



COMMUNITY ENGAGEMENT STRATEGY

2013 - 2017

FOREWORD



WELCOME TO OUR COMMUNITY ENGAGEMENT STRATEGY, COVERING THE FIVE YEAR PERIOD 2013-2017

For 75 years, London Luton Airport has been an important landmark in Luton and has played a major part in the lives of many local people. Since the mid 1990s in particular, the Airport has grown rapidly and is now the fifth largest in the UK. It is also the single largest centre of employment, generating over 8,000 jobs and contributing over £1 billion to the local and regional economy each year.

We recognise that such success is sustained on a foundation of strong relationships between London Luton Airport and its communities. To ensure these relationships flourish we are committed to contributing passionately and thoughtfully to the social, economic and environmental life of our communities in practical and valuable ways.

In 2008, we set out our first formal Community Engagement Strategy covering the period 2008-2012. This strategy focused on three key action areas - 'A Better Environment', 'A Vibrant Neighbourhood' and 'A Growing Economy'. We are proud of the progress we have made over the course of the past five years by introducing a range of processes, initiatives and projects to deliver against annual objectives. Highlights of the Airport's progress between 2008-2012 include:

- Over £160,000 raised for local charities through the Airport's charity partnership programme;
- 70% of young people taking part in London Luton's 'Get into Airports' programme with The Prince's Trust found employment as a direct result;
- £180,000 invested in the local community through the Airport's Community Trust Fund;
- More than 300 local businesses involved in the Airport's Meet the Buyer events;
- An 88% increase in the volume of waste recycled in 2012 compared to 2008;
- Progressive reduction in night time noise and the introduction of one of the lowest violation limits in the UK.

Our new community engagement strategy aims to build on this success, by setting out a clear approach for how we will direct our activities to facilitate long term community development and meet the needs of our neighbours. We also show how we will manage the impact of our operations on those communities whilst ensuring the wider benefits are shared with those located nearest to the Airport.



We look forward to working alongside our communities to deliver against the vision of our strategy.

Glyn Jones
Managing Director

OUR APPROACH

WE HAVE IDENTIFIED THREE CORE AMBITIONS UPON WHICH WE WILL FOCUS OUR EFFORTS.



HEALTH, SAFETY AND ENVIRONMENT

Our ambition is to protect what matters most by operating in a safe and ethical way.



BUILDING SUSTAINABLE COMMUNITIES

Our ambition is to support people in our community, particularly those facing social disadvantage, to build successful lives and reduce social deprivation.



CONTRIBUTING TO ECONOMIC GROWTH

Our ambition is to support the creation of growth, productivity and development in the region's economy.

We believe these ambitions represent themes which are important to local people and reflect the many ways London Luton Airport interacts with its surroundings. Against these core ambitions, we have identified key principles which underpin how we will deliver projects in these areas, in practical ways our communities can value.

We will seek to deliver against our core ambitions through the adoption of key long-term flagship programmes, in partnership with other organisations.

HEALTH SAFETY AND ENVIRONMENT



OUR AMBITION IS TO PROTECT WHAT MATTERS MOST BY OPERATING IN A SAFE AND ETHICAL WAY.

KEY PRINCIPLES



RUNNING OUR BUSINESS IN A SAFE AND RESPONSIBLE MANNER

We are dedicated to running London Luton Airport in a safe and responsible manner. One of the principle aims is to reduce all accidents, incidents and cases of ill health within our control to all employees, third parties, business partners and members of the public.



MINIMISING THE ENVIRONMENTAL IMPACTS OF OUR BUSINESS ACTIVITIES

We recognise that sometimes our business activities have environmental consequences and we continuously review our environmental performance to seek to minimise and mitigate those effects. This includes implementing projects related to aircraft and ground noise, carbon reduction, energy management, waste management and surface access.



EFFECTIVE HEALTH, SAFETY AND ENVIRONMENT MANAGEMENT

We are committed to continually reviewing our health, safety and environmental performance. This is managed through the adoption of a formal Environmental Management System (EMS) and the implementation of a robust Safety Management System (SMS) through which will manage all health and safety elements across the business, within our control.

BUILDING SUSTAINABLE COMMUNITIES



OUR AMBITION IS TO SUPPORT PEOPLE IN OUR COMMUNITY, PARTICULARLY THOSE FACING SOCIAL DISADVANTAGE, TO BUILD SUCCESSFUL LIVES AND REDUCE SOCIAL DEPRIVATION.

KEY PRINCIPLES



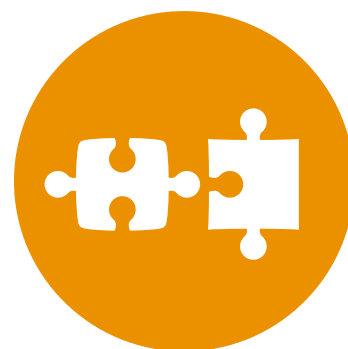
INSPIRING YOUNG PEOPLE

A well educated and skilled population is critical to the long term success of London Luton Airport and its communities. We are committed to working in partnership with local educational establishments and providers to help local young people realise their potential.



INVESTING IN OUR COMMUNITIES

Approaching charitable giving in a structured way means that we can offer targeted, and sustainable support to a selection of charities and community organisations, allowing local organisations to benefit with financial support or the support of employee time and expertise.



BUILDING SUSTAINABLE PARTNERSHIPS

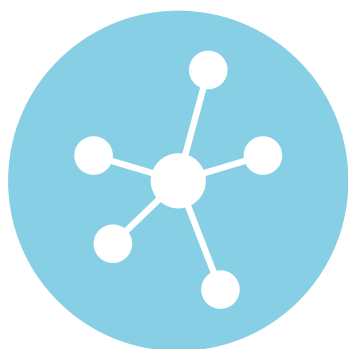
We recognise that we can bring more significant and sustained benefits to the local community through working in partnership with a range of local and regional stakeholders. The delivery of projects in partnership with local stakeholders will help our community programme to remain vibrant and meaningful, whilst at the same time delivering against the objectives of community organisations.

CONTRIBUTING TO ECONOMIC GROWTH



**OUR AMBITION IS TO SUPPORT THE
CREATION OF GROWTH, PRODUCTIVITY AND
DEVELOPMENT IN THE REGION'S ECONOMY.**

KEY PRINCIPLES



SUPPLY CHAIN

There are over 100 companies based at London Luton Airport, each with its own complex supply chain. Procuring more goods and services locally will help local businesses and employment levels, as well as potentially bringing environmental benefits.



EMPLOYMENT

The Airport is one of the major employers in the East of England. This comes with clear responsibilities, which we take seriously. We remain committed to increasing awareness and opportunities for career prospects at the Airport.



CHAMPIONING OUR REGION

The Airport is a key local economic catalyst, driver and international gateway for inward investment. We remain committed to promoting our region by supporting local and regional tourism and developing a route network which serves to further strengthen the regional business community.

2013 COMMITMENTS

WE WILL REPORT ANNUALLY ON THE PROGRESS MADE THROUGH OUR COMMUNITY ENGAGEMENT STRATEGY. FOR THE LATEST COMMUNITY NEWS, PICTURES AND VIDEOS, VISIT OUR COMMUNITY WEBSITE AT WWW.LONDONLUTONINTHECOMMUNITY.COM

IN 2013 WE WILL MAKE THE FOLLOWING COMMITMENTS:



HEALTH, SAFETY AND ENVIRONMENT



Achieve full accreditation to the ISO14001 standard for the London Luton Airport Environment Management System by the end of 2013



Successfully complete stage 1 of 2 in the OHSAS18001 accreditation process for the London Luton Airport Health and Safety Management System by the end of 2013.



BUILDING SUSTAINABLE COMMUNITIES



Raise £80,000 for our charity partner (2012-2013 partnership) and complete three volunteering challenges



Commit £50,000 to the London Luton Airport Community Trust Fund



Work in partnership with local educational providers to deliver a numeracy challenge to 1,000 local primary school pupils



CONTRIBUTING TO ECONOMIC GROWTH



Increase employment opportunities at the Airport for local young people through the delivery of the 'Get into Airports' programme with The Prince's Trust. Work to ensure at least 70% of course participants secure employment through the programme.



GETTING IN TOUCH

Should you wish to learn more about our full
community relations programme,
please contact us at
Communityupdate@ltn.aero

or visit
www.londonlutoninthecommunity.com

Videos of our latest projects can also be seen at
www.youtube.com/user/LdnLutonAirport

