

CASE STUDY

MANCHESTER AIRPORTS GROUP UK SUSTAINABILITY COMMUNICATIONS ASSURANCE

ISSUED – APRIL 2013

42 MILLION PASSENGERS TRUST MANCHESTER AIRPORTS GROUP

M.A.G (Manchester Airports Group) serves nearly 42 million passengers annually through its ownership and operation of Manchester, Stansted, East Midlands and Bournemouth airports.

M.A.G also includes the commercial property company, M.A.G Developments which manages the Group's £600m property portfolio.

In addition, M.A.G. run businesses in airport-related areas, such as car parking, airport security, fire fighting, engineering, motor transport and retail activities.

LANDING AN ACCURATE REPORT

SGS was commissioned by M.A.G. to conduct an independent assurance of data in their Sustainability Report for 2011/12, including:

- Evaluation of Environment, Communities, People and Customers data;
- Evaluation of data reported in the GRI performance indicators;
- Provision of an Assurance Statement describing the assignment and our opinion and conclusions; and
- Provision of an internal management report based on the findings of the assurance process, highlighting strengths and weaknesses in processes and procedures identified during the assurance process.

TELLING A CREDIBLE STORY

The key objective of the SGS Sustainability Report Assurance project work was to provide credibility and reliability to M.A.G.'s sustainability report through the verification of selected data presented therein, and thereby enabling stakeholders to be more confident in the accuracy of reported data.

ASSURANCE BRINGS INSIGHT

SGS' expertise and flexible working approach enabled M.A.G. to publish an externally verified Sustainability report at GRI G3.1 Application Level A+.

In addition M.A.G. have benefitted from the improvement opportunities identified through the assurance process to enable improvements in data collection and reporting processes to be implemented.



SGS

PERFECTLY TIMED TEAM EFFORT

M.A.G. publish their sustainability report annually to demonstrate their commitment to sustainability in the aviation industry. Sustainability is a central part of M.A.G.'s vision, strategy and activities and the company aims to reduce, where possible, and manage the impact of these activities in a proactive and responsible manner. As a part of this process they produce annual reports that provide information and data on their performance from a viewpoint of sustainability.

SGS has worked closely with M.A.G. to provide assurance for the most significant data in their sustainability report and to ensure that their report fulfils all required standard disclosures for GRI G3.1 Application Level A+. SGS has provided support and guidance to the company through the observations and recommendations included in the internal management report, which have helped to identify strengths in the reports and areas where data management processes and reporting could be improved. By developing a strong working relationship, SGS has been able to help M.A.G. achieve the highest GRI G3.1 Application level, A+ for their sustainability reporting.

Neil Robinson, Corporate Affairs Director, M.A.G. said, "Through demonstrating knowledge and professionalism SGS have proven to be an excellent partner, verifying our GRI submission and the data included within M.A.G.'s Corporate Social Responsibility report. SGS's ability to adapt to time pressures, be flexible in their approach and quickly understand a complex organisation over numerous sites was very reassuring and their team were capable, trustworthy and their expertise shone throughout the time that we were working with them."

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WHEN YOU NEED TO BE SURE

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