



LiverpoolJohn
LennonAirport

Faster. Easier. Friendlier

Caring About the Future

Our 2024 Environmental, Social and Governance Report





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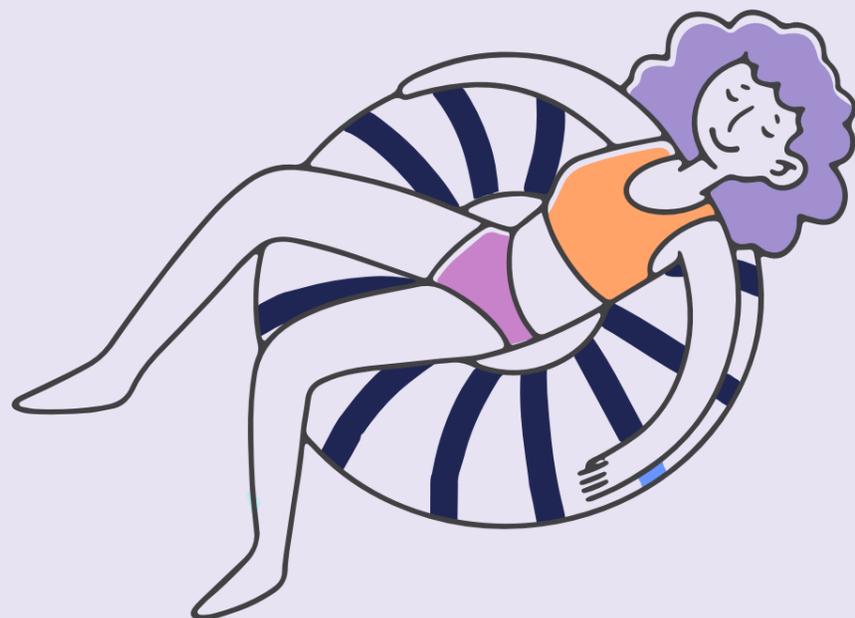
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Welcome CEO Message



I am delighted to introduce our second ESG Report which sets out our progress against the various corporate objectives we set last year. These objectives are based on the UN Sustainable Development Goals (SDG) – the globally recognised action plan adopted by leading businesses and 193 world leaders.

This report highlights a series of commitments alongside challenging but realistic targets that will help us meet those commitments. It also gives a progress update and celebrates a host of achievements over the past year which demonstrate our support for local communities, colleagues and the environment.

The airport remains on track to return to pre-pandemic levels of passengers by the end of 2024. The arrival of Jet2's operations at the start of this year's summer season has enabled even more of the region's holidaymakers to take advantage of the Faster Easier Friendlier benefits of flying from Liverpool.

Growing our passenger numbers at the same time as continuing to deliver the best passenger experience has been a key focus for everyone at the airport. Yet maintaining our commitment to operating within a strong environmental, social and governance (ESG) framework also remains

a priority and I am pleased to report that we are making good progress as we continue to strive to meet the challenging SDG targets we set ourselves.

Standout highlights include the commencement of work on our 14-acre solar farm that will start to generate 3 MWh of electricity next year – 25% of the airport's overall electricity demand. We've also launched our new Community Fund which we're proud to say has already helped to make a difference for 10 local good causes in communities across the region.

We are working hard to meet all our targets and are delighted with the progress made to date. However we recognise there is always room for improvement. We still have a long way to go.

This report continues to showcase the strategic importance of the airport and the influence it has on local communities, the City Region, and the local economy and how we can continue to combine growth with commitments to keep our ESG strategies at the forefront of how we run the business. We take these responsibilities very seriously.

I hope you enjoy this latest report.

John Irving
Chief Executive Officer

Our approach to sustainability

It's in the nature of businesses to grow and at LJLA our challenge is to grow our business sustainably. We've had a much busier 2023/24 with passenger numbers up by 15% compared to last year (which equates to over 550,000 extra passengers through the terminal) as our airline partners continued their post-Covid recoveries, adding more departures and new destinations. We announced that Jet2 would commence flights for the first time in March 2024 making LJLA its newest UK departure airport and a new ground handling agent (GHA) started at the airport too. All of this has meant that we've made improvements to the passenger facilities and built two new buildings on the airfield.

Despite all this additional activity, our electricity and gas use dropped slightly, which is, I believe, a clear measure of how far we've already come on our sustainability journey. While our carbon emissions increased, a significant element of this was a change in the way those emissions were calculated, as the emissions factor increased by 7% to account for the fact that more of the nation's electricity was generated by gas rather than renewables over the past year.

Our diesel usage increased too, not only because we used more diesel ourselves (more passengers inevitably means more use of conveyor belts, emergency generators, and ground-based vehicles and equipment), but also because we incorporated for the first time the diesel used by one of our GHAs that has its own diesel supply.

2023/24 demonstrates the reality of sustainability. It's not always about single straight-line improvement. It's about staying the course on our sustainability agenda and continuing to explore innovative ways to become more efficient and sustainable. But it's also about accepting that the changing operational picture may mean taking a small step sideways from time to time, so we can hold our course over the longer term.

This is certainly the case at LJLA. As we and the airport's GHAs work to electrify operations over the next 10 years, we anticipate diesel use will be limited to a small number of niche vehicles and back-up generators.

Work on our 3 MW onsite solar farm has continued with tendering and groundwork preparation. Once energised in 2025, the array will mark a significant step change in the delivery of our decarbonisation plan. It will provide 25% of the airport's current power demand. In practice, during warmer months, the airport will be a net exporter of power to the grid, although our local network operator requires exports to not exceed 999 kW.

In addition, from October 2024 the airport is committed to procuring the balance of its electricity from renewable sources which will reduce emissions by market mechanisms from electricity to zero.

There's always more to do. We will continue to strive to make further improvements ourselves and through our business partners and with the support and commitment of our colleagues across the airport, I am confident that we will remain on schedule to meet the decarbonisation target of the airport company's operation by 2040.

Andrew Dutton
Head of Environment and Sustainability



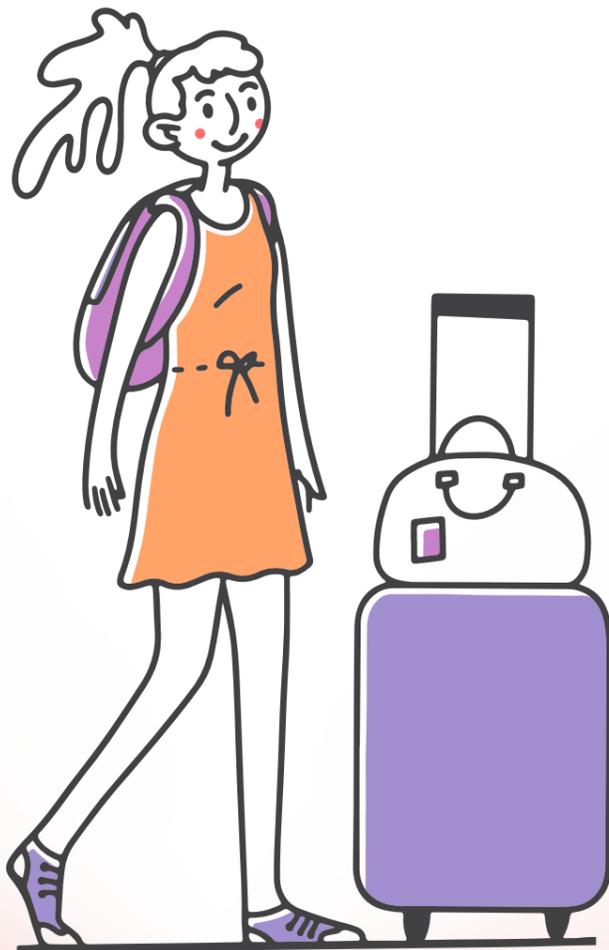


Who we are & what we do

Liverpool John Lennon Airport (LJLA) is one of the UK's longest-established operational airports. We started life as Liverpool Airport in 1933. Then, in 2001, we became Liverpool John Lennon Airport in tribute to one of Liverpool's most iconic sons.

Our owners are The Peel Group, a leading infrastructure, transport and real estate investment company who first became a shareholder in 1997, and Ancala Partners LLP, an independent infrastructure investor which took a stake in the airport in 2019. Each owner has a 47% interest in LJLA, with Liverpool City Council owning the remaining 6% of shares.

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



Creativity
We look for ways to succeed through creativity



One Team
We work together to achieve business success



Responsibility
Customers, colleagues & safety are at the heart of all we do



Pride
We go the extra mile and celebrate success



The friendly airport

We've won lots of awards in recognition of our excellent customer service. More importantly, positive passenger feedback is at an all-time high, and tells us that our customers view us as the faster, easier, friendlier airport for the North West and North Wales. We're recognised for offering a relaxed, hassle-free environment, and our best-in-class operational performance and punctuality makes us one of the UK's best-performing airports.

In 2002, the opening of our new passenger terminal substantially increased capacity. Recent investments to improve passenger facilities and deliver an enhanced customer experience have further reinforced our commitment to our customers.

An employer of choice

As well as winning awards and receiving high praise for the way we look after our passengers, we've been recognised by Investors in People for the way we support our colleagues. In December 2023, we retained our Gold accreditation, which we first achieved in 2022. It's a powerful indicator of our commitment to continually improving the way we develop and support an engaged workforce who are positive about what they do and are proud to work here.



We won't stop there. Like everything else we do at LJLA, we're always looking to improve and drive ever-higher standards. We want to be recognised as a great place to work and are striving to become an employer of choice through the continued development of our people strategy.



Wings over Liverpool

In 2024, we're expecting to welcome more than 5 million passengers across the Liverpool City Region, the North West, and North Wales who use LJLA as the launch point for journeys to around 70 destinations in the UK and across Europe.

Thanks to several new airlines starting operations from LJLA - and continued commitment/growth from our long-term partners - we're opening up more destinations to our passengers, accessing new passenger markets, and bringing greater global connectivity to the region than ever before.

This growth and recent route developments have continued to help LJLA give the City Region a competitive edge over many rival areas. LJLA significantly contributes to the region's economy, generating approximately **£520 million** in GVA¹ across the North West annually.

We are one of the area's major employment centres and help to support thousands of jobs across the region, playing a crucial role in driving prosperity in the North West and North Wales. Additionally, we attract inward investment and bring significant tourism benefits to the area.

More than **5m** passengers
 Fly to over **70** destinations in the UK and across Europe
 Generate **£520m** GVA¹ across the Liverpool City Region



¹£520m Gross Value Added (GVA) from York Aviation Report - Economic Impact of Liverpool John Lennon Airport: Supporting the Liverpool City Region and the wider North, April 2020.

2024 destinations

LJLA is a key economic driver for the region:

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

Our recruitment day saw **1,000+** people attend the airport to explore 200 vacancies available ahead of summer 2024





Operational achievements

Helping our passengers get away on time

The 2023 Official Airline Guide (OAG) puts LJLA first out of 20 UK airports for on-time performance (OTP) which is a measure for how well the airport performs when it comes to flights operating on time. We have an average score of 76% and were never positioned outside the top four UK airports throughout 2023.

98%

In 2023, 98% of passengers passed through security in 15 mins or less

89%

In 2023, 89% of passengers passed through security in 10 mins or less

Keeping security processing times to a minimum

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



Operational excellence: Faster. Easier. Friendlier.

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

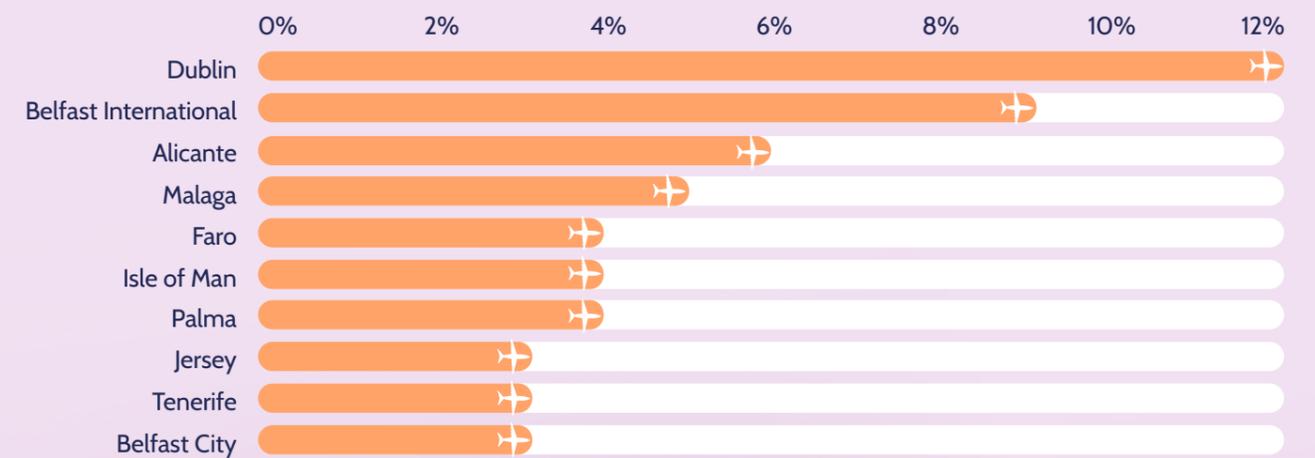
Operational Highlights (Apr '23 to Mar '24)

13 flights Hourly departures (peak)	9 flights Hourly arrivals (peak)
80% - Annual average on-time performance as % of all flights	7 minutes Annual average security wait time
9 minutes - Fastest time from car park to boarding gate for online check-in passengers	20 minutes - Average last bag arrival time on carousel
7 minutes - Average UK Border Force area queue time	Very good - 2022-23 CAA Accessibility Assessment

Connecting the region to the world

Over the past 12 months we have continued to develop new routes with our airline partners and we now serve more than 70 destinations, with onward connections to the world.

Top 10 routes April 2023 to March 2024: Destinations by passenger



Airlines served





Awards & recognition

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



Invest In People (IIP) Gold accreditation retained December 2023



Disability Confident Employer



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



Demonstrating support for the UN SDGs



Achieved the Quality Management standard ISO 9001



Slave-Free Alliance 5 year partnership



West Cheshire and North Wales Chamber of Commerce - for 2023 Customer Service

We have also been recognised as the winner of the **Which? recommended provider and best UK Airport for 2023** and **shortlisted for Which? Travel brand of the year.**



ESG governance

As an important part of the global travel industry, we understand the need to bring structure to the way we manage our ecological footprint and social impact.

Our environmental, social, and governance (ESG)-based structure enables us to contribute to a sustainable future, foster a positive and inclusive social environment for all stakeholders, and promote fair employment practices, colleague engagement initiatives, and community outreach programmes.

Through our ESG governance structure, we demonstrate our commitment to operating with integrity, managing risks effectively, and meeting regulatory requirements.

- The Board of Directors holds overall responsibility for our sustainability governance, supported by the CEO.
- Our Airport Operations Director (AOD) is responsible for the health and safety of colleagues and passengers.
- The Head of Environment and Sustainability and the Environment and Safeguarding Advisor drive sustainability with the AOD.
- Our Finance Director is responsible for all financial and legal governance.
- The HR & Community Director is accountable for social responsibility governance.
- The Community Coordinator helps organise our fundraising activities and volunteering days.
- Our HR Systems Administrator collates data and relevant Key Performance Indicators.





Our ESG strategy

The UN Sustainable Development Goals and our priorities

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

We know we can't make meaningful change alone. But when we take collective action as part of a global community, we can make a difference. Contributing to the Global Goals is how we do it.

We are working to support all the SDGs, but some are more material to us than others. In 2023, colleagues from across all areas of the business took part in a workshop that helped us identify where our core focus should lie. They identified four goals that were most important for us as a business, and which offered the greatest opportunity for us to make a difference.

Our priority goals



3
GOOD HEALTH
AND WELL-BEING

Why did we prioritise this?

Because we recognise our responsibility for the health and well-being of our passengers, colleagues, and the surrounding community.

8
DECENT WORK AND
ECONOMIC GROWTH

Why did we prioritise this?

Because it aligns with our commitment to fostering a thriving local economy.

10
REDUCED
INEQUALITIES

Why did we prioritise this?

Because we're working to create an inclusive and enriching environment for everyone.

13
CLIMATE
ACTION

Why did we prioritise this?

Because we are dedicated to reducing our environmental impact, contributing to the fight against climate change, and driving meaningful change across all our operations.



Our ESG strategy

Understanding what really matters: materiality at LJLA

The actions of a business affect – and are affected by – lots of factors, but not all of them are ‘material’. Material issues are those elements which have a significant impact on operations. Often, that means a financial impact.

To understand those material issues, organisations carry out a materiality assessment. For broader insight, a double materiality assessment considers financial and sustainability perspectives.

Our double materiality assessment

In 2023, we and our sustainability partners TBL Services developed our sustainability strategy around the Sustainable Development Goals (see p14), based on internal stakeholder feedback.

We mapped our priority goals to the factors of greatest influence. The results showed a clear correlation between the influencing factors and our stakeholders’ top priorities.

This year, to build on last year’s work, we carried out a double materiality assessment, which involved engaging with a broader and more diverse range of 120 internal and external stakeholders, from service partners and investors, to passengers, colleagues, and members of the general public.

We will therefore prioritise **energy, air quality, climate adaptation and mitigation, and local community support.**

We will evaluate and consider additional areas highlighted by stakeholders.



Material issues

Environment

- 8 Water use efficiency
- 9 Waste reduction
- 10 Biodiversity
- 11 Climate adaptation and mitigation*
- 12 Air quality*
- 13 Energy*

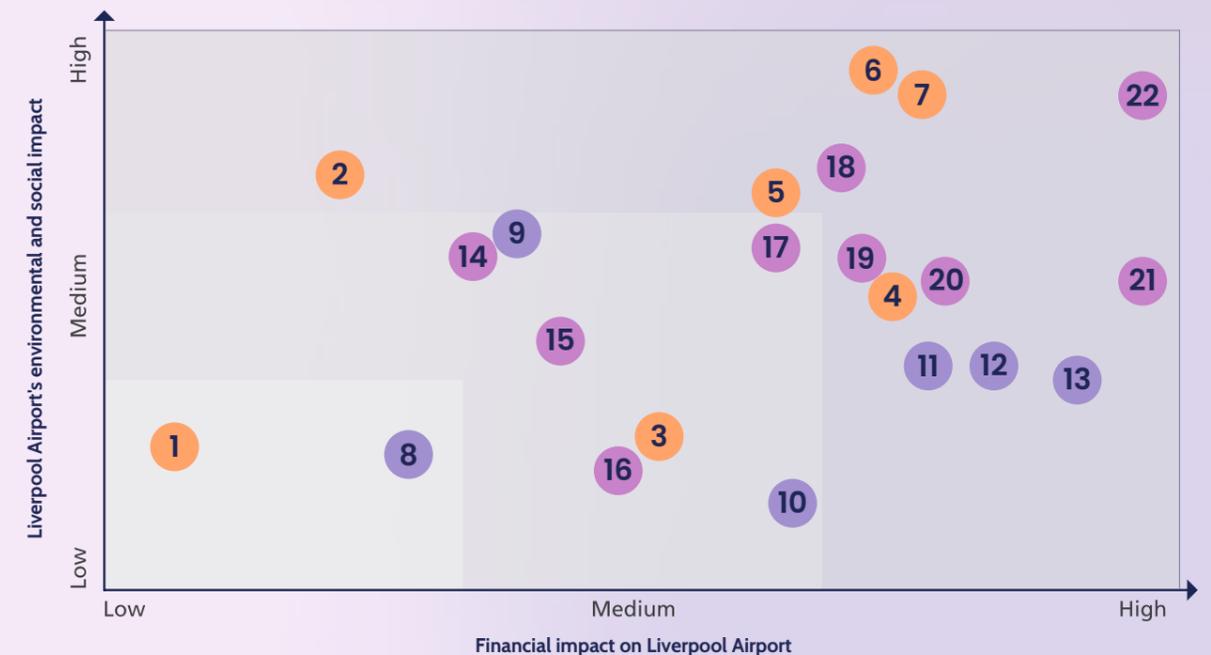
Social

- 1 Modern slavery
- 2 Workplace diversity
- 3 Preventing noise
- 4 Acquiring and retaining talent
- 5 Local community support*
- 6 Fair working conditions
- 7 Training and development

Governance

- 14 Compliance with regulations
- 15 Disclosures and reporting
- 16 Protection of whistle-blowers
- 17 Supplier Relationship Management
- 18 Prevention of corruption
- 19 Cyber security
- 20 Data privacy
- 21 Culture governance
- 22 Political engagement

* Priority topics





3 GOOD HEALTH AND WELL-BEING



Goal: 3
Good Health and Well-being

We have a responsibility to prioritise the health and well-being of our passengers, colleagues, and the surrounding community. In this section, you'll discover how we're doing that, from keeping our airport safe and recognising our longest-serving colleagues, to keeping our community clean and training our new mental health first aiders.

Our Commitment

- › We will promote and enable good health and well-being for our colleagues, wider airport community and passengers.

Our Targets

- › We will continue to mitigate safety risks to prevent work-related illnesses and injuries by achieving ISO 45001 (Occupational Health and Safety Management System) by **2028**.



Lost-time incidents (LTIs) reduced by 20% for FY24.

- › We will have **50%** participation in our colleague volunteering programme by the end of **2028**.

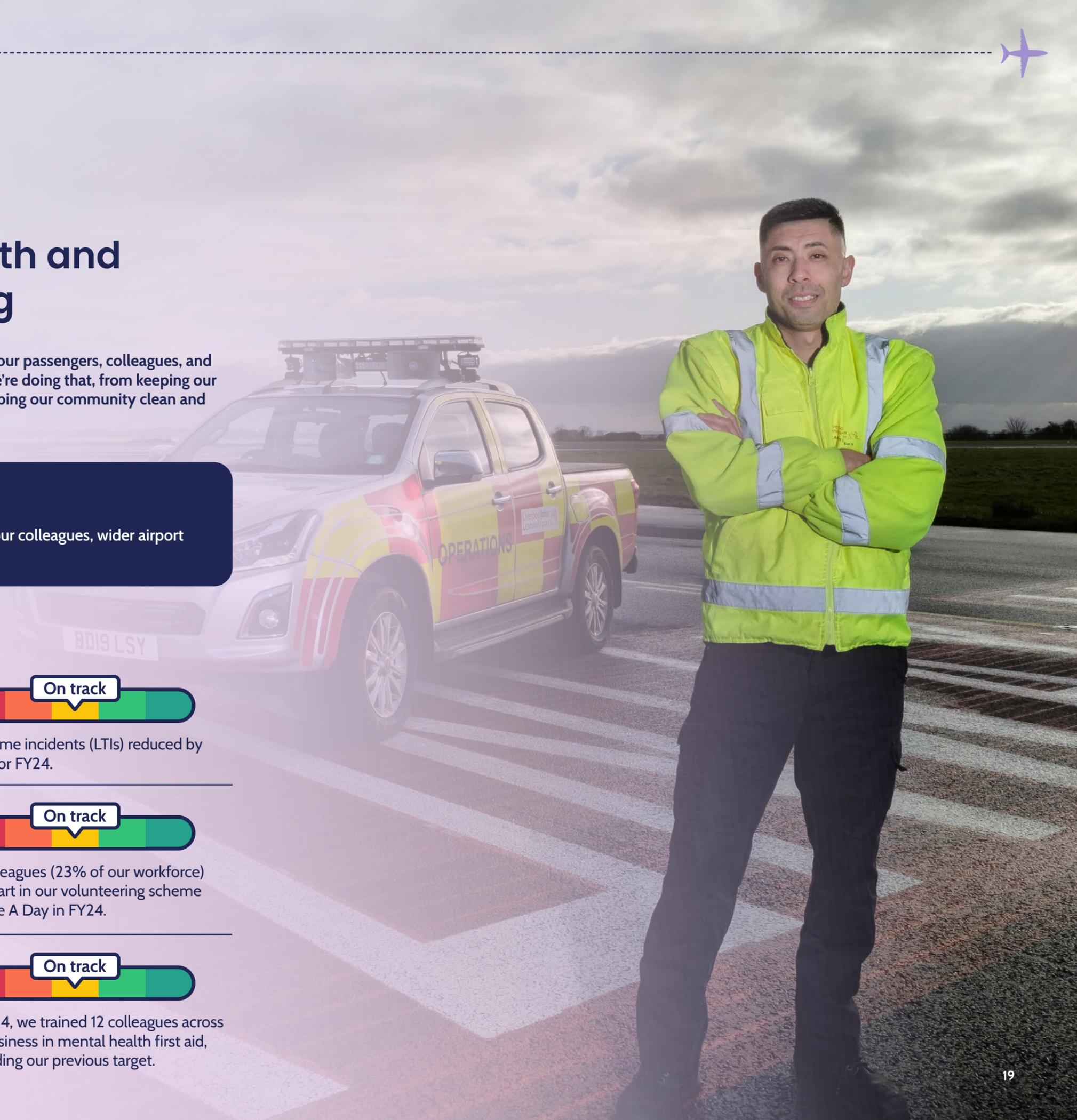


54 colleagues (23% of our workforce) took part in our volunteering scheme Donate A Day in FY24.

- › Having exceeded our previous target we now commit to having 24 mental health first aiders by the end of **2025**.



In FY 24, we trained 12 colleagues across the business in mental health first aid, exceeding our previous target.





Our Actions



Keeping our airport safe

It takes a lot to make an airport safe. And 'safe' can have a lot of different meanings in an airport context. That's the reason UK airports hold Airport Safety Week every May.

At LJLA, each day of Safety Week is an opportunity for colleagues to volunteer to get involved in a different aspect of airport safety. All airport departments take part.

For example, debris on an airfield can be extremely dangerous as it can be sucked into aircraft engines or blown into the path of planes landing or taking off. So on our FOD (foreign object & debris) clear day, the team walked the length of the runway clearing nearby debris and removing risk.



Protecting our people

As part of our efforts to achieve our ISO 45001 accreditation target, we need to reduce work-related incidents, eliminate safety risks, demonstrate corporate responsibility from the top, and engage with our colleagues through their participation in safety matters.

Our efforts are having a positive effect. In FY23/24...

- › We had no reportable RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents.
- › LTIs (lost-time incidents) reduced by **20%** - four incidents compared with five in FY22/23
- › Lost working days as a result of LTIs reduced by **90%** - 14 days lost compared with 141 days in FY22/23



These improvements are the result of actions across the airport that have included:

- ✦ **Enhancing the new starter induction process** by highlighting the importance of staff reporting accidents/incidents and near misses and hazards. By increasing reporting of the latter, we should prevent more of the former.
- ✦ **Hosting safety events** as part of the Airport Operators Association (AOA) UK Airports Health & Safety Week to promote safety improvement and development through experience and learning across all airport service partners.
- ✦ **Conducting regular safety tours** of departments and service partners to identify safety hazards and implement controls to prevent incidents occurring.
- ✦ **Sharing aviation safety information** with all Airport Safety Committee attendees to identify industry safety risks or local trends.
- ✦ **Carrying out third-party health, safety, and compliance audits** across airport departments and service partners to ensure SMS systems for reporting incidents/hazards are operational, used and constantly improved in line with aviation safety regulations.
- ✦ **Encouraging service partners at Airport Safety Committee meetings to share incidents** and learnings from investigations to prevent further incidents.



Our Actions



LJLA's CEO and Executive Management Team, with some of the colleagues who have been heavily involved in fundraising throughout the year.

All for Alder Hey

Alder Hey Children's NHS Foundation Trust is one of Europe's biggest and busiest children's hospitals. It's geographically close to LJLA, but it's close to our hearts too, which is why we've partnered with them since 2016, raising **£230,000** since then.

In 2024, we presented the hospital with a cheque for **£100,000** for a neonatal family room within the Neonatal Intensive Care Unit. Receiving our cheque, Hayley Thomas, Head of Corporate Fundraising at Alder Hey said:

£100k raised for Alder Hey

This £100k total has been raised by colleagues, friends, families, and many of our airport partners from donations, sponsorship and support at the many charity events that have been organised over the past couple of years and detailed in last year's report (including events within the terminal, raffles, auctions, and bag packs).

"Liverpool John Lennon Airport has had a huge impact on the lives of the children and young people who are cared for at Alder Hey. Our partnership not only raises much needed funds but also helps to raise vital awareness for the work of the charity, in the region and across the country. We are truly proud to work with Liverpool John Lennon Airport and would like to thank the team for their enthusiasm and passion supporting us - and we can't wait to see what the future will bring!"

From the 'Pool to Peru

A large part of the £100k donation was raised by 11 colleagues from various departments who in November 2023 completed the Inca Trail Trek to Machu Picchu in Peru. Over four days, the team journeyed from Sacred Valley to the mystical Sun Gate entrance of this UNESCO World Heritage Centre.

Known as one of the new seven wonders of the world, the Inca Trail is one of the toughest hikes on the planet, stretching 26 miles and reaching altitudes of 13,848 feet (4,215m). The team's brilliant effort raised over **54k** in JustGiving donations.



Bringing together the LJLA family

Another big fundraising effort in FY24 was our annual Family Fun Day which took place at the airport fire station. It's always a fun-filled afternoon for all airport colleagues, their friends, and families. With the weather on our side, this year's event welcomed 250 adults and children who helped raise a fantastic **£4,592.65**.



Our Actions



Donate A Day: The Wombles join LJLA for Oglet shoreline clean up

Since 2019, our Donate A Day initiative has encouraged our colleagues to swap working in the business for working within the local community for one day each calendar year. Our target is to achieve 50% participation among colleagues by the end of 2028. In FY23 we made significant progress towards this, more than doubling the number of participants to 54, and almost doubling the total number of hours volunteered to **212 hours**.

A major part of that increase was due to the annual clean-up of our local Oglet shoreline in June 2024. This year, a record **26** colleagues took part and, for the first time, they were joined by five members of local community group Speke Wombles.

There are Wombles all around the country. Our local group usually focuses its efforts on Speke's housing estate, but they contacted LJLA to suggest a team-up that would benefit us all.

We brought the hi-vis vests and litter picking equipment. And on a glorious sunny day, the Wombles and our own colleagues managed to collect enough shoreline litter to fill a large skip.



That litter posed a potential hazard to people and animals on the shore and in the water and it could also have found its way onto the airport runway.

It means we'll share more activities to keep our community litter free (and more BBQs) in the future.

Lesley Cranfield of Speke Wombles said:

Afterwards, the team shared a well-deserved BBQ lunch break on the (now significantly cleaner) banks of the river.

We recognise that, despite our best efforts, our airport activities will produce litter, and we know the Speke Wombles have found themselves picking some of this up in the past. We're happy to say that we have now formed a mutual alliance, the first example of us connecting so closely with a local community group.

"Our aim is to keep the shoreline and its surrounding areas free from litter. With both teams working together, our mission was achieved successfully. We are looking forward to the next group litter pick."



With **212 hours of volunteering** completed in total, we're happy to say that our activities generated a monetary social value of...

£3,589
for our local community.



Our Actions



Championing mental health first aid

We gave ourselves the target of training ten colleagues from across the business in mental health first aid (MHFA) by the end of 2024. We're pleased to say that we exceeded that target in terms of numbers and timescale.

We now have **12 colleagues** trained in mental health first aid and accredited by MHFA England. Their training means that colleagues can reach out to them in confidence to access informal support on issues including (but not limited to) stress, anxiety, panic attacks, traumatic events, self-harm, suicide, and substance misuse.

Our mental health first aiders are not therapists or psychiatrists. But they are able to offer vital initial support to colleagues who are experiencing mental health issues or emotional distress, and signpost them to appropriate help if needed.

One of the support services they signpost to is our employee assistance programme (EAP), which offers a range of help for colleagues and families.

We chose May as launch month for our MHFA initiative as part of our diversity, health and well-being calendar. This coincided with Mental Health Awareness Week in the UK. Although only recently introduced, we know that the service is already being used by colleagues.

Target achieved!

Target: **10** MHFAs trained by end of **2024**
 Achieved: **12** MHFAs trained ahead of schedule.

40 years at LJLA: recognising our longest-serving colleagues

We believe it's a measure of our track record of success as an employer that so many of our colleagues stay with us. We feel it's important to recognise the contribution of those who have been part of the LJLA community for 10, 20 or 30 years. And this year, Brendan Liggett (Engineering Team Leader) and Kevin Birch (Airport Duty Manager) celebrated 40 years with us.

Each year, our Long Service and Recognition Awards evening recognises outstanding performance and service milestones.

Held in December 2023, colleagues from across the airport were joined by numerous business partners to recognise 27 colleagues who received long-service awards.



This year, the **27** colleagues we celebrated had clocked up an incredible **575 years** of combined service!

Colleague of the Year

Sarah Marconatto, Senior Analyst, was awarded 'Colleague of the Year' for her work on LJLA's Hive Airport Operational Database implementation programme. She said:



Sarah Marconatto, Senior Analyst and 'Colleague of the Year', with CEO John Irving

"Receiving the Colleague of the Year Award is a tremendous honour. This achievement underscores the collaborative spirit and innovation that define our team. I'm grateful for the support and encouragement from my colleagues, which have been instrumental in the success of this project. Together, we are shaping a more efficient and sustainable future for our airport."



8 DECENT WORK AND ECONOMIC GROWTH



Goal: 8 Decent Work and Economic Growth

Discover how we're supporting SDG 8 through our apprenticeships, recruitment day, and partnerships that combine to help us build a resilient and prosperous future for our region.

Our Commitment

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

Our Targets

- › We will work with our airline and tourism partners to increase capacity by 22% on routes likely to attract inbound visitors, by 2028.



Behind target (at approx 18%) due to cancellation of some routes. Upcoming changes to route mix may further affect during FY25.

- › We will maintain a negative or neutral gender pay gap each year to address the disparity within the airport industry.



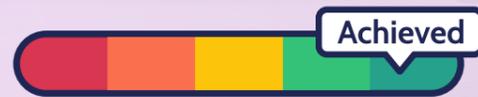
Male employees earn an average (mean) 1.53% less than female workers (compared to 9.47% less last year).

- › We will support young people to gain employment through providing a minimum of ten work experience opportunities each year.

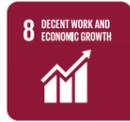


We exceed our target by hosting 16 work experience opportunities this year.

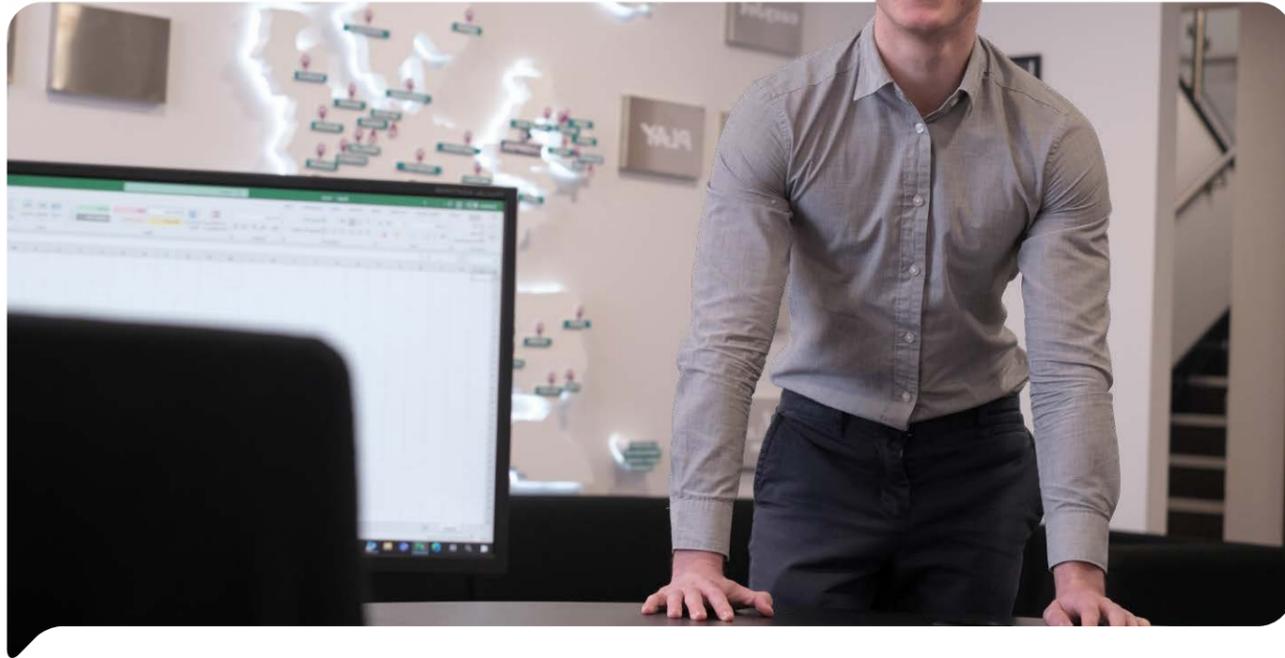
- › 100% of our colleagues will have received modern slavery training by 2024, and every new colleague will be trained within three months of their start date.



In partnership with Slave Free Alliance (SFA), all staff received online modern slavery training, and we updated our policy in light of this.



Our Actions



Turning apprenticeships into careers

Last year's ESG report featured six apprentices who joined LJLA as part of our collaboration with The Learning Foundry and Riverside College.

The collaboration enables students interested in aviation to pursue a career within one of our departments, gaining hands-on experience working alongside experienced colleagues.

Sean Hughes, a Finance apprentice, was the first to complete his course, attaining an AAT Level 2 qualification.

Our remaining apprentices are continuing their courses. Alisha Roberts, for example, is a Customer Services apprentice who's been working hard on building our knowledge base and snippet content for our chatbot, Jude, which helps answer customers' FAQs.

Alisha has also been conducting a detailed weekly analysis of our customer feedback and developing her data analysis skills.

The results of her work form part of our weekly customer journey performance reviews.



Partnering with Strawberry Field

Strawberry Field helps young people in Liverpool who are neurodivergent, have hidden disabilities or other barriers to employment develop and achieve their goals.



We've been working with the organisation on its Steps to Work Programme – a 12-week placement scheme that helps 18-25-year-olds gain work experience.

Before starting our partnership, our colleagues received pre-placement training from Strawberry Fields to better understand neurodiverse conditions and how we can best support people into the workforce. This included learning common triggers for several neurodiverse conditions, like learning difficulties and autism, and being helped to prepare a safe, supportive, and appropriate environment to welcome trainees.

Similarly, in preparation for their placements, the trainees undertake an eight-week Work Readiness Programme run by Strawberry Field Work Coaches which focuses on communication, teamwork, planning and organisation and relationship skills.

Our first intake (see below) was so successful that we've committed to introducing more work placements in the near future to keep championing neurodiversity and help young people in the local area.

Meet Josh & Kyle

For our first intake we offered placements to Josh and Kyle, who joined our HR & Administration team. Here's what they had to say about their time with us:

Josh



"I've learnt a lot. I feel more confident communicating with people and it's made me more independent. I've learnt to manage my workload and coordinate things with other people and just get on with it."

Kyle



"I have been working in Reception and helping the HR team too. I learnt how to create Excel spreadsheets and enter data, and how to edit Word."



Our Actions



Teambuilding with White Watch

As part of our ongoing partnership with Strawberry Field, we recently hosted 11 of their newest Steps to Work trainees for a teambuilding day at LJLA's fire station.

During the day, the trainees spent time with White Watch learning about aviation firefighting. They also took part in a number of team activities designed to develop key skills and increase their confidence.

The Strawberry Field mentors sent us some extremely enthusiastic feedback:

"Please express our gratitude to Dave, Terry, and the team for the dedication and hard work they put into last week. We are thankful for making the day such a success. The trainees had a fantastic experience and gained a lot from the activities. It was a pleasure for us to witness their enthusiasm and willingness to participate in each activity."



Preparing the next generation for the workplace

"What do you want to be when you grow up?" It's a question every child faces, yet for many it's an impossible one to answer because they don't know the possibilities. As our prospective employees of the future, we want to help young people prepare for the workplace, wherever their career ambitions lie.

That's why LJLA has launched a new partnership with The Academy of St Nicholas, in Garston.

From September 2024, airport colleagues will be mentoring students. We'll be running careers workshops for year 7 students, introducing them to a variety of roles and giving them the chance to engage with staff in those roles. And we'll be working closely with year 12 (16-17-year-old) students, with CV workshops and mock assessment centres to help them refine their CV and interview skills as they move closer to entering the workforce.



Recruiting for our busiest season

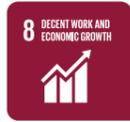
Our first recruitment day, held in 2022, was big news locally. This year, we made local press and radio for the third year in a row, and with good reason.

With around **200 jobs on offer** between LJLA and our partners including Jet2 and easyJet, this was a huge opportunity for local people to gain seasonal work in disciplines ranging from baggage handling, security and cleaning to retail, firefighting and engineering.

Held in January, we set up the day as a careers fair. We and each partner had a stand, and over the course of the day we welcomed around **1,000 jobseekers**, a 33% increase on 2023.

The day was a huge success, with every vacancy filled. We're hoping to run another recruitment day next year.





Our Actions



Swapping school for work

Work experience is an important part of the year 10 curriculum and an excellent opportunity to prepare young people for the responsibilities and opportunities of adult life.

LJLA's work experience week gave six students considering a career in aviation the chance to gain experience in a range of roles. These included Air Traffic Control, Rescue & Fire Fighting Service, Airfield & Terminal Operations, Commercial, Environment, easyJet Engineering and more.

The students told us they'd had an enjoyable week, and left with an even greater desire to follow a career in aviation, with ambitions including becoming a commercial airline pilot, an air traffic controller and an aircraft engineer.



Discovery Internships with LJMU

Every year, Liverpool John Moores University (LJMU) offers its second and third year students the opportunity to undertake a paid 'Discovery Internship' with a local organisation, working with them to enhance their employability skills, gain practical career insights, and test out their career ideas (to ensure the career they think they want is the one they actually want).

During the past year, we've welcomed four LJMU students to the airport. Jonjo, Muhammad and Josh all completed internships in Finance. Jacob, meanwhile, worked in the Environment team.

Each Discovery Internship offers 105 hours of training, completed alongside studies. Students receive the Living Wage while they are with us.

Jacob's Environmental Internship

As part of the Environment team, Jacob gained experience in noise monitoring, airspace change, water sampling, and helped build and install a webcam mast (pictured) to capture construction progress of the solar farm.



Closing the gender pay gap

Males have historically dominated the airport sector numerically. This remains the case at LJLA, where 76% of colleagues are male and 24% are female. However, we are proud to report that we have no male-biased pay gap, a significant achievement in the aviation sector. View the report [here](#).



Pay gap

Male employees earn an average (mean) 1.53% less than females (compared to 9.47% less last year)

Male employees earn 3.01% more than females (median) (compared to 1.34% more last year)



Goal: 10 Reduced Inequalities

We are demonstrating our support for Goal 10 in a range of ways, including championing the contribution of women at LJLA, introducing our menopause policy, tackling barriers to inclusive recruitment and introducing our new diversity, equity and inclusion strategy.

Our Commitment

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

Our Targets

<p>› We will achieve 50% female representation at senior management level by 2028.</p>	<p>On track</p> <p>We have improved our female leadership percentage to 32% (29% last year)</p>
<p>› We will achieve 20% representation of colleagues with disabilities (hidden and seen) by 2028.</p>	<p>Behind</p> <p>3% of our workforce have disabilities, and we're working with Speke Training and Education Centre (STEC) to hire and recruit staff through different means.</p>
<p>› We will achieve 12% representation of colleagues from ethnic minorities by 2028.</p>	<p>On track</p> <p>We have 9.4% ethnic minority representation amongst colleagues and have delivered senior manager diversity training and launched our DE&I strategy and action plan to improve this.</p>





Our Actions

Launching our diversity, equity and inclusion strategy

We want to be an employer of choice, viewed as a good employer for everyone, irrespective of demographic, background or experiences.

We are committed to creating a more open, diverse and inclusive organisation. We believe that this will make us more receptive to new ideas, more creative and more transparent which will have a positive impact on our organisation.

That's why we have developed and launched our diversity, equity and inclusion (DE&I) strategy to outline our diversity goals, with a five-year action plan for achieving these.

Both the strategy and action plan are aligned with our ESG diversity goals. The plan charts our journey to the ultimate strategic goal of achieving the ISO 30415 HRM Diversity & Inclusion Standard by 2028.

The action plan focuses on specific targets in six key areas:

- > Values, Culture & Leadership
- > Policy & Processes
- > Recruitment
- > Learning & Development
- > Colleague Engagement & Awareness; and
- > Measuring Success



Tackling barriers to inclusive recruitment

We have set clear targets for ensuring our workforce reflects the communities we serve. To achieve them, we need to recruit more women, more colleagues from ethnic minorities, and more people with disabilities.

As part of our DE&I strategy and action plan, we are carefully looking at who applies for our vacancies and analysing the diversity of those who are shortlisted and hired. We can then use this information to better understand barriers to entry - essential to attaining our long-term strategic goals.

Focusing on... gender

Proportionally the vast majority of our applicants are male (81%), reflecting that aviation is still a largely male-dominated industry. However, in FY24, we made progress in changing that picture.

35% of all new appointments in FY24 were female

30% of applicants in FY24 were from an ethnic minority.

Focusing on... ethnic minorities

The 30% represents an increase on previous years, but a significant proportion of applicants did not have appropriate rights to work in the UK and could not be shortlisted. Despite this, we have seen a small increase in the appointment of those from ethnic minorities.

One of our key focuses for the next 12 months will be to establish relationships with key stakeholders in our local ethnic minority communities to help us achieve more.

Focusing on... disabilities

We are making progress in encouraging more applications from those with disabilities, hidden or seen. Compared with 2024, and following our 'Disability Confident' accreditation, we've seen the number of applicants declaring a disability more than double.



We have also made improvements to our application and selection processes to improve accessibility, although medical and regulatory requirements associated with a number of our roles will remain a barrier for some.



Our Actions



Mentoring the high-flying women of LJLA

On International Women's Day (8 March 2024), we launched our new trial mentoring scheme for women. Development at LJLA takes many forms, but mentoring gives women the opportunity to talk through specific challenges and issues with someone who may have similar experience.

Our mentoring scheme is open to all female colleagues irrespective of grade, function or background. To help individuals understand whether mentoring is right for them, we have issued guidance about the purpose of mentoring and the mentor/mentee relationship.

We trained 11 females to become mentors and have received two mentoring requests since the launch.

"As someone new to the business, the mentoring programme was a fantastic chance for me to improve my skills in an area I saw as a weakness. I am very grateful for the personal communication and excellent support from Sarah. Even though my mentoring programme is ending, I can always contact my mentor if I need help."

Anna Shires, Aviation Development Manager, who Sarah Marconatto, Senior Analyst, mentored.

Celebrating women in aviation

In 2022, the US's Women in Aviation Advisory Board (WiAAB) stated that less than 20% of sector jobs globally were held by women¹. The percentage is considerably lower for women in leadership roles.

Relative to this position, LJLA fares well as 24% of our colleagues are female and 32% of senior roles are occupied by women, yet we recognise we still have work to do to achieve our target of 50% female representation in leadership roles by 2028.

More broadly, we want to celebrate the women of LJLA so they can act as role models to encourage more women to see aviation as a viable career choice for them. That's why, continuing a feature started in last year's report, we are again spotlighting just some of the women helping to drive the success of LJLA.



Lauren Shields
Commercial Finance Manager

"I joined the airport straight out of school as a Finance Apprentice in July 2016. Eight years later, I have been promoted to Commercial Finance Manager, after holding several roles within the finance department. During my employment, I have had complete exposure to all areas of the finance function, ranging from chasing customer debt and paying supplier invoices to producing bottom-up detailed budgets and five-year forecasts for the business."

"Working at the airport has developed my career, through gaining experience and qualifications, and supported me on a personal level. Being able to work closely with multiple different departments has grown my confidence and given me the perfect kickstart to my career."

"I would recommend a job at the airport to anyone and emphasise that gender, age or entry level should not be a doubt when applying for a job here."



Karolina Tos
Car Park Operations Manager

"I started my journey at Liverpool Airport with a temporary two-week assignment supporting the car park department. After just a couple of weeks, I knew that Liverpool Airport was the best place for me to progress in the aviation industry. Over nearly six years, I have risen through the ranks to become the Car Park Operations Manager."

"Our department is responsible for ensuring all the car parks are run to the highest standards. My role involves managing the logistics of the car parks, providing the best customer service, and maintaining safety and efficiency for all users."

"I believe I'm a great example of how hard work can pay off, regardless of gender or background. I highly recommend Liverpool Airport to anyone looking for a good job with many opportunities for career progression. The airport's dynamic environment and supportive culture provide an excellent foundation for personal and professional growth."

Source: ¹WIAAB. In most aviation occupations, women make up less than 20% of the workforce. From Women in Aviation Advisory Board Report, 2022.



Our Actions

Launching our menopause policy

We recognise the difficulties and anxieties of colleagues going through the menopause. That's why, in the last year, we've launched our menopause policy. We want to ensure that menopausal women experiencing symptoms feel confident discussing the impact and asking for support.

The policy is designed to raise awareness among managers and the wider workforce and foster an environment where colleagues can openly and comfortably talk about menopause.

The policy also outlines our approach to offering practical support to colleagues.

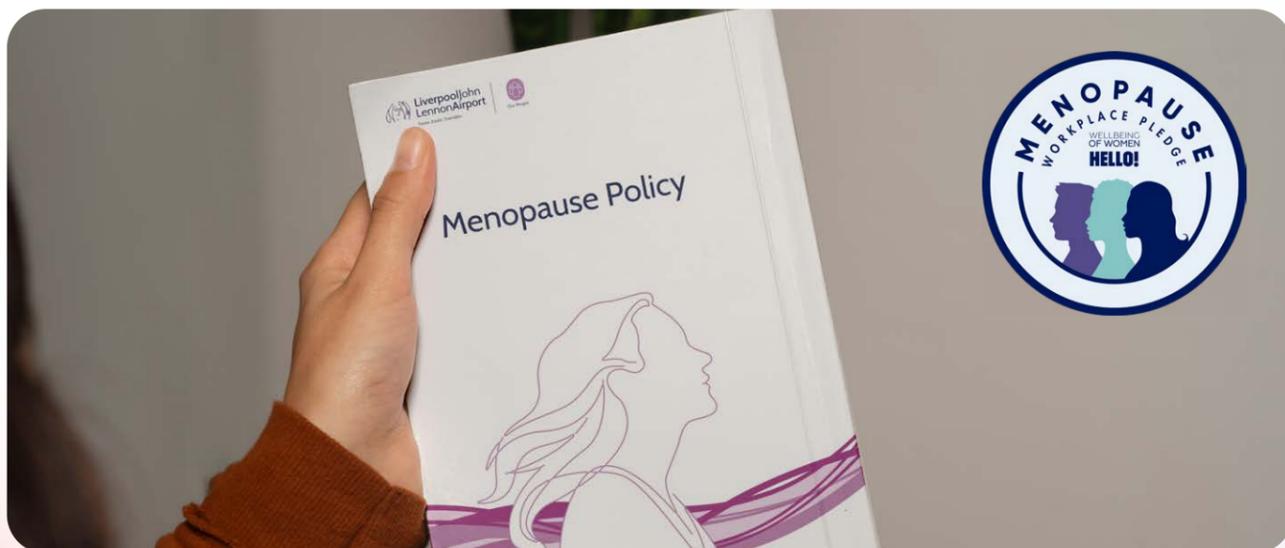
To support the policy launch, we also held a menopause workshop in partnership with our occupational health provider Wellness International.



The workshop included a discussion about the clinical elements of menopause, a presentation from a nutritionist and a session with a mindfulness coach, followed by a Q&A.

The interactive session was open to all colleagues regardless of gender, and we had both female and male colleagues attend to learn and understand more about the menopause.

"We've joined **2,700** other employers that have signed the Menopause Workplace Pledge to promote an open, positive, and respectful culture around menopause."



Creating a quiet place

The airport works in partnership with organisations and groups who are members of our Accessibility Forum. The airport collaborates with Accessibility Forum members to develop facilities that deliver accessible solutions for all airport users.

The Sensory Space, which opened in January 2024, is one example of collaboration and input provided by Accessibility Forum member organisation, Autism Adventures, and Alder Hey Children's Hospital.

A tranquil environment for adults and children, the Sensory Space helps passengers who may find travel over-stimulating to desensitise ahead of their journey.

The space was co-funded by the airport and ABM, our assistance partner at LJLA, which offers kerb-to-plane assistance options to suit a range of passenger needs.

The Sensory Space has arrived at a time when the airport is seeing an increase in the number of assisted travellers year-on-year, and we are pleased to say that it has been well used.

67% increase
in the number of assisted travellers
year-on-year as of **May 2024**

The Airport Accessibility Report from the Civil Aviation Authority (CAA) assesses 26 of the largest UK airports and details each airport's efforts to offer accessible travel. LJLA ranked in the top category of 'very good' in the reporting period between March 2022 to April 2023.

We anticipate that the Sensory Space, which has been warmly welcomed by travellers, will further enhance our reputation as an airport of choice for passengers with accessibility needs.



Goal: 13 Climate Action

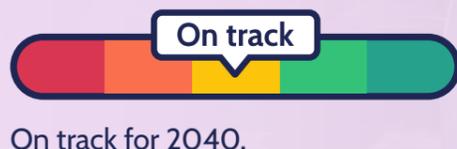
Airports represent a fraction of overall aviation emissions but we have an important role to play in decarbonising the industry. If we are to make a meaningful contribution to minimising and mitigating the impacts of climate change, we need to drive action across our operation and encourage partners to do the same. That's why we are committed to implementing an energy-efficient infrastructure, using renewable energy, and actively engaging with our stakeholders to inspire them to join us in making a difference.

Our Commitment

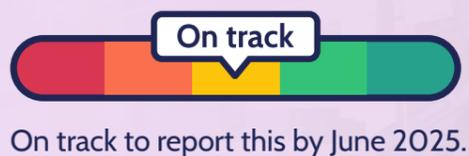
- › We commit to being a carbon-conscious airport by decarbonising our airport operations. We will continue to work with on-site partners to reduce indirect emissions.

Our Targets

› We will decarbonise our airport operations (Scope 1 and 2 emissions) by 2040.



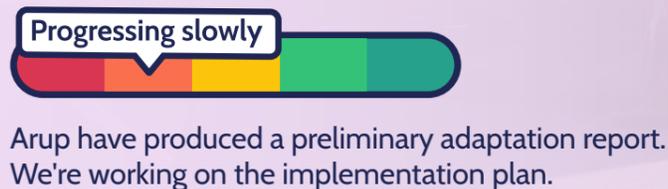
› We will report on indirect carbon emissions (Scope 3) by the end of 2024/25.



› We will generate or source 100% of the electricity used at the airport from renewables by 2030.



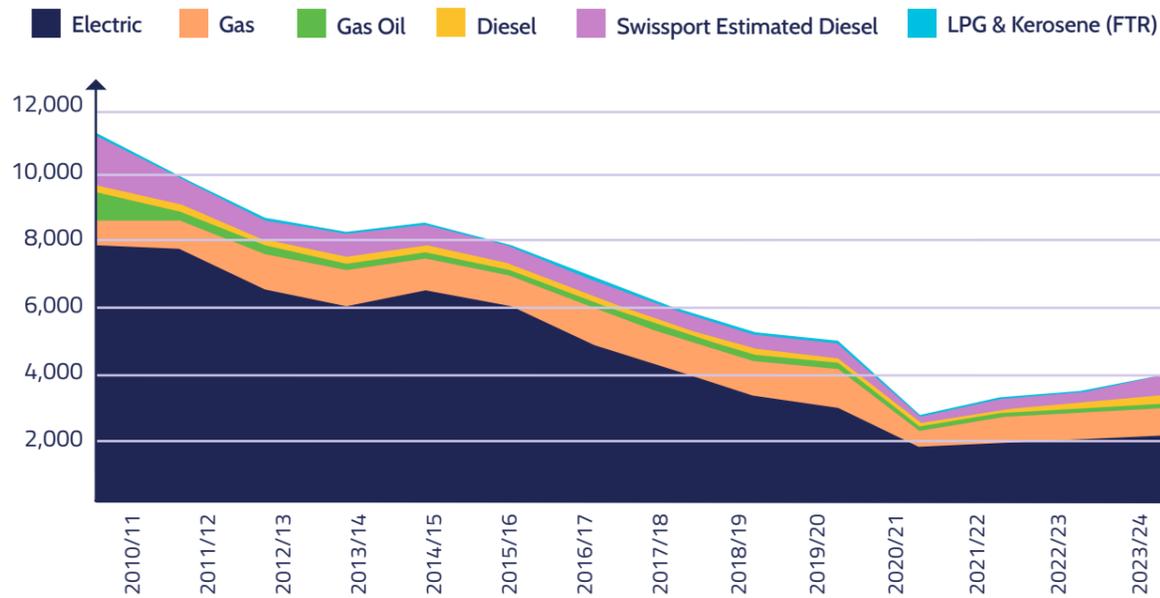
› We will produce a climate change adaptation report by the end of 2024 and implement an action plan by 2030.





Our Actions

Airport Overall Scope 1 & 2 CO₂e Emissions by Source 2010/11 to 2023/24



Climate change

Aircraft. Ground vehicles. The power we use in our buildings and operations. As the Civil Aviation Authority (CAA) puts it: "Airports of all sizes have an impact of some kind on the environment, both locally and potentially globally."

It's one of the reasons why, in 2022, the 41st United Nations International Civil Aviation Organization (ICAO) General Assembly reached international agreement on achieving net-zero aviation by 2050.

At LJLA, our own ambitious targets will see us cut the carbon in our airspace, electrify our ground vehicles, and generate up to a quarter of the overall electricity demand across the airport from our own onsite solar farm. From October 2024, the balance will be sourced from renewable sources.



Improving air quality at (and around) LJLA

LJLA and Liverpool City Council have partnered in monitoring nitrogen dioxide (NO₂) on and around the perimeter of the aerodrome for over 20 years. During that time the air quality has remained good.

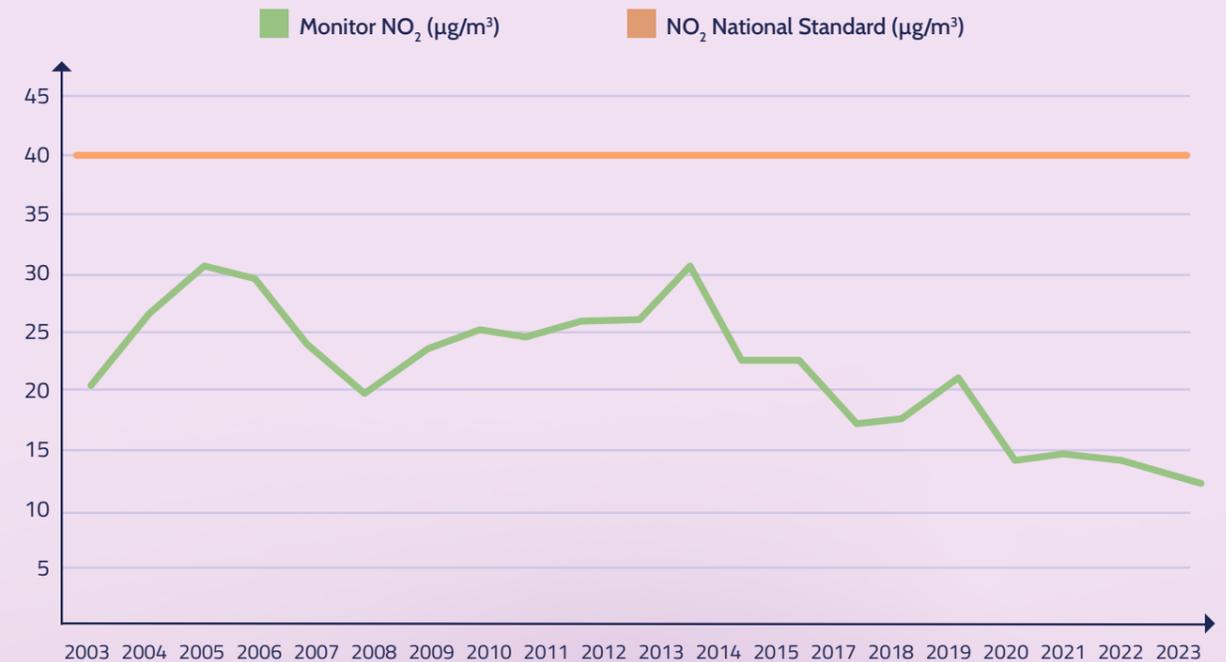
In South Liverpool, road vehicles remain the dominant source of local nitrogen oxide (NO_x – which includes NO₂) emissions. The airport expects its contribution to overall NO_x levels to drop as the fleet of vehicles at the airport transitions away from hydrocarbon-based fuels in pursuit of our 2040 decarbonisation objectives.

Over the next few years, focus is set to shift from NO_x and NO₂ to ultrafine particles (UFP), the aerosols causing growing concern because of their impact on human health. Here too, our emissions should continue to reduce as we electrify ground surface vehicles and expand the use of sustainable aviation fuel.

Also supporting our objectives is a salary sacrifice scheme to help colleagues in switching to EVs. This has proven popular with 7% of colleagues now choosing EV through the scheme.

The mean concentration of NO₂ from the 10 monitoring locations for 2023 was **13.9 µg/m₃** which has reduced from a high in 2006 of 31.1 µg/m₃.

NO₂ Annual Monitoring Trend at LJLA 2003 to 2023





Our Actions

Managing Airspace

The airspace above and around Liverpool is some of the busiest in Europe, so you might be surprised to learn that the procedures and navigational aids that support it remain largely unchanged since the 1950s.

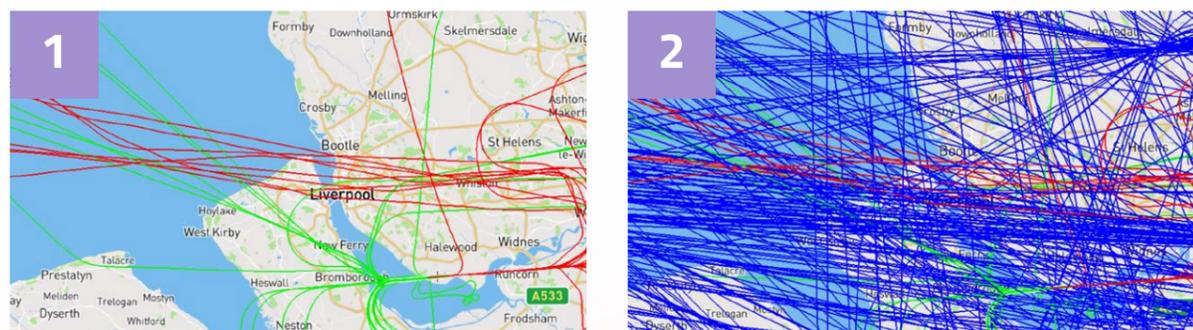
Improving the way we manage our airspace is important, not just to ensuring the continued, safe, free flow of air traffic, but to also minimising noise impacts and CO₂ emissions. That's because free-flowing airspace means aircraft can climb and descend more efficiently. It also reduces the need for holding stacks, where aircraft join a circular landing queue at busy airports, increasing noise and fuel use.

The Airspace Change Masterplan, published in 2022, is seeking to drive co-ordinated change across the region and country as land-based navigational procedures are rationalised and the procedures aircraft follow transition to satellite-based navigation. LJLA started work on its airspace changes as far back as 2018.

Now we, other airports in our cluster (Manchester, Leeds Bradford and East Midland), and NATS are all at the same stage of progress towards Civil Aviation Publication (CAP) 1616. This is the CAA-controlled formal process for changing airspace design.

Having completed Stage 2 of the process, we are now working to integrate Manchester and Liverpool air traffic into a holistic systematic design. This is a hugely complex task as the maps below show.

The target for implementing airspace change proposals in our local area remains winter 2028. This does, however, look increasingly unlikely given the challenges of delivering national infrastructure upgrades without central government financial backing or direct support.



Two maps showing flights for a single day at LJLA (1) and all aircraft under 30,000 feet (2).

■ Arrivals ■ Departures ■ Overflights

ESG Report 2023: Enhancement

In our first ESG Report last year, we published the airport community's overall electricity, gas and diesel usage that the airport supplied as part of the airport's Scope 1 & 2 emissions. By including the emissions of the concessionaires and other businesses that operate at the airport, we over-reported our Scope 1 & 2 emissions.

This year, and moving forward, we will report our own Scope 1 & 2 emissions (see Environmental metrics on p60). We will seek to report the wider airport community's electricity, gas and diesel usage. And we will incrementally work to report our Scope 3 emissions (that is, the emissions in our supply chain over which we have no direct control) and seek external accreditation for these.

Understanding the difference we all can make

It doesn't take much energy to boil a kettle, does it? Yet it adds up. If a team of 250 people overfill the kettle to make four cups of tea each per day, they'll effectively waste the electricity consumed (and the carbon generated) by four average homes.

And that's just the kettle. If we really want to change behaviours so that everyone makes more sustainable choices, we need to build understanding of the difference people can make.

The session was well received, and feedback was that the core message of 'only use the energy you need' hit home.

So earlier this year, we rolled out carbon literacy training for 81% of LJLA colleagues. The sessions increased awareness and understanding about climate change and the difference everyone can make when they minimise waste, increase control and become more efficient.

The training also enabled us to show how much progress we've made. In reducing emissions from power by 70% (and all emissions by 50%) in 12 years, we've demonstrated that achieving big change is possible, especially when everyone plays their part.





Our Actions

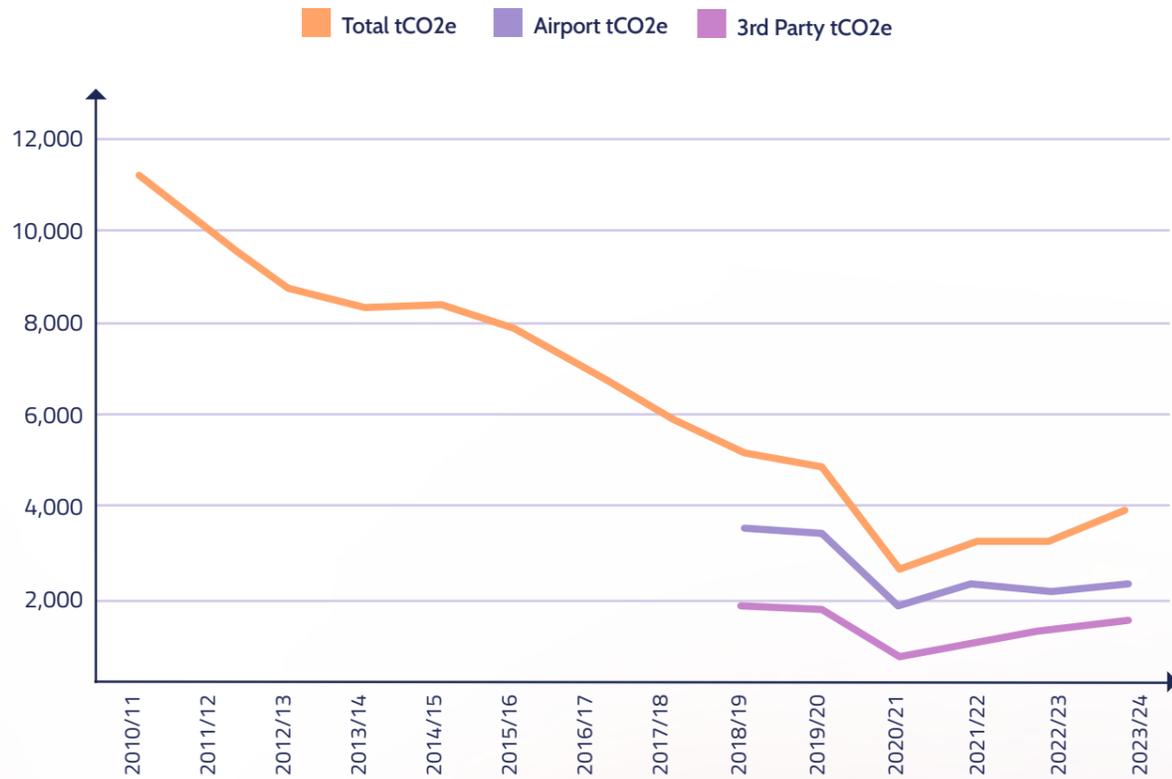
Examining our energy use

Electricity and gas usage (kWh) for 2023/24 was slightly lower than for 2022/23 (down 1.3% & 1.2% respectively), despite a 15% uplift in passenger activity.

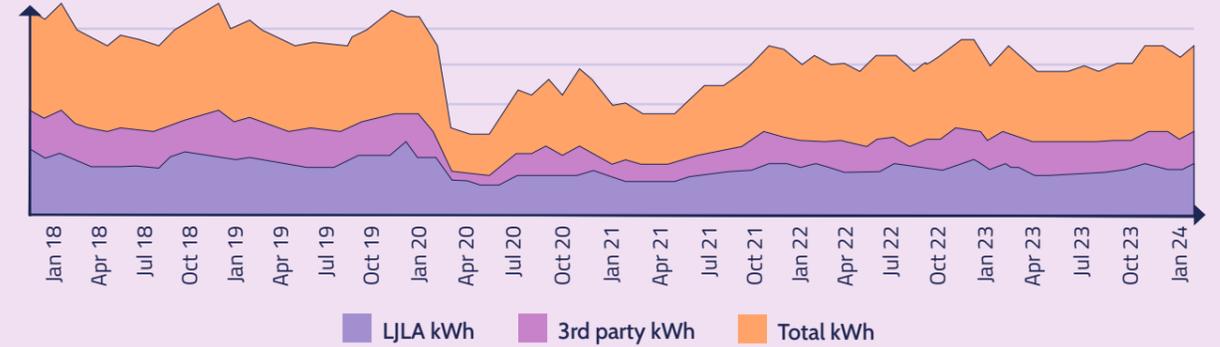
However, the calculation of emissions associated with electricity use increased 1% as the government's published emission factor increased by 7% (because nationally the country produced more electricity from gas and less from renewables, relative to the previous year).

Diesel use at the airport (for ground-based activities such as busing and emergency generators) increased in the past year, although electrification of these services in coming years will all but eliminate these emissions almost all together by 2040 if not sooner. Additional information is available on p60 & p61.

Overall airport emissions



Airport company and 3rd party electrical use



In 2023, we upgraded the last major outstanding section of lighting on the airport (streetlights on Speke Hall Avenue, Fuel Farm Road, Viscount Drive and the RVP Road) to LED.

From October 2024, the airport is committed to buying the electricity we need, beyond that generated by our own solar farm (see below), from renewable sources.

This will mean our emissions from electricity will be zero, based on market mechanisms. In consequence, our focus for further reductions will be on gas which is used for space heating and hot water in the terminal, hotel, and rescue and firefighting services.

Liverpool sun seekers: solar generation at LJLA

Many organisations working to minimise their energy use follow the Energy Hierarchy. At LJLA, our first step was to stop using energy that we didn't need to use, driving out waste by examining what we do and exploring whether we can do it better. The second step involved investing in more energy efficient equipment and controls that enable us to do more with less.

These first two steps are ongoing and we'll continue to look at where we can do more. Already, they have delivered a 75% reduction in the airport's overall emissions associated with electricity use.

Now, though, we're moving to the next level of the hierarchy and we're taking a leaf out of our passengers' books to do it. From autumn 2024 we'll be in search of the sun as we begin construction on a solar farm, with the array set to generate 25% of our overall airport's current power demand or just under 50% of the airport company's own power demand.

A solar site in the northeast corner of the aerodrome is the only practical location for our ground-mounted solar array. The renewable electricity generated by the solar farm will connect into the airport's High Voltage (HV) network and supply renewable energy across the site.

Our new solar farm will generate **50%** of the airport company's own power demand.



Our Actions

Creating a quieter LJLA

We want to be a positive force in our local communities and we know that one of the areas in which we have the potential to impact our communities most is noise from aircraft.

Obtaining meaningful metrics for noise can be challenging. The table below shows the modelled number of people and dwellings exposed to different daytime noise levels based on aircraft movements in 2006, 2011, 2016 and 2021.

As the chart demonstrates, the number of people and dwellings affected by noise from aircraft taking off and landing at LJLA has been falling since 2011, but the most recent figures have been skewed by the pandemic, when there were fewer aircraft movements because of travel restrictions.

Noise Level (dB)	Number of Dwellings				Number of People				Area enclosed (km ²)				Noise Sensitive Buildings 2021*
	2006	2011	2016	2021	2006	2011	2016	2021	2006	2011	2016	2021	
≥ 54	1,600	2,000	1,750	550	4,000	4,700	3,900	1,200	12.93	14.2	11.6	5.7	A.B.
≥ 57	1,000	1,100	900	<50	2,400	2,500	2,000	<100	7.65	8.3	6.8	3.1	None
≥ 60	300	300	150	<50	700	700	300	<100	4.37	4.7	3.8	1.7	None
≥ 63	<50	<100	<50	0	<100	<100	<100	0	2.4	2.5	2.1	1.0	None
≥ 66	<50	<100	<50	0	<100	<100	<100	0	1.39	1.4	1.1	0.6	None
≥ 69	0	0	0	0	0	0	0	0	0.88	0.8	0.7	0.4	None

*Estimated total number of people and dwellings above various noise levels, LAeq, 16h

Our next improvements will follow the noise action plan as approved by the Department for Environment, Food and Rural Affairs (Defra). Between now and 2026, we will implement the enhancements proposed in the plan which include:

- Phasing out night-time QC4 aircraft (that is, aircraft with the greatest noise impact) movements by 2027/8
- Increasing the grant available to properties exposed to 63 dB(A) daytime and 59 dB(A) night-time noise by 2025
- Conducting a formal airline workshop to share good practices and promote marginal improvements



Loos using less water

Overall water usage at LJLA has increased as airport passenger numbers have continued their return to pre-pandemic levels.

One way we're seeking to use less water is through the introduction of waterless urinals. We've installed three of them in back-of-house locations to familiarise colleagues with the concept, to test their performance, and to ensure they will be suitable for wider rollout when we refurbish toilet blocks in public areas. We envisage that each waterless urinal will save up to 100,000 litres of water each year.



Cutting airline catering landfill waste by up to 50%

86% of the 724 tonnes of waste associated with the daily operation of the airport is diverted from landfill. This includes all the waste arising from terminal concessionaires and aircraft operations.

We're striving to reduce the remaining 14% of waste that does get sent to landfill but are challenged by the lack of any local alternative for international catering waste (ICW).



LJLA is working through the Airport Operators Association with Defra/APHA (Animal and Plant Health Agency) to adopt the current draft aircraft waste scheme once it becomes officially recognised by the Regulator. This will enable aircraft crews to segregate waste into 'dry mixed recycling' (DMR) and 'international catering waste' (ICW) streams before handing it over to the cleaning agents for the airline.

Estimates suggest this may reduce the ICW going straight to landfill from participating airlines by up to 50%. We are optimistic that Defra/APHA will approve the guidance so we can implement it for summer 2025.



LJLA in our community

We aim to be the faster, easier, friendlier airport, and the ‘friendlier’ part is vitally important to us. We’re not just in the business of connecting people worldwide; we’re passionate about forging deep connections with our local neighbours too. We’re doing that through the Helping Dreams Take Flight initiative.

Helping Dreams Take Flight

We’re a key contributor to our region and we want to benefit our community the best we can. To guide us, we’ve developed a strategy that combines our established social value framework and partnerships with our localised knowledge.

Our ‘Helping Dreams Take Flight’ community strategy draws on the aims of Goals 3, 8 and 10 in this report and is underpinned by the National TOMs (themes, outcomes, measures) framework. It sets ambitious targets to unite colleagues and citizens in a fairer, friendlier, and upskilled Liverpool.

As we have already established specific environmental targets within our ESG strategy, we have excluded these from our current community strategy.



Education

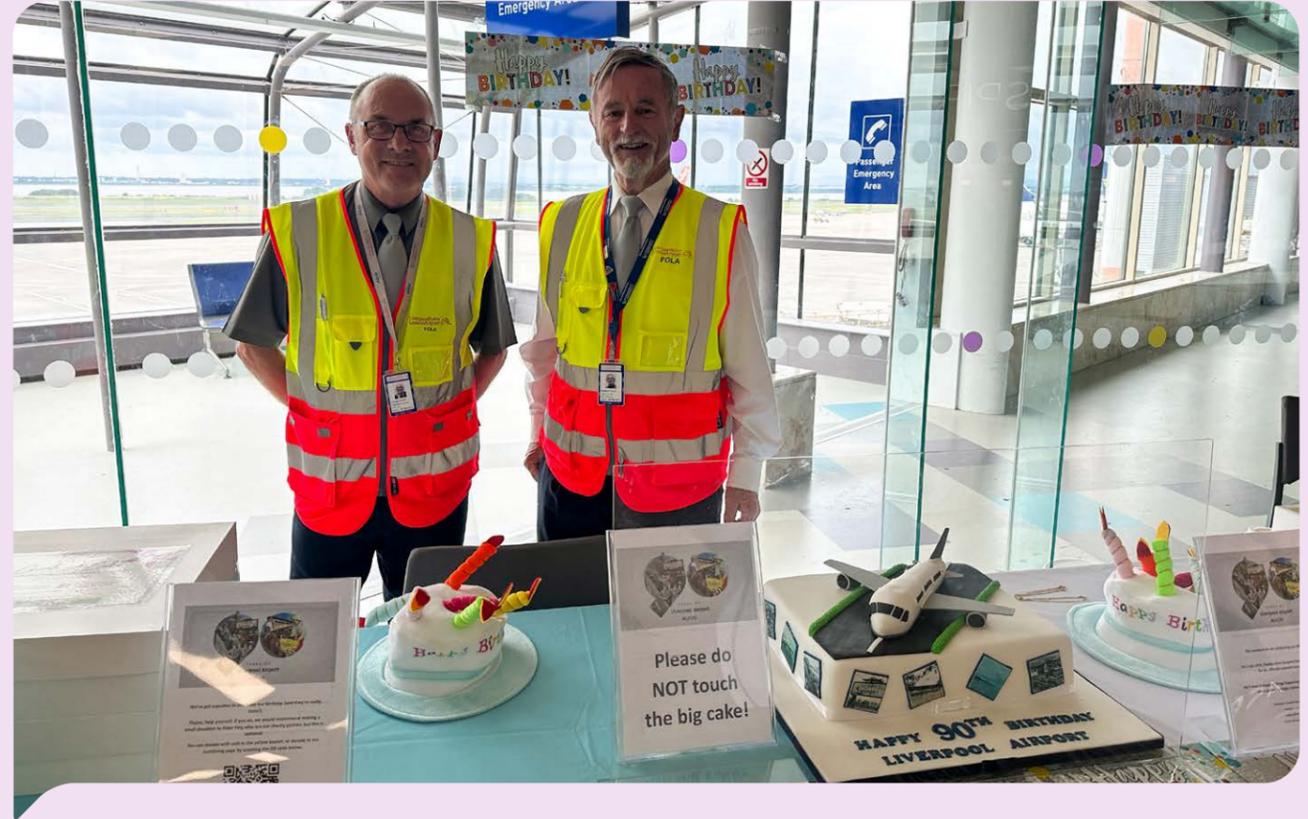
We recognise the importance of offering educational opportunities for all ages, across our community. We will work with local primary, secondary schools, and colleges to help children realise their full potential.

Employability

Unemployment in Liverpool is higher than in the rest of the North West. We have an opportunity to make a positive difference to that, but if we want to prioritise local employment, we need to give local residents the opportunity to upskill.

Engagement

LJLA people have a long track record of doing (more than) their bit within the local community. We engage by supporting local projects through volunteering, donations and sharing knowledge.



Celebrating 90 years of serving Liverpool & the North West

When Speke Airport opened for business on 1 July 1933, its hangars and terminal were converted farm buildings. The Secretary of State for Air declared the airport officially open at a grand civic ceremony which was followed by one of the largest civil air displays ever seen.

90 years, a name change and a couple of terminal rebuilds later, Liverpool John Lennon Airport celebrated its 90th birthday by placing a time capsule beneath the terminal. If you happen to be in the area on 1 July 2058, the airport’s 125th anniversary, you’ll be able to see the capsule opened again.

Passengers tucked into celebratory cupcakes while listening to our birthday DJ. In the Departure Lounge, we blew out the candles on our own celebratory cake. Popular aviation YouTube channel, Airliners Live, staged a special livestream while overlooking the airfield. And we were grateful for the many birthday messages we received from a host of well-known faces and businesses.

Speaking on the day, Tom Woods, LJLA’s Digital Marketing Executive said:

“It’s a fantastic occasion and a great opportunity to celebrate nine incredible decades!”

“It’s important that we take the time to properly mark occasions like this and pay homage to all of the passengers and staff who have helped make the airport a great place to work and travel from over the years.”



LJLA in our community

Launching the Liverpool Airport Community Fund

We're serious in our commitment to our local communities and the local environment. That's why we've set up the Liverpool Airport Community Fund, a pot of money ringfenced to support projects that enhance the local environment, improve or educate the local community, or enhance sustainability.

Launched in January 2024, the Community Fund Management Group met for the first time in March to evaluate the 24 applications received. Ten applications were successful in securing a share of **£25,278**. We'll keep in regular contact with each organisation to help ensure their projects are a success. The community projects receiving grants were:

- **Autism Adventures Training CIC Ltd**
Sensory garden
- **A Place For Us CIC**
Performing arts
- **Groundwork**
Improvements to Grow Speke Community Garden
- **Croxteth & Gillmoss Community Federation**
Renovation of community space

Knowsley Foodbank



A new fridge and shelves, ready for the opening of the new foodbank in Halewood.

"By providing a sustainable food club the project has reduced isolation, reduced financial poverty, and enhanced the lives of those within the community locally."

Colette Goulding,
Assistant CEO

Manwell CIO



New football kits being delivered to Manwell, which empowers men of all ages to manage their physical and mental health.

"When I arrived at Manwell, I was shy and suffered from crippling social anxiety. [Manwell has] been the emotional support I have needed to help me deal with the difficulties of life, including the recent loss of my dad. Manwell saved me, changed me, and helped me find my true, authentic self. For that I owe them everything."

Alun Evans,
Manwell CIO member

Five Children & Families Trust



Employees at Five Children and Families Trust proudly showing the purchase of their new outdoor cinema.

"For many families in our area who are living in poverty, this donation will broaden their experiences and provide fun-filled activities right on their doorstep."

Danielle Bowness,
Family Link Worker/Deputy Coordinator

Build Your Confidence



The women at Build Your Confidence using their new woodworking tools purchased by the grant.

"Having the new tools has meant we are able to spend more time supporting students and less time troubleshooting and maintaining tools during the classroom sessions. The impact means improved quality time teaching the things that we love and which improves their well-being and technical abilities."

Becki, Volunteer

St Mark's Catholic Primary School



One of our LJLA colleagues with his children at St.Marks School showcasing their new gardening books purchased by the grant.

"For many families in our area who are living in poverty, this donation will broaden their experiences and provide fun-filled activities right on their doorstep."

Gill Holt,
School Business Manager

AF & V Launchpad



Launchpad helps veterans transition from military to civilian life. The grant was used to complete an allotment at the organisation's Speke House site.

"The latest improvements have impacted so many of our residents. Being able to grow our own fruit and vegetables gives veterans with visiting children a safe place and an activity they can do together."

Janice Buckley,
Activities Coordinator



LJLA in our community



Making the journey as exciting as the destination

From the moment passengers enter LJLA's doors, they're on holiday. So we believe it's important we make the airport experience as exciting as possible. That's why, whenever you visit the airport, whether it's the height of summer, Halloween or Christmas, there's always a chance you'll bump into someone or something to make your day.

Thanks to our colleagues' commitment and imagination, we've had Disney princesses on site to meet passengers. We celebrated Dance Day with an in-terminal dance competition. On Blue Monday (anecdotally the most depressing day of the year) we offered complimentary spa treatments to passengers. And on Random Acts of Kindness Day, we handed out goodie bags... randomly.

2023 was a particularly important year for Liverpool because it was the year the city hosted the Eurovision Song Contest on behalf of 2022 event winners Ukraine. The city made headlines for the warm welcome it offered event goers, and as we were the point of entry for many of the acts and visitors, we wanted to create the very best of impressions. Decorations throughout the airport ensured the Eurovision experience started at LJLA.



Touring the Terminals

For many years, the airport has been running a successful programme of airport tours through a volunteer group of Airport Tour Guides, who are all members of the Friends of Liverpool Airport support group.

Over the past year, FoLA have hosted 33 tours between April '23 and March '24, with the vast majority attended by pupils of all ages from a cross-section of local schools and colleges. These tours often link to particular aspects of students' courses. For instance, students studying leisure and tourism at Hugh Baird College in Bootle have worked with the airport tour guides on a

project to look at how the airport tours could be developed further. This collaboration has not only enhanced their learning but also prepared them for a career in aviation, with a number of former students now working for airlines and handling agents here at Liverpool and elsewhere.





Environmental metrics

Greenhouse Gas Emissions**

Category	FY11 (Base year) (tCO ₂ e)	FY24 (tCO ₂ e)
Gross Scope 1 GHG emissions*	3298	1861
"Gross location-based Scope 2 GHG emissions"	7888	1998
Total Scope 1&2 GHG emissions	11186	3859

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

Emission type	FY11 (Base Year)	FY15	FY20	FY23	FY24
	tCO ₂ e				
Scope 1					
Mobile combustion	2509	957	775	549	951
Stationary Combustion	789	1013	1221	909	910
Total Scope 1	3298	1970	1996	1458	1861
	tCO ₂ e				
Scope 2					
Purchased electricity (location-based)	7888	6478	2877	1883	1998
Purchased electricity (market-based)	N/A	N/A	N/A	N/A	N/A
Total Scope 2 market-based	7888	6478	2877	1883	1998

**For further context around our emissions figures, please see the information under 'ESG Report 2023: Enhancement' on page 49.

Intensity ratios*

Denominator	Emissions/Energy	FY11 (Base Year)	FY23	FY24
kgCO ₂ e/passenger	Scope 1 & 2 emissions	2.1	0.9	0.9
kgCO ₂ e/m ² (area occupied)	Energy (fuel & electricity)	84.9	19.5	23.6
kgCO ₂ e/m ² (area occupied)	Energy (fuel - gas)	26.9	11.7	14.9
kgCO ₂ e/m ² (area occupied)	Energy (electricity)	64.4	15.1	15.9

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

Waste**

	FY23	FY24
Waste generated (metric tonnes)	476	724
Waste diverted from landfill (metric tonnes)	413	623
Waste directed to disposal (metric tonnes)	63*	101*
Water consumption (m ³)	37,708	40,268

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

**A large increase in waste has been recorded following the the airport's post-covid recovery with a significant increase in both passengers and the number of terminal retail concessions compared to the previous year.



Social metrics

Employee diversity

Metric	Unit	FY23	FY24
Executive Management Team (6 colleagues)	% female	33%	33%
	% ethnic minority	0%	0%
	% under 30 years	0%	0%
	% age 30-50 years	66%	50%
	% over 50 years	33%	50%
Leadership (31 colleagues inc. EMT)	% female	29%	32%
	% ethnic minority	4%	10%
	% under 30 years	14%	13%
	% age 30-50 years	64%	58%
	% over 50 years	21%	29%
All employees (235 colleagues)	% female	25%	25%
	% ethnic minority	7%	9%
	% under 30 years	18%	16%
	% age 30-50 years	49%	46%
	% over 50 years	33%	38%
UK pay reporting			
Average (mean) gender pay gap	Percentage	-9.47%	-1.53%
Average (median) gender pay gap	Percentage	1.34%	3.01%
Average (mean) ethnicity pay gap	Percentage	N/A	N/A
Average (median) ethnicity pay gap	Percentage	N/A	N/A
CEO pay ratio			
25th percentile pay ratio	Ratio	N/A	N/A
Median pay ratio	Ratio	N/A	N/A
75th percentile pay ratio	Ratio	N/A	N/A
Percentage of senior management at significant locations of operation that are hired from the local community			
	Percentage	11%	16%

Employee hires and turnover

	FY23			FY24		
	Female	Male	Total	Female	Male	Total
Total number of employees*	54	166	220	58	177	235
Permanent	54	163	217	55	169	224
Temporary	0	3	3	3	8	11
Non-guaranteed hours	0	0	0	0	0	0
Full-time	49	164	213	53	172	225
Part-time	5	2	7	5	5	10
Total number of new employee hires	11	29	40	13	33	46
Rate of new employee hires	16.2%			20.9%		
Employee age under 30	5	6	11	4	10	14
Employee age 30-50 years	4	9	13	5	14	19
Employee age over 50	2	4	6	4	9	13
Total number of employee turnover	13	45	58	9	23	32
Rate of employee turnover	24.2%			14.0%		
Employee age under 30	5	5	10	0	9	9
Employee age 30-50 years	6	27	33	5	9	14
Employee age over 50	2	13	15	4	5	9

* Based on head count at end of reporting period.

Employee parental leave

	FY23		FY24	
	Female	Male	Female	Male
Employees entitled to parental leave	54	166	58	177
Employees that took parental leave	1	8	3	2
Employees that returned to work after	0	8	N/A*	2
"Employees that return to work after and remained for more than 12 months"	N/A	N/A	0**	8

* The 3 females are due to return to work in FY25 ** The 1 female was made redundant due to DSA closure

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