 3.3  | To review and reduce the Total Annual Quota Count (QC) cap.  | Night Noise                       | 2020      | Reduction of annual QC cap.      | Residents within and beyond 48dB L <sub>night</sub>                             | To review the Quota Count (QC) cap in 2020 to minimise night-time noise disturbance.  | Ongoing   |
| 3.4  | We will operate within our agreed contour area limits.   | Arrivals/ Departure/ Ground Noise | Ongoing   | Area of noise contours           | Residents within 57dB L <sub>aeq 16 h</sub> and within 48dB L <sub>night</sub>  | 57dB(A) Leq16hr (0700-2300) - 19.4 sq km. 48dB(A) Leq8hr (2300- 0700) - 37.2 sq km.   | Ongoing - planning application to change limits.  |
| 3.5  | Develop a noise contour reduction strategy to define methods to reduce the area of the noise contours.                                     | Arrivals/ Departure/ Ground Noise | 2021      | Evidence of work.                | Residents within 57dB L <sub>aeq 16 hr</sub> and within 48dB L <sub>night</sub> | Submit strategy to Local Planning Authority in 2021.  | Complete - submitted to local planning authority. |
| 3.5  | In order to minimise ground noise we will monitor and enforce restrictions around the use of Aircraft Auxiliary Power Unit's (APU).        | Ground Noise                      | Ongoing   | Minutes of FLOPC meetings.       | Residents within 65dB L <sub>den</sub>  | Ensure operators are aware of the APU procedures at Flight Operations Committee meetings.   | Ongoing   |
| 3.6  | In order to minimise ground noise, particularly at night, we will restrict the permitted hours for engine testing to daytime periods only. | Ground Noise                      | Ongoing   | Log of engine testing.           | Residents within 48dB L <sub>night</sub>  | Restrict engine testing for aircraft in the daytime period only.  | Ongoing   |



TABLE 38: LAND-USE PLANNING AND MITIGATION

| Ref: | Action   | Impact                           | Timescale | Performance indicator                          | Numbers affected  | Target  | Progress to date                             |
|------|--|----------------------------------|-----------|--|---|---|--|
| 4.1  | We will install acoustic insulation in eligible properties as part of our residential and non-residential Noise Insulation schemes.  | Ground/ Departure/ Arrival Noise | Ongoing   | Noise Insulation Scheme update in QMR and AMR. | Residents within 63dB L <sub>day</sub> or 55dB L <sub>night</sub> or any property in which airborne noise level in excess of 90dB SEL occurs. | Continue to spend the full NIS budget annually.   | Ongoing - 224 properties insulated in 2023.  |
| 4.2  | We will conduct an annual survey of those properties who have received noise insulation to measure the levels of satisfaction with the current Noise Insulation Scheme.                          | Ground/ Departure/ Arrival Noise | 2019-2023 | Annual Survey Results.                         | N/A   | Conduct annual survey of insulated properties by the following February. Report results of survey to Noise and Track Sub-Committee.   | Ongoing                                      |
| 4.3  | We will offer households exposed to levels of noise of 69dB L <sub>Aeq 16h</sub> or more assistance with the cost of moving.   | Ground/ Departure/ Arrival Noise | Ongoing   | Evidence in AMR.                               | Residents within 69dB L <sub>AEQ</sub>  | Continue to offer assistance.   | Ongoing - no properties within this contour. |
| 4.4  | We will work with community stakeholders to develop a plan to protect quiet areas as defined by UK Government policy.  | Ground/ Departure/ Arrival Noise | 2020      | Evidence of Plan.                              | Residents within and beyond 55dB L <sub>den</sub>   | Develop a plan by 2020 and ensure this is protecting quiet areas.   | Incomplete                                   |
| 4.5  | Through the Airspace Change Process we will ensure areas identified as 'quiet areas' are preserved as far as possible. 'Quiet Areas' will be defined and assessed as per government legislation. | Ground/ Departure/ Arrival Noise | Ongoing   | Stages in CAP 1616 process.                    | Residents within and beyond 55dB L <sub>den</sub>   | Preserve quiet areas through Airspace Change Process as far as possible.  | Ongoing                                      |
| 4.6  | We will work with local authorities to raise awareness of the impacts of siting new developments that may be affected by aircraft noise.   | Ground/ Departure/ Arrival Noise | Ongoing   | Local Planning Group meeting minutes.          | N/A   | Increase awareness for local authorities through our Local Planning Group.  | Ongoing                                      |
| 4.7  | Develop a strategy to reduce the area of the noise contours for daytime and night-time noise.  | Ground/ Departure/ Arrival Noise | 2021      | Evidence of Strategy                           | Residents within 55dB L <sub>AEQ</sub> or 48dB L <sub>den</sub>   | Reduce contour size to 15.2km2 for the area exposed to >57dB Leq16hr (0700-2300) and above. Reduce contour size to 31.6 km2 for the area exposed to >48dB Leq8hr (2300-0700) and above. | Ongoing                                      |

TABLE 39: WORKING WITH THE LOCAL COMMUNITY AND INDUSTRY PARTNERS

| Ref: | Action   | Impact                 | Timescale   | Performance indicator                          | Numbers affected | Target  | Progress to date  |
|------|--|------------------------|-------------|--|------------------|---|---|
| 5.1  | Carry out biennial surveys of local communities to seek feedback on our approach to noise management and our complaints service for continual improvement and to offer the ability for local communities to help shape the future of noise controls. | Community relationship | 2019 / 2020 | Results of survey.                             | N/A              | Carry out first survey in 2019 to define baseline and set improvements in 2020.           | Incomplete - new target in new NAP                      |
| 5.2  | We will improve communications through regular updates to our website, noise blog, community newsletters (Inform) and reports.   | Community relationship | Ongoing     | Evidence of comms. on website.                 | N/A              | Review website annually and publish newsletter bi-monthly.                                | Ongoing   |
| 5.3  | We will positively respond to requests for meetings with airport representatives regarding aircraft noise, airspace modernisation and expansion plans*.  | Community relationship | Ongoing     | Minutes of meetings.                           | N/A              | Engage proactively with any visitors to the airport, as well as visiting local residents. | Ongoing - virtual and in persons meetings held in 2023. |
| 5.4  | We will regularly organise public drop in sessions in locations surrounding the airport for community members to visit and speak to airport employees about noise management.  | Community relationship | Ongoing     | Evidence in QMR and AMR.                       | N/A              | Organise and attend at least 6 Public Surgery drop-In events each year.                   | Ongoing - 6 public surgeries held in 2023.              |
| 5.5  | We will log all enquiries and complaints relating to airport operations and publish complaint statistics in our QMR & AMR.   | Community relationship | Ongoing     | Evidence in QMR and AMR.                       | N/A              | Regularly publish statistics in monitoring reports on quarterly and annual basis.         | Ongoing   |
| 5.6  | We will annually monitor the Noise Action Plan (NAP) actions with LLACC and where we recognise that further improvements can potentially be achieved, we will look to address it.  | Community relationship | Ongoing     | Evidence in AMR.                               | N/A              | Publish NAP update in the AMR annually.   | Ongoing   |
| 5.7  | We will give the public access to our online noise and track monitoring system (TraVis) and work with the supplier to enhance future functionality.  | Community relationship | Ongoing     | Evidence of TraVis website.                    | N/A              | Maintain and enhance functionality of TraVis system.                                      | Ongoing   |
| 5.8  | We will divert all money raised from noise and track violations penalty schemes into the Community Trust Fund (CTF).   | Community relationship | Ongoing     | Evidence in annual Community Strategy and AMR. | N/A              | Annually publish the amount of money diverted to the CTF.                                 | Ongoing - £75,000 diverted to CTF in 2023.              |
| 5.9  | We will produce and publish Quarterly Monitoring reports to inform Stakeholders of performance trends and noise management at London Luton Airport.  | Community relationship | Ongoing     | QMR published on website.                      | N/A              | Publish reports on our website at earliest opportunity each quarter.                      | Ongoing   |
| 5.10 | We will continue to present summer and annual noise contours within our Annual Monitoring Report.  | Community relationship | Ongoing     | Evidence in AMR.                               | N/A              | Publish contour statistics in Annual Monitoring Reports.                                  | Ongoing   |
| 5.11 | We will continue to produce and publish an Annual Monitoring Report to inform stakeholders of performance trends and noise management at London Luton Airport.   | Community relationship | Ongoing     | AMR published on website.                      | N/A              | Publish AMR on our website by 31st May each year.   | Ongoing - Merged with Sustainability Report from 2022.  |
| 5.12 | We will engage proactively with LLACC and NTSC to identify initiatives which will help minimise noise in our local community.  | Community relationship | Ongoing     | Minutes of Meetings.                           | N/A              | Meet with LLACC and NTSC every 3 months.  | Ongoing   |
| 5.13 | We will collaborate with our Flight Operations Committee (FLOPC) to determine new initiatives to reduce noise.   | Community relationship | Ongoing     | Minutes of FLOPC meetings.                     | N/A              | Engage proactively with FLOPC at meetings held twice a year.                              | Ongoing   |



Appendix 15: Community Engagement

TABLE 40: COMMUNITY INVESTMENT PROJECTS, AMOUNT AND LOCATION

| Investment stream and Initiatives             | Amount   | Area                 |
|---|----------|----------------------|
| Community Trust Fund                          | £185,352 |                      |
| 1st Eaton Bray and Edlesborough Scout Group   | £8,000   | Central Bedfordshire |
| A Slice of Happiness                          | £10,000  | Dacorum              |
| Bedford Credit Union                          | £10,000  | Central Bedfordshire |
| Bipolar UK                                    | £2,730   | St Albans            |
| Citizens Advice St Albans District            | £9,835   | St Albans            |
| Dunstable Town Council                        | £2,540   | Central Bedfordshire |
| Give. Help. Share                             | £9,980   | Stevenage            |
| Leeanna’s Wish                                | £9,059   | St Albans            |
| Luton Town Walking Football Club              | £7,182   | Luton                |
| Parallel Lives Programme CIC                  | £10,000  | Luton                |
| SALTO Gymnastics Charitable Foundation Ltd    | £10,000  | Luton                |
| Samaritans of Luton, South Beds and Harpenden | £2,800   | Luton                |
| Something To Look Forward To                  | £9,182   | North Hertfordshire  |
| Swim Slip End                                 | £9,987   | Central Bedfordshire |
| Tangled Feet Theatre Company                  | £10,000  | Luton                |
| The Heather Club                              | £8,200   | Dacorum              |
| The Narrators Lens                            | £5,000   | St Albans            |
| The Red Shed CIO                              | £6,847   | Stevenage            |
| Thriftvale Scouts                             | £10,000  | Central Bedfordshire |
| Trinity Community Project                     | £7,060   | St Albans            |
| Yes Futures                                   | £6,950   | Luton                |
| Young People’s Puppet Theatre                 | £10,000  | North Hertfordshire  |
| Youth Talk                                    | £10,000  | St Albans            |

**NOTE** The beneficiary figures are based upon anticipated beneficiary numbers recorded by groups when they are apply, as opposed to actual figures, which we would not receive until they complete relevant monitoring reports. Figures therefore may slightly differ to the end data, although Foundation staff have reviewed numbers before compiling this report to try and provide the most accurate data possible.

Appendix 16: Surface Access

TABLE 41: SURFACE ACCESS STRATEGY

| Target | Description of project   | 2023 Target             | 2023 Actual      |
|--------|--|-------------------------|------------------|
| 1A     | Reduce employee single occupancy vehicle (SOV) travel                            | 64%                     | 75% <sup>1</sup> |
| 1B     | Reduce passenger non electric private car travel                                 | 43%                     | 44%              |
| 2A     | Increase employee travel by sustainable modes of transport                       | 28%                     | 21% <sup>2</sup> |
| 2B     | Increase passenger travel by sustainable modes of transport                      | 36%                     | 38%              |
| 3A     | Secure participation in the staff travel survey                                  | 12% (2,000 total staff) | n/a <sup>3</sup> |
| 3B     | Increase the number of organisations attending the Airport Transport Forum (ATF) | 12                      | 12               |

<sup>[1]</sup> 2022 figure as staff travel survey is conducted every two years.  
<sup>[2]</sup> 2022 figure as staff travel survey is conducted every two years.  
<sup>[3]</sup> Staff travel survey is conducted every other year, so did not take place in 2023.

FIGURE 10: MAP SHOWING CAR PARKS AT THE AIRPORT.

There are four on-airport car parks at LLA; Terminal Car Parks 1&2 (TCP1 and TCP2), the Mid Stay Car Park and the Long Stay Car Park.

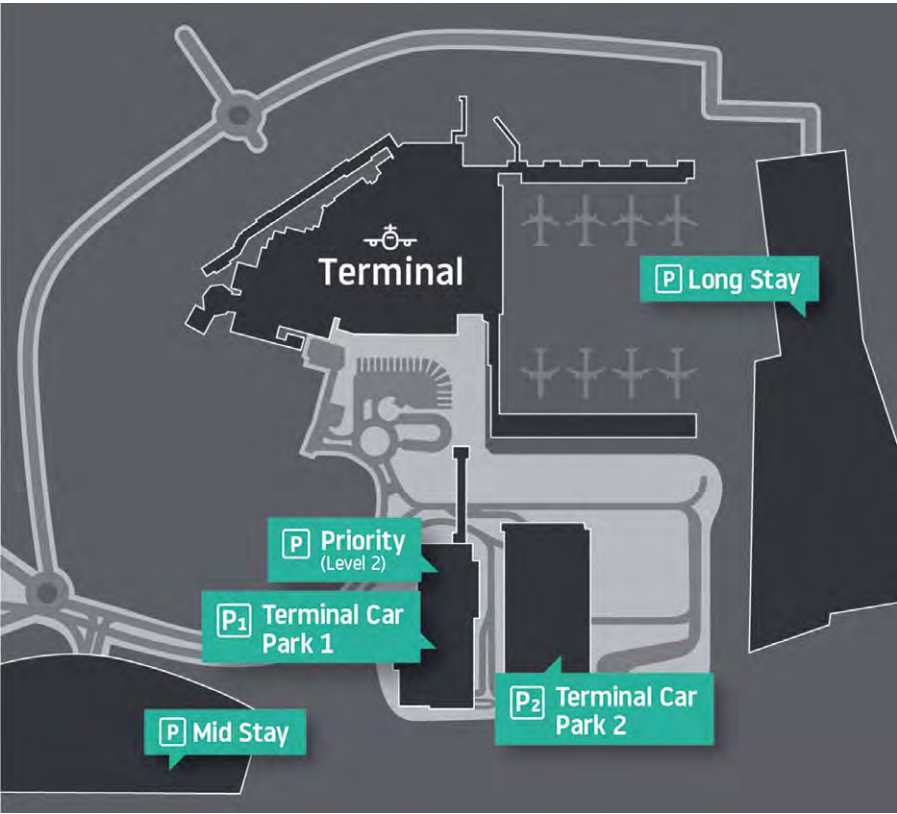




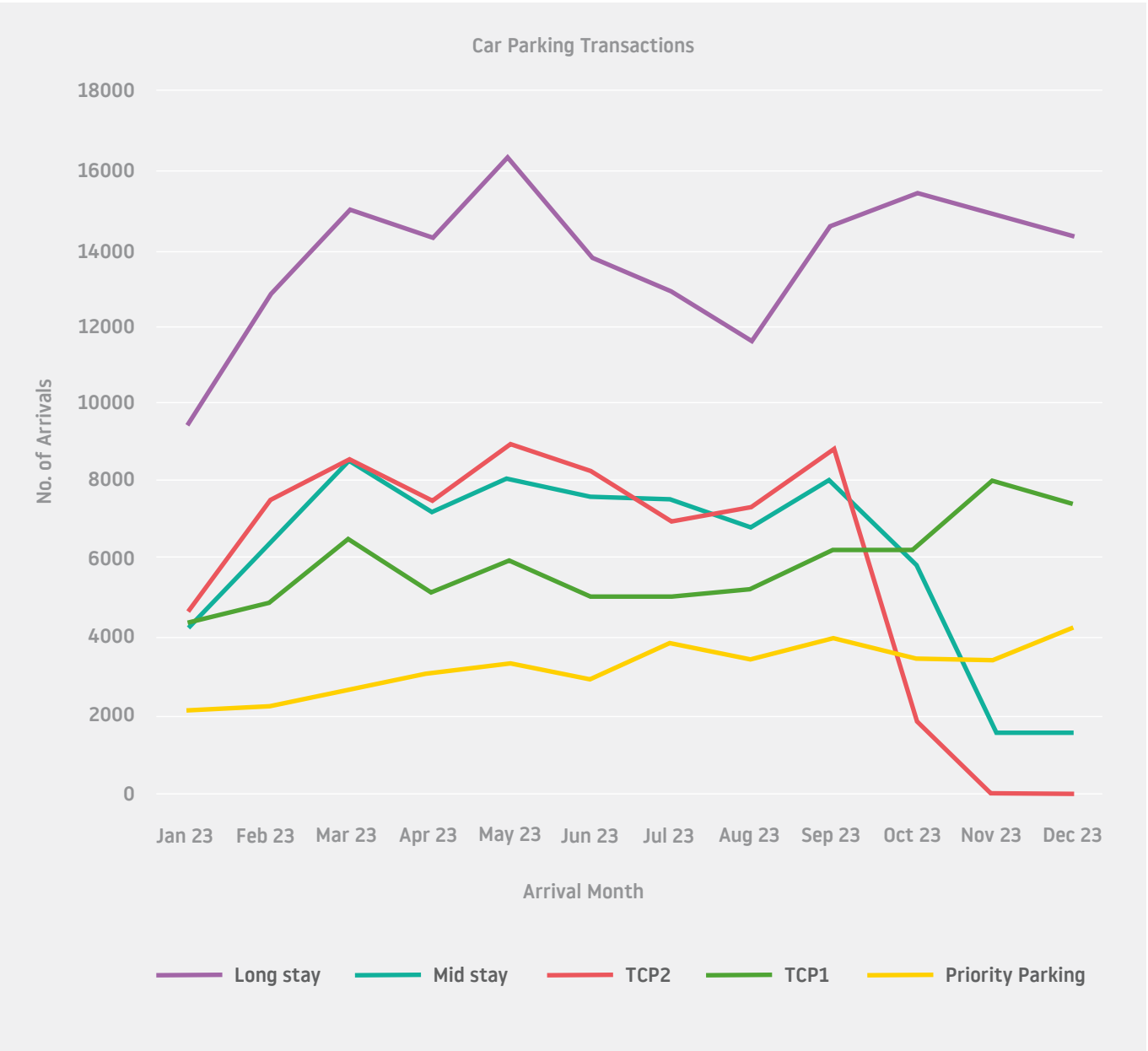
TABLE 42: CAR PARK LOCATIONS AND TOTAL SPACES

| Car park                               | Number of spaces |
|--|------------------|
| Passenger - Terminal Car Park 2 (TCP2) | 1,924            |
| Passenger - Mid Stay                   | 1,281            |
| Passenger - Long Stay                  | 4,151            |
| Total passenger                        | 7,356            |
| Other – Priority parking               | 1,020            |
| Total other                            | 1,020            |

|                      |     |
|----------------------|-----|
| Staff – Executive    | 101 |
| Staff – Car Park B   | 605 |
| Staff – Car Park 7   | 110 |
| Staff – Building 134 | 50  |
| Percival House       | 100 |
| Total staff          | 966 |

FIGURE 11: NUMBER OF PRE-BOOKINGS PER MONTH DURING 2022 FOR PASSENGER CAR PARKS



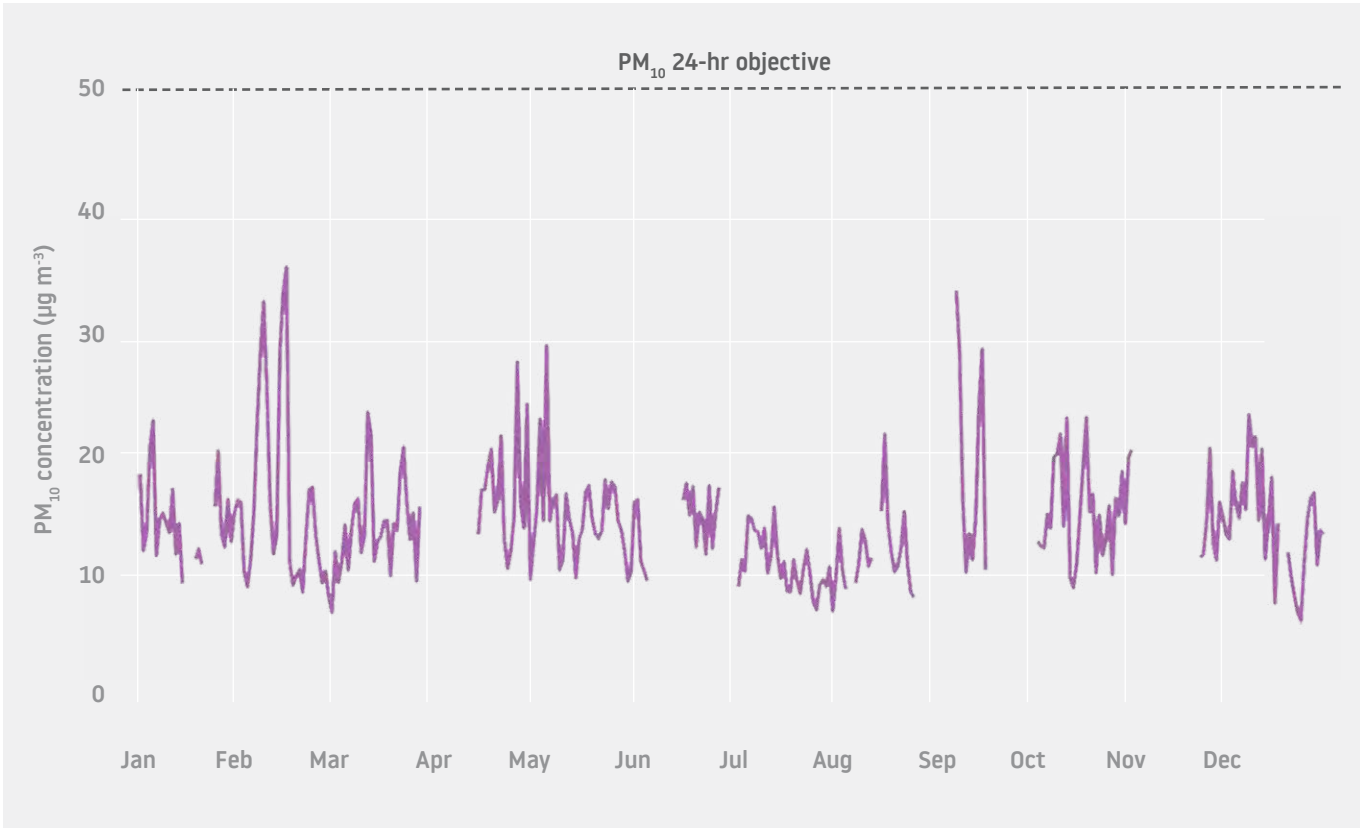


Appendix 17: Air Quality

Figure below shows the 24-hour average time series of PM<sub>10</sub> measured by the BAM monitor at LLA in 2023. As noted in the previous section, there were no exceedances of the PM<sub>10</sub> 24-hour objective.

In the evening of 10 October 2023 a large fire broke out at Terminal Car Park 2 resulting in a collapse of the car park structure. From the hourly time series data there is no obvious indication of an elevation in PM10 measured at the monitoring site during this period. Meteorological data from 10<sup>th</sup> to 11<sup>th</sup> October showed that the wind direction was from the southwest during the period of the fire. As the monitoring station is located to the west of Car Park 2, the wind was directing the smoke away from the monitoring site.

FIGURE 12



Figures below show the NO<sub>2</sub> annual mean concentrations from the diffusion tube monitoring programme from 2013 to 2023 for sites located in the groups: 1) runway and flight path, 2) airfield, 3) car parks and drop off zones, and 4) access roads. In all figures, the dashed line at 40 µg m<sup>-3</sup> represents the annual mean NO<sub>2</sub> AQS objective.

FIGURE 13

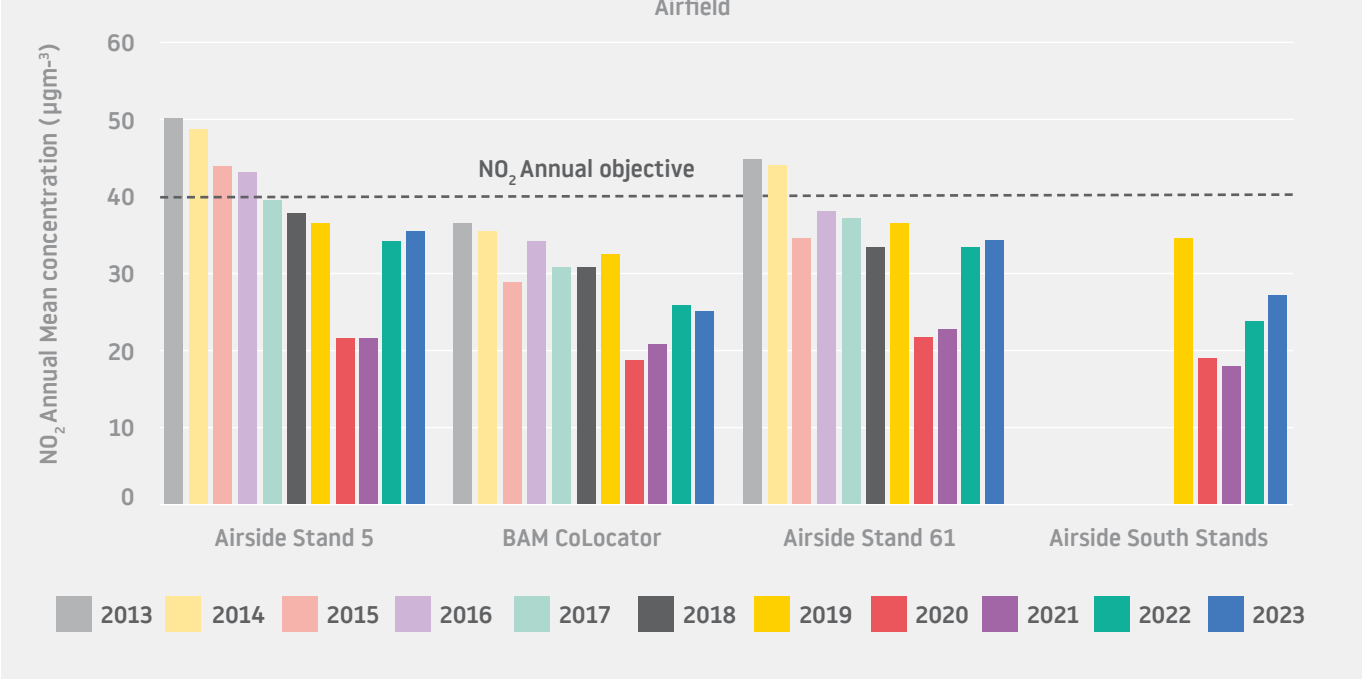


FIGURE 14

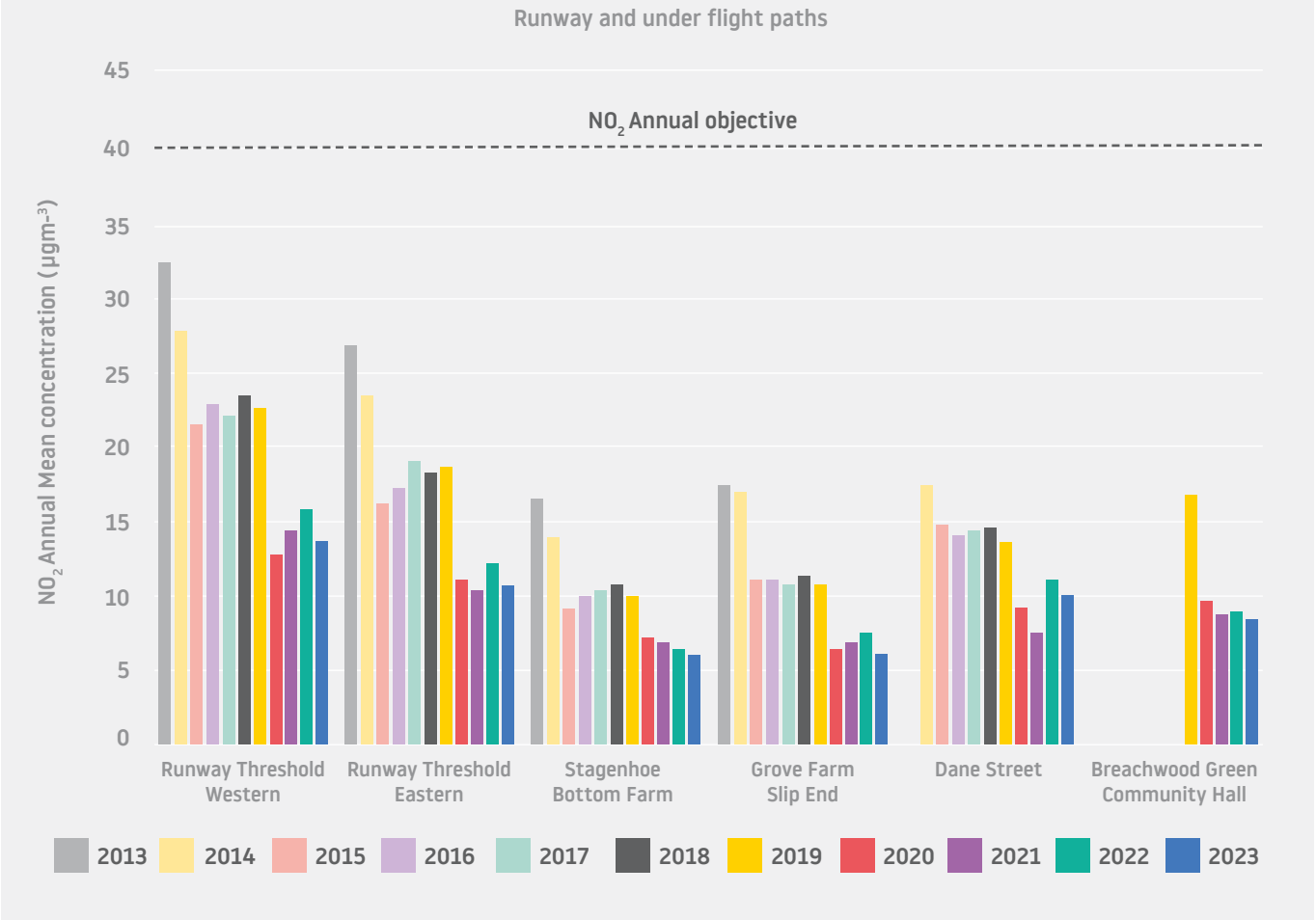




FIGURE 15

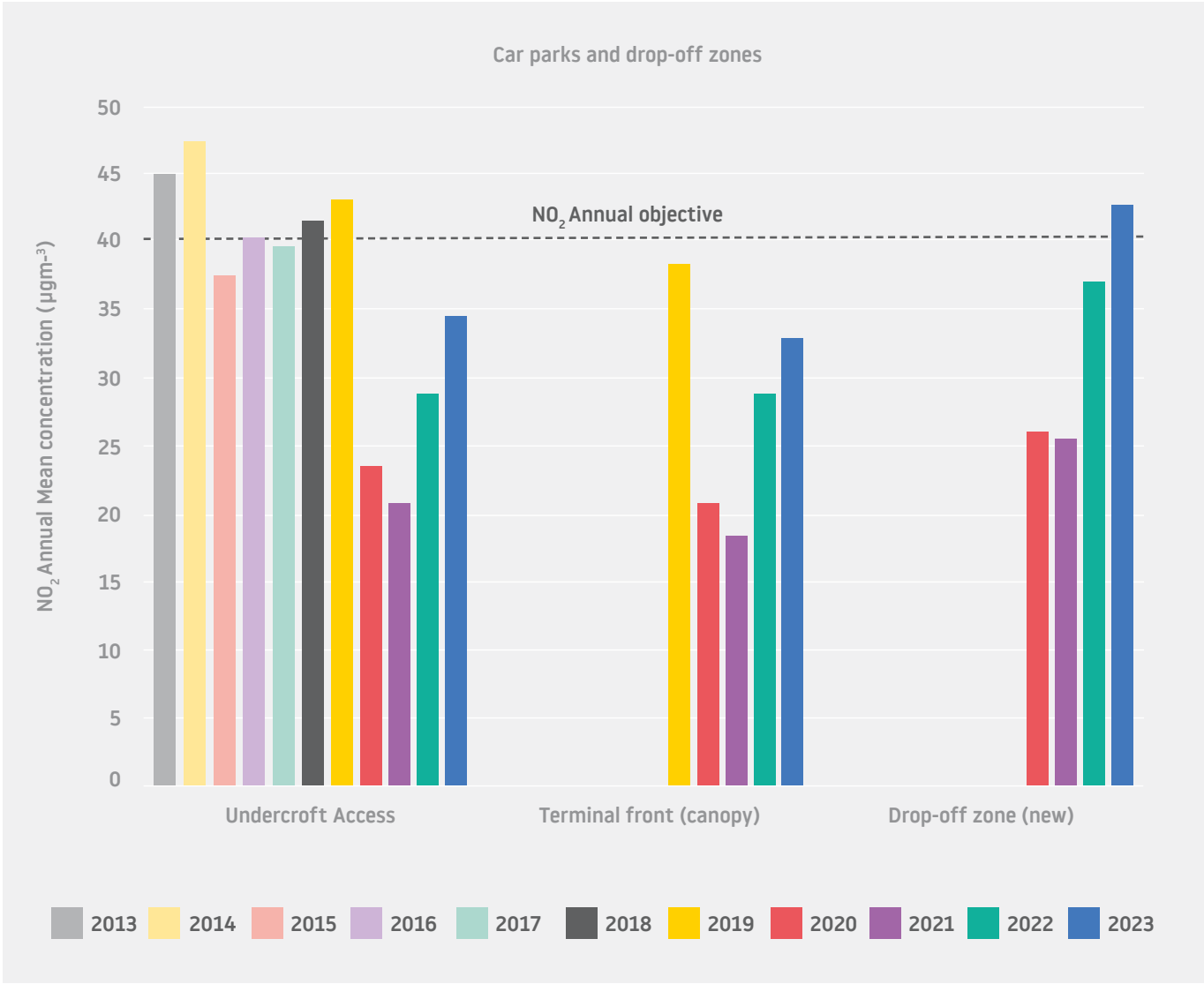
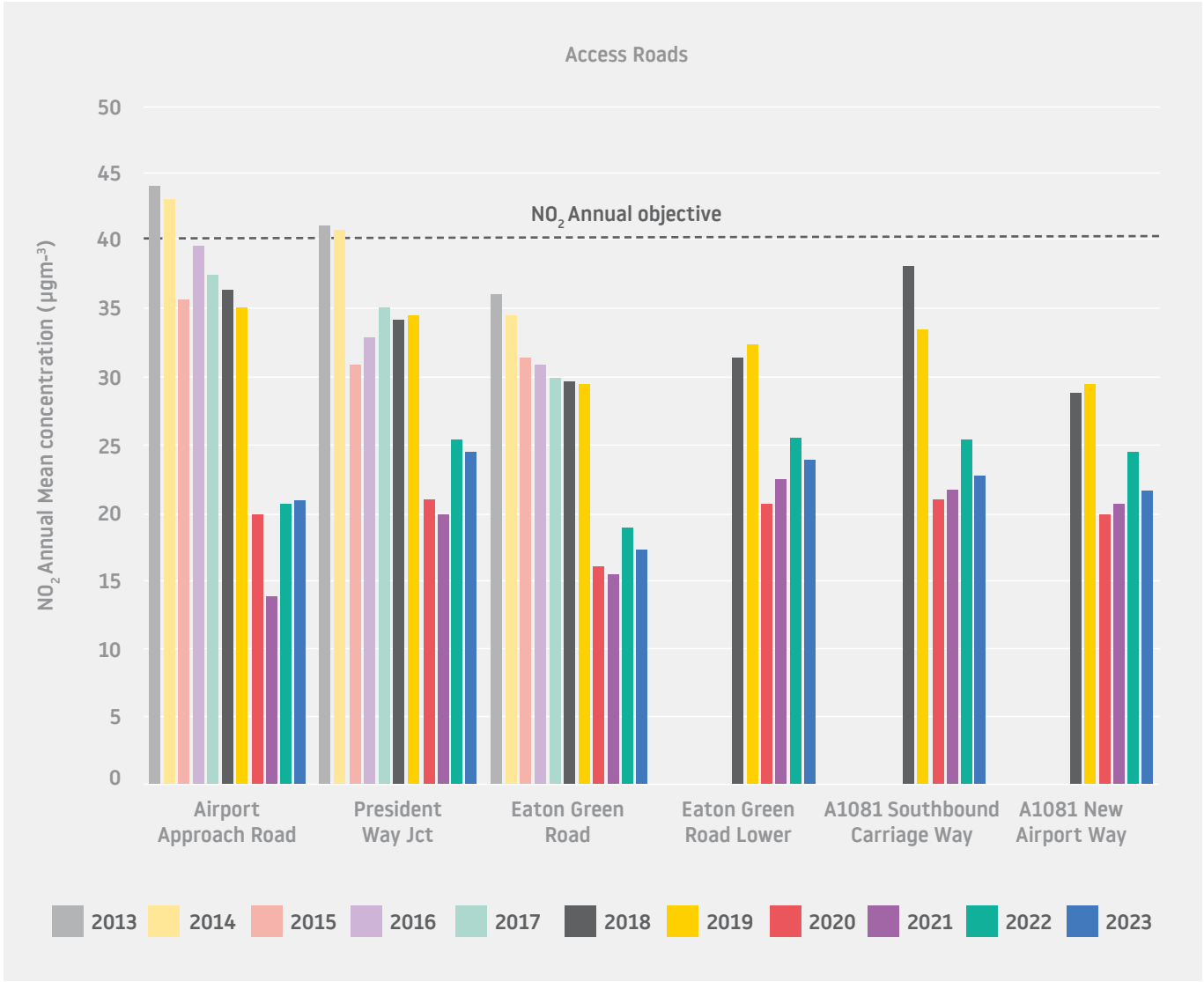


FIGURE 16





Appendix 18: CARBON EMISSIONS

TABLE 43: LOCATION BASED

|  | 2015   | 2016   | 2017   | 2018    | 2019    | 2020    | 2021    | 2022    | 2023    |
|--|--------|--------|--------|---------|---------|---------|---------|---------|---------|
| Scope 1 (tCO <sub>2</sub> e)                     | 2,885  | 2,917  | 2,899  | 3,189   | 2,965   | 2,325   | 2,299   | 2,372   | 2,485   |
| Airport de-icer (tCO <sub>2</sub> e)             | -      | -      | -      | -       | -       | -       | -       | -       | 25      |
| Natural gas (tCO <sub>2</sub> e)                 | 1,904  | 1,802  | 1,611  | 1,650   | 1,562   | 1,349   | 1,492   | 1,307   | 1,393   |
| Fuel (airport vehicles)(tCO <sub>2</sub> e)      | 804    | 938    | 1,048  | 1,102   | 1,137   | 536     | 447     | 773     | 801     |
| Fuel (heating and power) (tCO <sub>2</sub> e)    | 177    | 177    | 240    | 225     | 203     | 129     | 192     | 184     | 158     |
| Refrigerants (tCO <sub>2</sub> e)                | -      | -      | -      | 212     | 55      | 309     | 162     | 102     | 103     |
| Fire training (tCO <sub>2</sub> e)               | -      | -      | -      | -       | 8       | 2       | 6       | 6       | 5       |
| Scope 2 (tCO <sub>2</sub> e)                     | 17,364 | 14,910 | 12,912 | 10,184  | 4,981   | 3,418   | 3,538   | 4,045   | 4,091   |
| Electricity (airport use) (tCO <sub>2</sub> e)   | 17,364 | 14,910 | 12,912 | 10,184  | 4,981   | 3,418   | 3,538   | 4,045   | 4,091   |
| Scope 3 (tCO <sub>2</sub> e)                     | -      | -      | -      | 292,511 | 288,453 | 115,213 | 96,747  | 221,118 | 251,087 |
| Aircraft movements (tCO <sub>2</sub> e)          | -      | -      | -      | 137,603 | 146,329 | 66,789  | 59,372  | 115,162 | 135,183 |
| Passenger surface access (tCO <sub>2</sub> e)    | -      | -      | -      | 152,286 | 131,923 | 41,859  | 29,857  | 94,176  | 101,462 |
| Electricity (tenant use) (tCO <sub>2</sub> e)    | -      | -      | -      | -       | 4,325   | 2,706   | 2,211   | 1,918   | 2,564   |
| Electricity (WTT) (tCO <sub>2</sub> e)           | -      | -      | -      | -       | -       | -       | 1,630   | 1,557   | 1,603   |
| Staff commuting (tCO <sub>2</sub> e)             | -      | -      | -      | 1,428   | 1,010   | 436     | 680     | 931     | 1,311   |
| Electricity T&D losses (tCO <sub>2</sub> e)      | -      | -      | -      | 868     | 790     | 527     | 509     | 546     | 576     |
| Fuel (third-party vehicles) (tCO <sub>2</sub> e) | -      | -      | -      | -       | 3,179   | 1,592   | 1,505   | 2,621   | 2,866   |
| Non-road construction (tCO <sub>2</sub> e)       | -      | -      | -      | -       | -       | -       | -       | 62      | 497     |
| Third-party de-icer (tCO <sub>2</sub> e)         | -      | -      | -      | -       | -       | -       | 101     | 188     | 502     |
| Aircraft engine tests (tCO <sub>2</sub> e)       | -      | -      | -      | -       | 608     | 266     | 85      | 1,832   | 1,785   |
| Water (tCO <sub>2</sub> e)                       | -      | -      | -      | 133     | 136     | 54      | 19      | 45      | 44      |
| Business travel (tCO <sub>2</sub> e)             | -      | -      | -      | 145     | 103     | 39      | 4       | 101     | 59      |
| Waste (tCO <sub>2</sub> e)                       | -      | -      | -      | 48      | 50      | 945     | 774     | 1,979   | 2,635   |
| Total (tCO <sub>2</sub> e)                       | 20,249 | 17,827 | 15,811 | 305,884 | 296,399 | 120,956 | 102,584 | 227,535 | 257,663 |

TABLE 44: MARKET BASED

|  | 2015   | 2016   | 2017   | 2018    | 2019    | 2020    | 2021   | 2022    | 2023    |
|--|--------|--------|--------|---------|---------|---------|--------|---------|---------|
| Scope 1 (tCO <sub>2</sub> e)                     | 2,885  | 2,917  | 2,899  | 3,189   | 2,965   | 2,325   | 2,299  | 2,372   | 2,485   |
| Airport de-icer (tCO <sub>2</sub> e)             | -      | -      | -      | -       | -       | -       | -      | -       | 25      |
| Natural gas (tCO <sub>2</sub> e)                 | 1,904  | 1,802  | 1,611  | 1,650   | 1,562   | 1,349   | 1,492  | 1,307   | 1,393   |
| Fuel (airport vehicles) (tCO <sub>2</sub> e)     | 804    | 938    | 1,048  | 1,102   | 1,137   | 536     | 447    | 773     | 801     |
| Fuel (heating and power) (tCO <sub>2</sub> e)    | 177    | 177    | 240    | 225     | 203     | 129     | 192    | 184     | 158     |
| Refrigerants (tCO <sub>2</sub> e)                | -      | -      | -      | 212     | 55      | 309     | 162    | 102     | 103     |
| Fire training (tCO <sub>2</sub> e)               | -      | -      | -      | -       | 8       | 2       | 6      | 6       | 5       |
| Scope 2 (tCO <sub>2</sub> e)                     | 17,364 | 14,910 | 12,912 | 13,690  | 6,772   | 5,059   | 1,332  | -       | -       |
| Electricity (airport use) (tCO <sub>2</sub> e)   | 17,364 | 14,910 | 12,912 | 13,960  | 6,772   | 5,059   | 1,332  | -       | -       |
| Scope 3 (tCO <sub>2</sub> e)                     | -      | -      | -      | 292,511 | 290,008 | 98,258  | 80,547 | 219,200 | 248,523 |
| Aircraft movements (tCO <sub>2</sub> e)          | -      | -      | -      | 137,603 | 146,329 | 48,506  | 44,988 | 115,162 | 135,183 |
| Passenger surface access (tCO <sub>2</sub> e)    | -      | -      | -      | 152,286 | 131,923 | 41,859  | 29,857 | 94,176  | 101,462 |
| Electricity (tenant use) (tCO <sub>2</sub> e)    | -      | -      | -      | -       | 5,880   | 4,034   | 779    | -       | -       |
| Electricity (WTT) (tCO <sub>2</sub> e)           | -      | -      | -      | -       | -       | -       | 1,630  | 1,557   | 1,603   |
| Staff commuting (tCO <sub>2</sub> e)             | -      | -      | -      | 1,428   | 1,010   | 436     | 680    | 931     | 1,311   |
| Electricity T&D losses (tCO <sub>2</sub> e)      | -      | -      | -      | 868     | 790     | 527     | 125    | 546     | 576     |
| Fuel (third-party vehicles) (tCO <sub>2</sub> e) | -      | -      | -      | -       | 3,179   | 1,592   | 1,505  | 2,621   | 2,866   |
| Non-road construction (tCO <sub>2</sub> e)       | -      | -      | -      | -       | -       | -       | -      | 62      | 497     |
| Third-party de-icer (tCO <sub>2</sub> e)         | -      | -      | -      | -       | -       | -       | 101    | 188     | 502     |
| Aircraft engine tests (tCO <sub>2</sub> e)       | -      | -      | -      | -       | 608     | 266     | 85     | 1,832   | 1,785   |
| Water (tCO <sub>2</sub> e)                       | -      | -      | -      | 133     | 136     | 54      | 19     | 45      | 44      |
| Business travel (tCO <sub>2</sub> e)             | -      | -      | -      | 145     | 103     | 39      | 4      | 101     | 59      |
| Waste (tCO <sub>2</sub> e)                       | -      | -      | -      | 48      | 50      | 945     | 774    | 1,979   | 2,635   |
| Total (tCO <sub>2</sub> e)                       | 20,249 | 17,827 | 15,811 | 309,390 | 299,745 | 105,678 | 84,178 | 221,572 | 251,008 |







## FURTHER INFORMATION

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