UK Civil Aviation Authority

# CAA Sustainability Team
# UK ACC

## 14 November 2024

**Together we will**

**Do the right thing**

**Never stop learning**

**Build collaborative relationships**

**Respect everyone**

# Introduction

## CAA Mission:  protecting people, enabling aerospace

| Safety | Security | Consumer Protection | Environment |
|---|---|---|---|

| We believe there must be a long-term successful but sustainable aviation sector. | This is a complex, system wide issue: industry, government and academia must work together to solve it. | We are a trusted voice and have considerable expertise which we can use to drive change. | This is a long-term challenge:  we will need to evolve as climate knowledge and technology develops. | Safety, security and protecting consumers are our main priorities as the aviation regulator. |
|---|---|---|---|---|
| **A future for aviation** | **Collaboration** | **Leadership** | **Evolution** | **Wider remit** |

| Regulating | Collaborating | Leading | Observing |
|---|---|---|---|

# Environmental Sustainability Strategy

❖ Enabling **Jet Zero** technology;

❖ Modernising **airspace;**

❖ **Providing information on**:

    ❖ performance (noise and emissions)

    ❖ the environmental impact of your flight.

❖ **Advising** government;

❖ Reducing our own emissions and waste;

❖ Assessing how our **regulated activities** impact the **local environment**

❖ Considering sustainability in our regulation and oversight.

# Community Information and Feedback Forum

A structured and open relationship with community representatives from areas impacted by aviation around the largest airports to:

a) promote information-sharing and engagement between the CAA and communities;

b) inform the CAA understanding of community perspectives on national, strategic projects; and

c) allow communities to be updated on CAA work and priorities and provide an opportunity for them to give feedback into our work where appropriate.

It will focus on issues of national policy and strategic significance, and process development

Modernising airspace to deliver quicker, quieter and cleaner journeys and more capacity for the benefit of people in the air and on the ground.

4th Strategic Objective on Environmental Sustainability
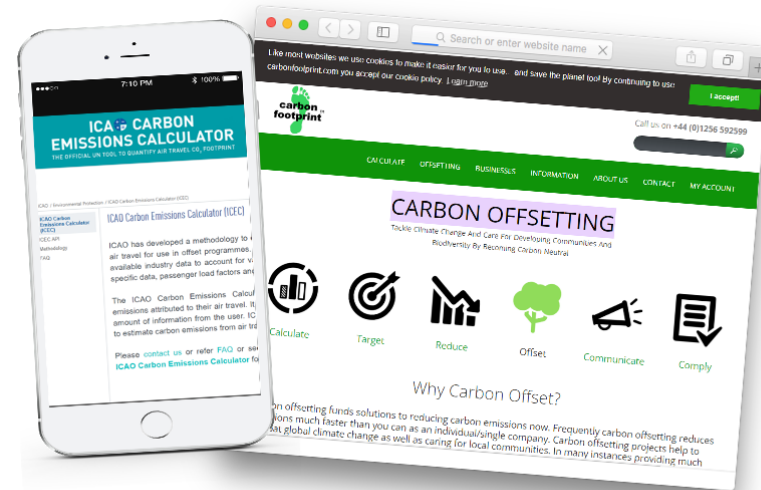
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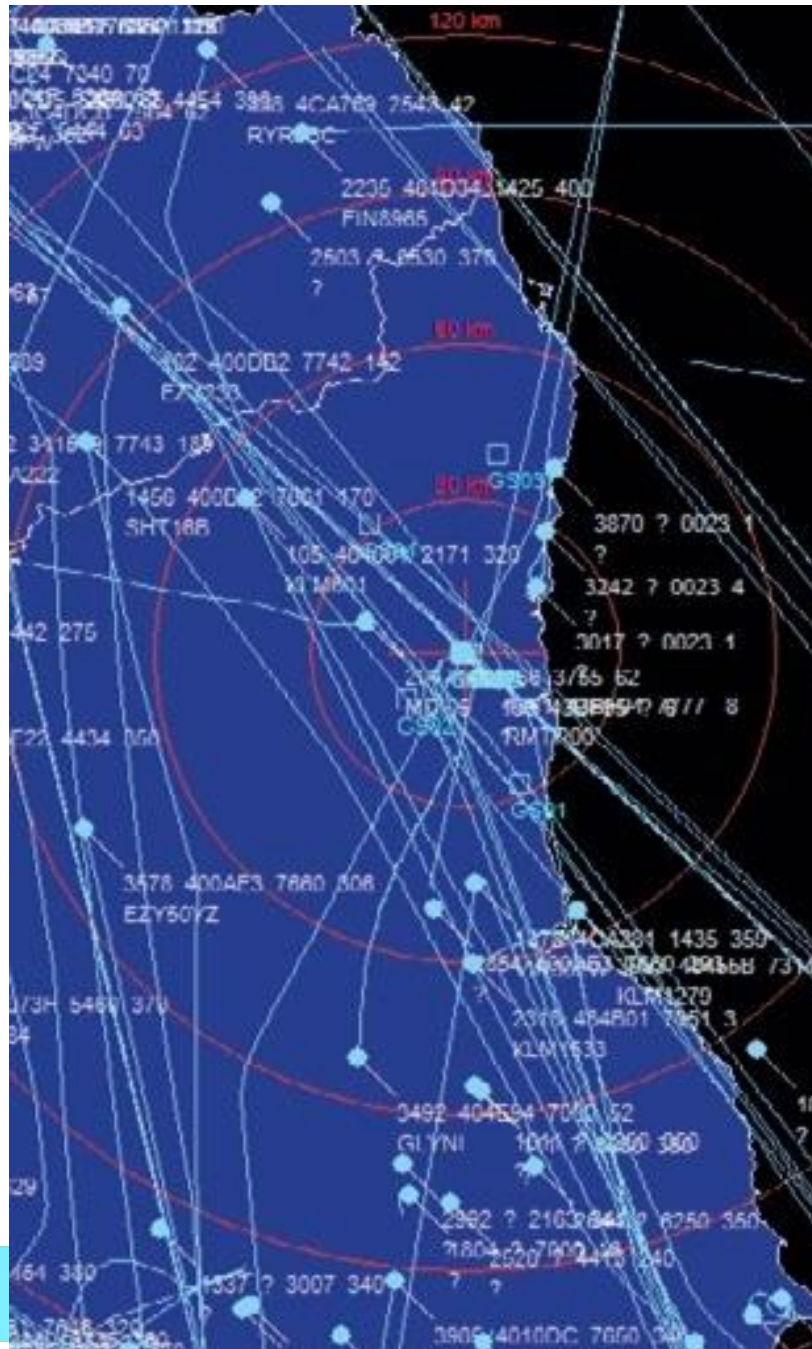
# Reporting and information

Biodiversity reports

Cross-industry Environmental Performance

Climate change adaptation

Consumer information

# Noise-related projects

**Aviation Noise Attitudes Survey**

- Push-to-web survey,
- 2 waves of survey fieldwork
- around 10 UK airports,
- 6 noise bands starting from 45-48 dB(A) $LA_{eq,16h}$ and up to >60 dB(A) $LA_{eq,16h.}$

Findings will be peer reviewed prior to anticipated release at the end of 2025 or early 2026.
Frequently Asked Questions on our website

**Noise Action Plans**
3 aspects of Action planning:
- the <u>process</u> of developing & implementing action plans;
- the <u>clarity of Defra Guidance;</u> and
- the <u>effectiveness</u> of action plans in noise management.

Engagement with both airport and community stakeholders at 8 airports in UK and 2 in EU
- Questionnaires going out in November

Final findings and recommendations in April 2025.

# Emissions related projects

**Greenhouse Gas emissions methodologies**

To inform decisions on Airspace Change Proposals
- best practice in methodologies used for assessing potential changes in emissions
- Guidance to Sponsors
- Consultation in Spring 2025

**Alternative fuels**
- Supporting decarbonisation of airport operations;
- Carrying out regulatory sandbox testing with airports testing early infrastructure for hydrogen

**Air Quality around airports**
- Building our understanding of the issues, engaging with stakeholders.
- Potential for more proactive role in the future?

Guidance for Airport Engagement and Complaints Handling around Environmental Sustainability

CAP3041

# Airports engagement guidance

- To ensure relationships between airports and communities are based on trust by identifying and sharing best practice in engagement and complaint resolution around environmental impacts.
- Primarily relating to engagement and complaints handling around aircraft noise, but also covers other environmental impacts, such as air quality and climate change.
- Focus is on the engagement and complaints handling processes around short-term, short notice change -  - including changes in routes, increased traffic, noisier aircraft and other changes to airport's operations or air traffic services (e.g. change in wind direction) and sometimes noncompliance by airlines to noise abatement guidelines.
- These guidelines are also applicable to airport engagement and complaints handling practices for day-to-day airport operations where no changes have occurred.

# Airports engagement guidelines

These guidelines set out a principle-based approach to airport engagement and complaints handling practices that focuses on promoting the importance of

- Transparency;
- Effective process;
- Community reach;
- Environmental sustainability; and
- Environmental sustainability literacy.

**General Principle**

**Reasons why important**

**Examples of good practice**

**Reflections**

# Guidelines

# Transparency

**Airport and community group engagement should be transparent and meaningful, both about past impacts and upcoming short-term/short-notice changes**



Guidelines

In order to effectively engage with and gain the trust of communities, airports should:

➢ share metrics and information transparently;

➢ develop metrics and measures (where possible) in collaboration with communities, to reinforce transparency;

➢ communicate using a range of media targeted at different audiences who might have varying levels of technical understanding and environmental literacy;

➢ manage expectations of feasible outcomes

# Effective Process

Airports should aim to have proportionate processes in relation to complaints handling and engagement, and continually improve them using evidence-based metrics where possible

Guidelines

- Airports should focus on understanding the different audiences they engage with and tailor responses accordingly.

- Airports should listen and act upon communities' feedback to strengthen their processes.

- Airports should invest in proportionate processes to gather data, using appropriate metrics. They should consider the longterm benefit of using the data to measure the effectiveness of their engagement and complaints handling.

- The formats in which airports accept complaints and how they engage with the public should be accessible through a multitude of channels, which should also be regularly reviewed, as the ways in which community members engage are varied and constantly changing

# Community Reach

## Airports should attempt to engage with the public more broadly across their communities



Guidelines

In seeking to engage with a broad representation of its local communities, airports should:

➢ Use a wide range of communication channels and engagement methods, taking into consideration the challenges of digital literacy and accessibility. Airports should also evaluate the effectiveness of the methods.

➢ Seek to engage with the 'silent majority' on their priorities and interests in aviation's environmental matters, but balance this with ensuring there are clear engagement objectives as some members of the community are just not interested.

➢ Engage on a range of aviation's environmental impacts, not just noise, taking into account that different demographics may have different environmental priorities

# Environmental sustainability

## Airport engagement should cover all aspects of environmental sustainability



Guidelines

➢ Airports should explore a broader communication and engagement approach, to help prepare for a future where environmental impacts beyond noise are likely to be a part of the debate on environmental sustainability.

➢ This approach could include offering a wide range of channels for interested parties to engage on all environmental sustainability factors, and to accept complaints as is available with noise

# Environmental sustainability literacy baseline

## Airports should work with their local communities to ensure a common baseline of environmental sustainability literacy



Guidelines

➢ There is scope to create better joint understanding by airports and their communities working together to ensure there is a shared baseline level of environmental sustainability literacy.

➢ Airports can support the development of this by limited technical jargon in communications with communities, and by proactively checking in on levels of understanding rather than assuming content has been understood in a certain way

# Questions