



London Luton Airport

# Sustainable supply chain charter



At London Luton Airport, our vision is to be the simplest and friendliest major airport, focused on sustainable growth.

We aim to extend our Sustainability (environmental, social and responsible business) practices across our supply chain through the development and implementation of this Sustainable Supply Chain Charter (SSCC).

In this SSCC, references to “our”, “we”, “us” refers to London Luton Airport Operations Limited, and references to the “Airport” refers to London Luton Airport. This Charter applies to all third parties undertaking commercial operations at the Airport (including all concessionaires and airlines) and all third parties which supply goods or services to us (each an “Operator”). References to “you” and “you’re” in this SSCC, refers to each Operator.



## 1. ENVIRONMENT

We are committed to improving our environmental performance and will seek to work with those who share our values. We expect you to be able to demonstrate good environmental management practices, and we recognise environmental policies and certifications such as ISO 14001 and ISO 50001. We expect you to provide us with copies of those policies and any annual sustainability performance data we may request.

We encourage you to support us with our shared priorities such as switching to 100% renewable electricity and reducing carbon emissions. We ask that you identify risks to the contract from climate change and to implement appropriate resilience plans to mitigate those risks. We encourage action to improve your environmental performance, which might include a focus on improving air quality, creating green spaces and biodiversity, and helping to reduce waste, noise pollution.

### OUR REQUIREMENTS:

You must:

- Implement an appropriate environmental policy
- Monitor the environmental impact of your operations and implement actions to mitigate any negative impact, considering the use of renewable energy and implement reporting

### OUR ASPIRATIONS:

We encourage you to:

- Develop a set of actions to reduce your emissions/ carbon output and provide updates on progress when requested

#### Key topics:

carbon emissions and climate change, climate change resilience, air quality, waste and recycling, water use and pollution, single use plastics, and biodiversity.

## 2. CREATING SOCIAL VALUE

Together, we can create a positive impact on the communities we work in. We expect you to work with us to maximise local employment opportunities and support efforts to deliver sustainable economic growth in and around Luton. This includes improving skills, creating quality employment opportunities (especially for young people and those who have been out of work and education), and maximising local sourcing, especially with micro, small and medium enterprises (MSMEs), voluntary and community sector organisations (VCSOs).

We encourage you to take positive action to create and measure the social value delivered through your work at the airport or with us. This might include early career programmes, apprenticeships, local employment, supporting students, school leavers and long-term unemployed, or maximising local sourcing.

### OUR ASPIRATIONS:

We encourage you to:

- Disclose your social value creation plan, outlining the ways in which you will create value to the community and environment
- Demonstrate how you will create local jobs and improve skills
- Demonstrate ways in which you increase volunteering opportunities in the local community

#### Key topics:

Supporting employment and skills in our community. Inclusive economic growth (support sustainable economic growth across the region that delivers quality employment, skills and development)

## CHARTER OBJECTIVES

We work with hundreds of businesses who either operate at the Airport or supply us with goods and services. This SSCC sets out the standards and principles for all Operators, including all concessionaries, suppliers, and airlines, as well as the key sustainability focus areas we aim to deliver improvements in. This SSCC aims to define sustainability requirements and expand good practice and our positive impact.



### 3. RESPONSIBLE BUSINESS AND EMPLOYER

Being a responsible business and employer is a key priority for us. You should ensure that you take appropriate steps to prevent bribery, money laundering and tax evasion in connection with your operations. We expect you to keep sensitive data safe and protect against cyber-attacks. Certifications such as ISO 27001 or cyber essentials should be implemented where appropriate. We encourage you to pay at least the Real Living Wage and provide good working conditions, including appropriate processes to ensure the health, safety and wellbeing of staff is protected. We recognise certifications such as ISO 45001 and safecontractor. We encourage you to take action to improve diversity, equity and inclusion. We have a zero-tolerance policy towards human trafficking and modern-day slavery, and expect you to comply with the Modern Slavery Act 2015.

We require you to provide us with annual performance data and disclose progress on key sustainability issues to us directly. In addition, we encourage you to report on your priority sustainability issues publicly, and where appropriate, do so in line with recognised international standards such as Global Reporting Initiative (GRI) or Sustainability Accounting Standards Board (SASB).

#### OUR ASPIRATIONS:

We encourage you to:

- Declare any conflicts of interest and disclose processes to identify any insider or security threats
- Demonstrate compliance with equalities law, diversity, equity and inclusion performance statistics and management approach
- Pay your staff at least the Real Living Wage
- Disclose your approach to promoting diversity and preventing bribery and modern slavery in connection with your operations

#### Key topics:

Responsible business practices (business ethics, fair business practices, risk management, cyber security and data protection) and responsible employment (labour and human rights; fair pay; diversity, equity & inclusion; health, safety and wellbeing, including mental health)

## OUR ASPIRATIONS

This SSCC sets out our aspirations for how you will support our sustainability programmes. We know you differ in size, activity and maturity of sustainability management and therefore we recognise that your sustainability approach and performance will vary as a result.

We require you to work collaboratively with us on the relevant focus areas and actions. We will assess your management of environmental, social and corporate governance issues on an ongoing basis.

## SUSTAINABILITY FOCUS AREAS

We require you to operate policies and standards that manage relevant sustainability issues effectively, and for you to comply with applicable legislation and contractual obligations. There are three focus areas where we aim to improve performance in partnership with you.



### NEXT STEPS

To help support the sustainability initiatives of our supply chain, we will take the following actions:

#### Collaboration

Establish focus area working groups to explore shared innovation opportunities

#### Integration

Identify the opportunity to increase the scope and aspirations in our procurement process to include additional sustainability questions and KPIs

#### Exploration

Explore strategic opportunities to align our sustainability and procurement priorities to deliver maximum results

For further information, or to share your ideas,  
please contact us at:

[Sustainability@ltn.aero](mailto:Sustainability@ltn.aero)

[Community@ltn.aero](mailto:Community@ltn.aero)

[Procurement.Team@ltn.aero](mailto:Procurement.Team@ltn.aero)