



AIR CHARTER SERVICE

# Corporate Environment & Social Responsibility Report 2023

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“We are determined to grow our business in a responsible and sustainable way. This report indicates our direction of travel.”

Chris Leach  
Chairman

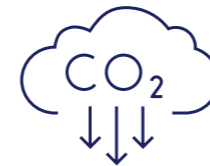


# 2022 Highlights

We maintained carbon neutrality of our internal operations through the offsetting of

**928**

tCO<sub>2</sub>e for 2022



Through employee fundraising and ACS charitable donations over

**£140k** GBP

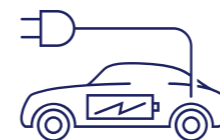
has been donated to charity in 2022



We launched an employee

**electric car scheme**

UK wide in 2022



We engaged and began

**supporting a PhD student**

in 2022





# Contents

## 01

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### Introduction

- 8 Chairman's Message
- 10 About ACS
- 12 CESR Overview within ACS

## 02

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### The Environment

- 18 Aviation & the Environment
- 20 Types of Emissions
- 22 ACS's 2022 Emissions
- 24 Investing in the Future
- 26 Carbon Offsetting
- 28 Offsetting a Flight
- 30 Projects Supported through Offsetting
- 33 Sustainable Aviation Fuel
- 34 Our Supply Chain
- 36 ACS's Internal Reduction Initiatives
- 37 ACS's 2023 Environmental Targets

## 03

---

### Our People & Culture

- 40 Our People & Culture
- 43 Wellbeing
- 44 Diversity & Inclusion
- 47 Industry-Leading Training
- 48 Ethical Approach & Trust
- 49 Industry-Leading Ethical Compliance

## 04

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### Charity & Community

- 52 Charity
- 54 Case Studies London
- 56 Case Studies Worldwide
- 58 Community London
- 60 Community Worldwide
- 62 Humanitarian Aid

## 05

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### Final Summary

- 64 Recap & Targets
- 66 Thank you

# Introduction



# Chairman's Message

## Doing business in the right way

“Creating a fairer and more sustainable world is a challenge. Individuals play their part, but businesses need to make brave and bold commitments to lead the agenda.

As an aviation business we understand that we, more than most, have a crucial role to play.”



We are determined to grow our business in a responsible and sustainable way, and this report indicates our direction of travel. It details what we are doing to achieve balanced progress across all aspects of our business, and how we're getting on. We will happily share what has worked and what hasn't. Where we have met our targets and where we have fallen short. We hope our transparency will help other businesses in our industry that are on the same journey.

We're not perfect. We make mistakes, reflect on our experiences and try again. It's about continuous improvement, and as technology and innovation unlock new ways of doing things, we look to improve.

We've grown considerably since our business began in the basement of my family home in 1990. I never imagined my desk phone, my fax machine and me, would grow into a global business of more than 600 employees operating in 30 offices. But the family ethos remains to this day, as do the values on which I launched the business.

I've always been passionate about supporting my local community of Kingston Upon Thames. It's where I started my business, and it's where we've grown our global HQ. And this mindset, of investing back, is at the heart of our approach set out in this report. It's how I believe we can deliver our exceptional service in a way that treads most lightly on the planet.

“Last year we committed to a group wide annual policy, based on a framework for the future and well considered targets organised around our three key pillars: **Our People, The Environment, and Charity & Community.** This, our second report outlines how we have started our journey.”

Chris Leach  
Chairman

We are committed to a transparent and measurable environmental and social program. It brings rigour to our business, which supports our purpose and shows that doing business in the right way is not only the right thing to do, but the smart thing to do. Our continued growth around the world hopefully demonstrates this.

For many years we've set ourselves ambitious CESR (Corporate Environment & Social Responsibility) targets. For instance, our internal operations have been certified carbon neutral since 2007. But our processes, plans and targets have grown organically, and often on an office-by-office, region-by-region basis. So I'm pleased to say that we as a group have finally formalised what we've been doing for years and have henceforth committed to a group wide and annual policy, based upon a coherent framework for the future and well considered targets organised around three key pillars:

### **Our People, The Environment, and Charity & Community**

This is our second Corporate Environment & Social Responsibility report. I hope you find our approach interesting. If we manage to inspire wider change, I'll consider it a job well done.

And I'd like to hear your views. You can reach me at [hellochris@aircharterservice.com](mailto:hellochris@aircharterservice.com).

# About ACS

Trusted aircraft charter partner

Air Charter Service (ACS) is an aircraft charter brokerage. ACS is not an aircraft operator or a direct air carrier and is not in operational control of aircraft.

All flights procured by ACS are operated by direct air carriers or direct foreign air carriers, as applicable, which have operational control of the aircraft. We provide specialist solutions for our customers who require people or cargo to travel by air.

We have been established for over 30 years and in this time have grown into a globally recognised charter brokerage with a network of offices spanning Africa, Asia, Australasia, the Middle East, Europe, North America and South America.

With 30 offices spanning six continents and with over 47 different languages spoken within the group, we fully utilise the expert knowledge of our global colleagues, allowing the fastest response times, most accurate detail and best negotiation potential.

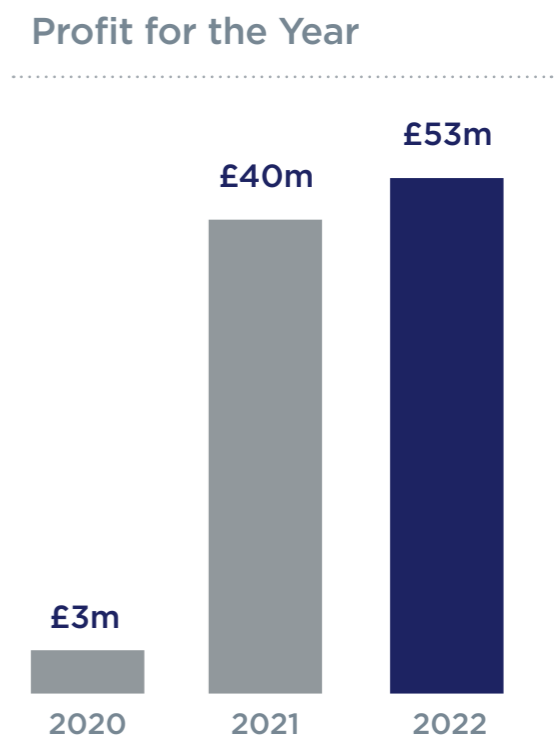
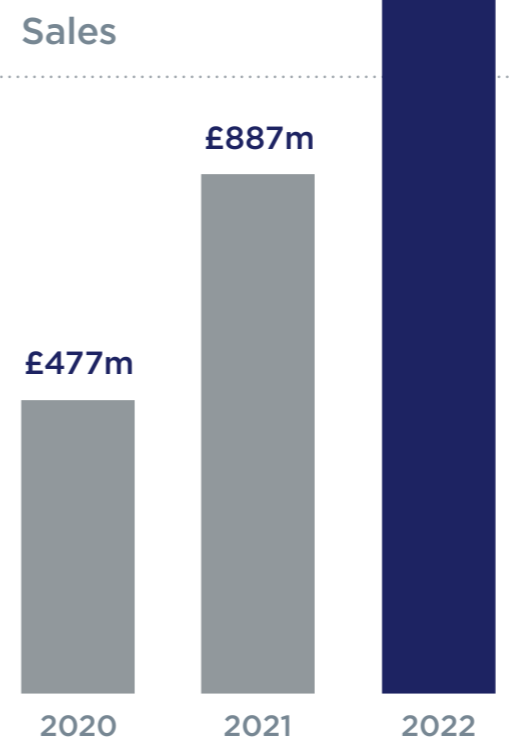
ACS is accredited to ISO9001, ISO14001 and ISO27001 standards and its internal operations have been certified carbon neutral since 2007.



**30**   
offices  
spanning

**06**   
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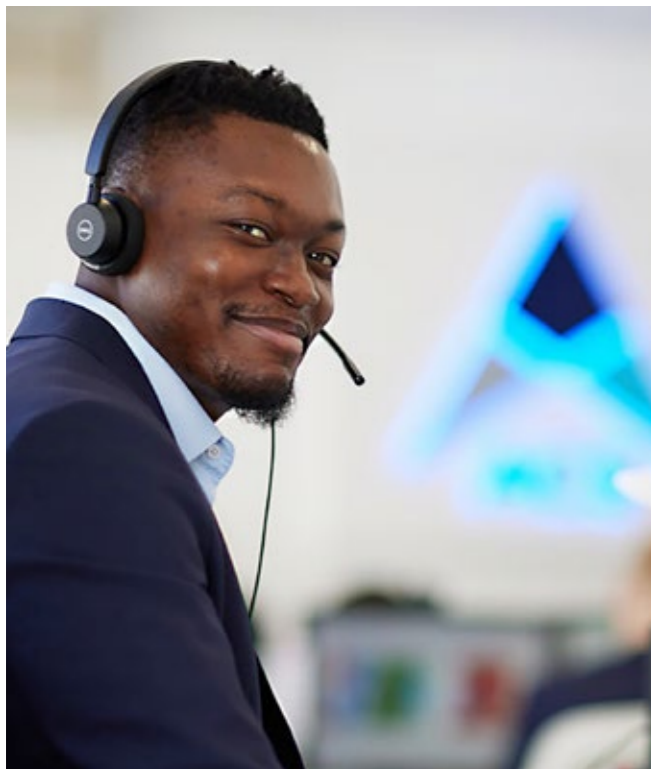


# CESR Overview within ACS

It's simple really. We're on a journey to become a better company, to always behave with honesty, integrity and respect.

## Our mission

Our mission is to create a future global aviation industry that is more sustainable and diverse than when we started our business, and to positively affect our local community and wider business community as a whole.



## Our core principles:



### Our People

We will incorporate the values demonstrated in this report into our culture, management and decision-making processes.

### The Environment

We will promote, inform, educate and implement appropriate corporate and social responsibility initiatives.

### Charity & Community

We will measure, monitor and report on our CESR activities and targets.

Our policy accounts for our continued effort towards improving how our global footprint impacts our employees, our local communities and our wider business community. We will report via the Global CESR steering group in our London HQ, but initiatives will be implemented locally on a regional basis.





## ACS Global CESR Teams

In 2021 we established a group CESR team based in our HQ in London. Individuals from across the business with a passion for CESR come together and are chaired by our COO. This team reports to our Board, ensuring the work they do is embedded across the business and in our ongoing decision-making.

The group CESR team is responsible for implementing, measuring, reporting and the strategic direction of all CESR activities from all offices around the world.

To do this effectively, in 2022 we set up CESR teams in each of our global regions. They have the autonomy to manage their own activities and report progress to the global team in London, who provide guidance, assistance, motivation, structure and processes, ensuring the best chance of success in each region, specific to individual regional goals and targets.

Each regional team comprises volunteers from the offices in that region and from a variety of departments, ensuring a good spread of input and views. The regional teams, in alignment with the global policy and with guidance from the London team, create their own objectives, goals and targets specific to their unique regional needs. They feedback to London biannually on their progress.

With the formation of the regional CESR teams in 2022, we have already seen successes, with these teams spearheading new initiatives and also giving back to their local communities.

## Meet the people driving our CESR journey

### REGIONAL CESR CHAIRPERSONS

#### Americas



**Christian Rivera**  
Assistant Director  
Cargo New York

#### Europe



**Hadi Darwish**  
Assistant Manager  
Private Jets Houston

#### MEIA



**Lloyd Robinson**  
Director of Corporate  
& Environmental  
Social Responsibility

#### APAC



**Paul Crook**  
Managing Director  
Australia

**Andrew Summers**  
Regional Director  
Middle East, Africa  
& India

#### Roles and Responsibilities

The Regional CESR teams use the framework from the group to plan and implement independent ideas and goals specific to their region. This includes:  
Local implementation of core values | The choosing of local CESR projects | Setting local charities  
Deciding local committee members | Deciding on agenda details | Setting regionally appropriate diversity targets and KPIs | Identifying local volunteering options | Organising local fundraising events | Reporting to HQ | Implementing ISO strategy and conducting local audits

### GROUP CESR COMMITTEE



**Ruan Courtney**  
Chief Operating  
Officer



**Katie Ivie**  
Human Resources  
Director



**Lloyd Robinson**  
Director of Corporate  
& Environmental  
Social Responsibility



**Johnathan Green**  
Mountfitchet Group  
Financial Controller



**Deborah Cresswell**  
Head of Marketing

#### Roles and Responsibilities

The Group CESR team scope out, set and help to execute the annual strategic direction. They are also responsible for: Core values | Budgets | Regional plans | Global charity agendas | Training and assistance | ISO strategy | Diversity aims

### AIR CHARTER SERVICE GROUP BOARD



# The Environment

02

# Aviation & the Environment

Governments around the world are continually aiming to reduce emissions from every industry, and aviation is no exception.

According to a report by the Climate Action Network (CAN) and International Coalition for Sustainable Aviation (ICSA), published by the United Nations Framework Convention on Climate Change (UNFCCC), the aviation industry's "emissions are 2.1% of the global share, but when non-CO<sub>2</sub> effects are included, aviation contributes an estimated 4.9% to the global warming problem".

"The aviation sector is a top-ten global emitter whose emissions are expected to rise dramatically by mid-century." It is therefore critical for the aviation industry "to immediately start to reduce its in-sector emissions, then rapidly reduce its emissions and fully decarbonize towards the second half of this century."

Unfortunately however, at this time, there is no one solution that can be implemented to be able to achieve this goal, and therefore a multitude of options must be considered until production and research can catch up to make a marked improvement on emission reduction.

Our position is somewhat unique in the industry, as we are limited in the initiatives we can implement, as we do not own nor operate our own aircraft. As a result, we are heavily reliant upon our airline partners to work with us to achieve this goal.

Although we provide our customers with a selection of aircraft types and highlight the more fuel-efficient models, it is ultimately their decision as to which aircraft they choose. This leaves us in a position whereby we are reliant upon our operators to update their fleets to newer more fuel-efficient models and also informing our customer base on the overall benefits in choosing a more environmentally friendly option.

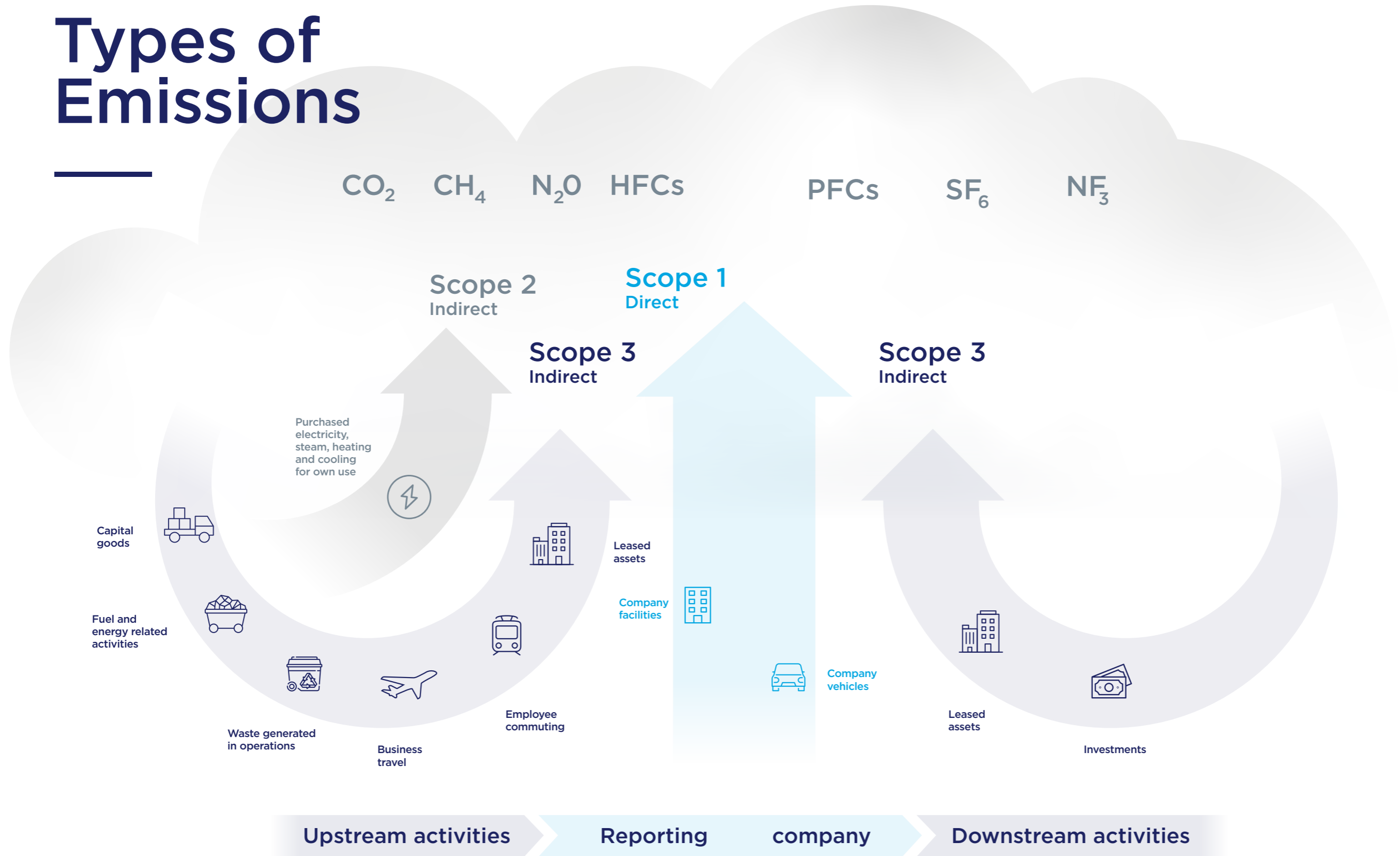
Whilst we continue to encourage this, we have also implemented a certified carbon offset scheme for our customers to opt into (this will be extended to cover our cargo division during 2023). Here we invest funds into Gold Standard offset programs where we can provide certification of such, reducing any question of merely 'greenwashing'.

Where we do have control over our emissions, such as within our internal operations, which have been carbon neutral since 2007, we are actively progressing numerous initiatives to become Carbon Net Zero by 2035.



**"Where we do have control over our emissions, such as within our internal operations, which have been carbon neutral since 2007, we are actively progressing numerous initiatives to become Carbon Net Zero by 2035."**

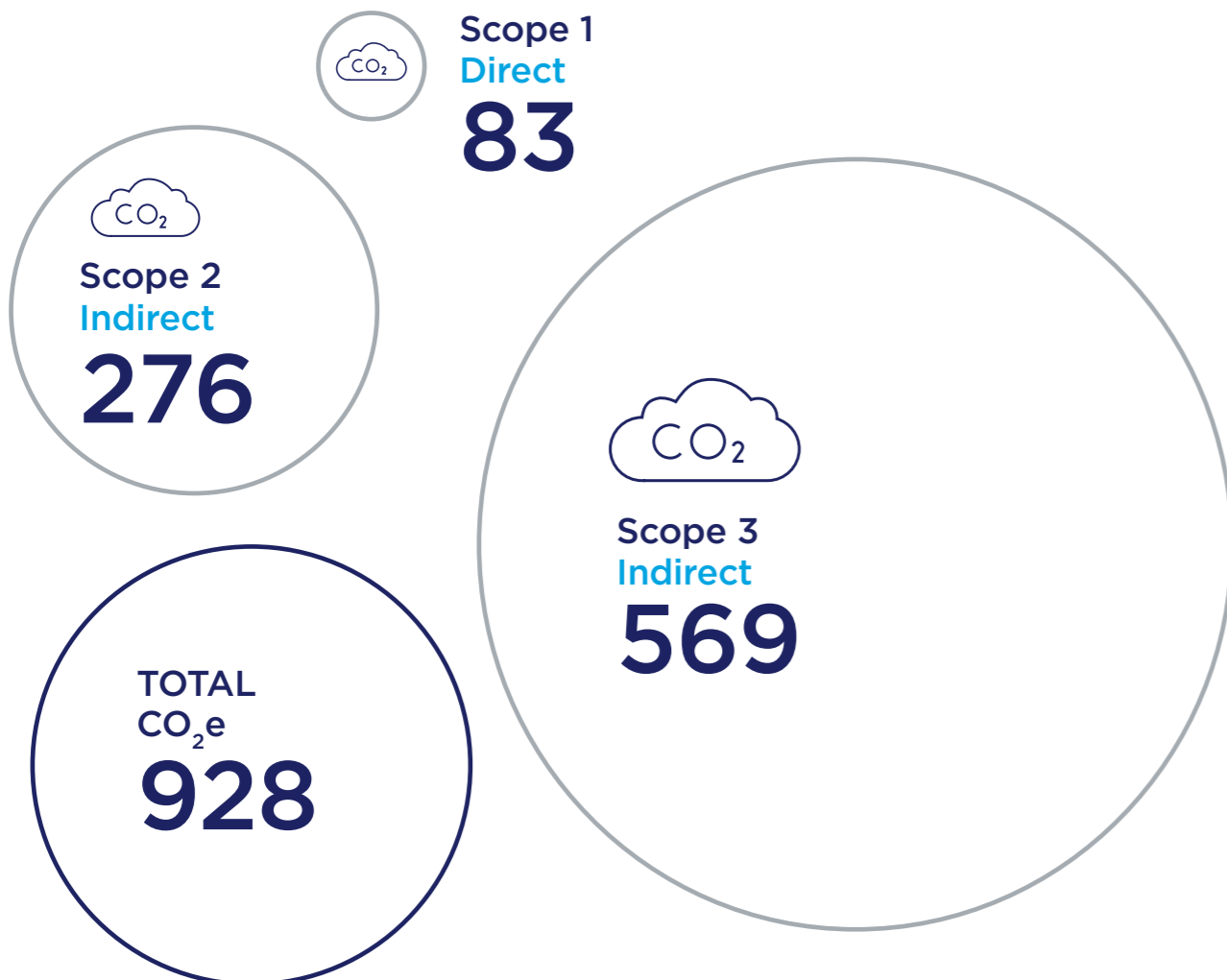
# Types of Emissions



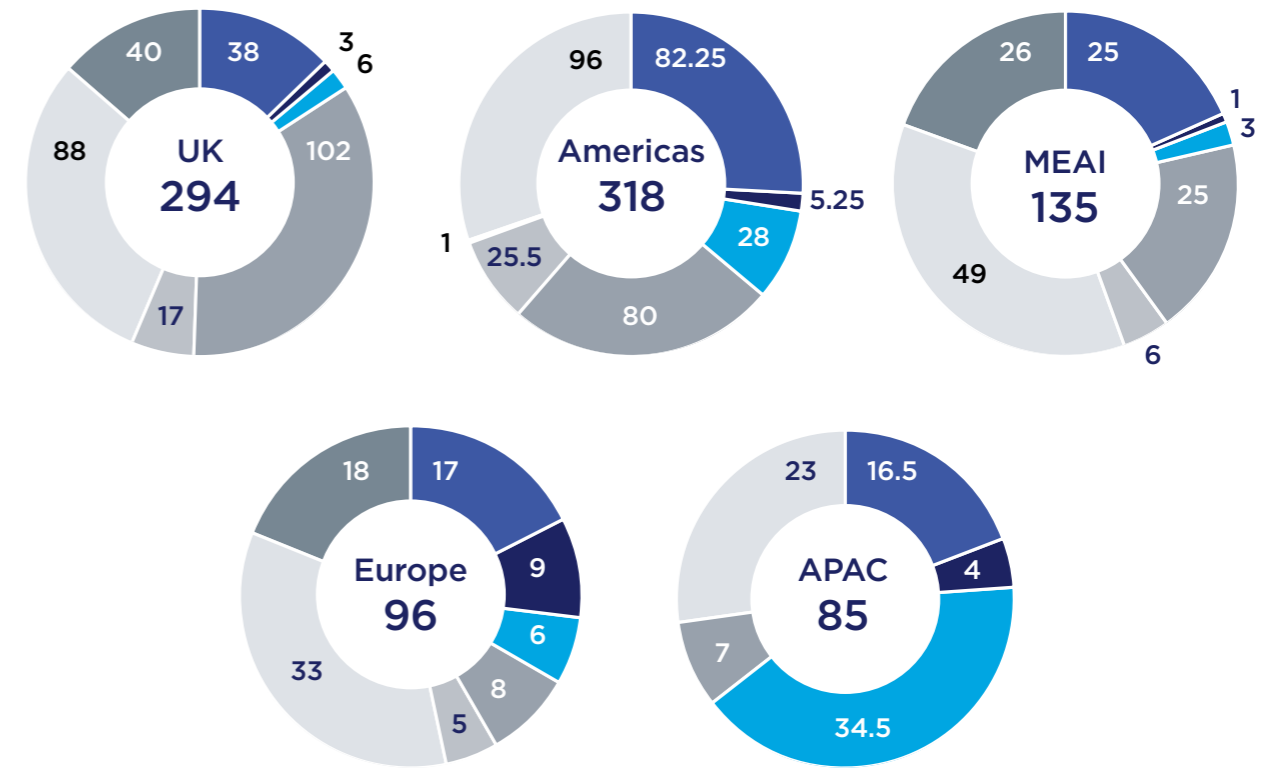
# ACS's 2022 Emissions

**Total emissions by scope**  
(Internal operations only. Reporting period  
1st February 2021 - 31st January 2022.)

## Tonnes of CO<sub>2</sub>e



## Total tonnes of CO<sub>2</sub>e by region



SCOPE SOURCE CATEGORY

1	Direct emissions	Own vehicles (mileage)
2	Purchased energy	Electricity Gas
3	Employee commuting	Employee commuting
3	Purchased / waste water	Water & Waste
3	Business travel	Accommodation Air travel Ground travel

# Investing in the Future

## Morphing Wing Technology – the future of aviation



**“We are proud to support Muram by investing over £120,000 GBP into her research over the next three years and excited to see how it could shape the future of aviation.”**

Chris Leach  
Chairman

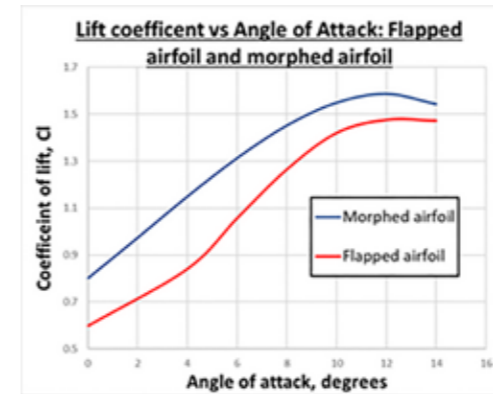
Commercial aviation worldwide produces 936 million tonnes of CO<sub>2</sub> per year. This is a significant emission number that has a severe impact on the planet. This highlights why sustainability in aviation is a long term strategy in the United Nations sustainability goals.

Muram Abbadi is an aerospace engineer. She studied for her undergraduate degree and masters at Kingston University in the United Kingdom. She is also the first recipient of the Mountfitchet Scholarship, through which we are helping with her studies. We think she is pretty amazing!

Muram's interest in aviation began when she was a child and her parents used to fly with her and her sisters back to their home country of Sudan every year. These flights piqued Muram's interest in aviation, and eventually aerospace design, specialising in new aircraft design and aerodynamic characteristics to make air transport more sustainable.

In fact, her dissertation at Kingston University was based on this sustainability drive, through the design and creation of an eco-friendly aircraft where she had her results validated through aerodynamic assessments.

Morphing Wing Technology is pivotal research that can make a substantial difference when it comes to flight sustainability. Muram knows the huge environmental benefits that can be achieved through such innovation and is the reason why she chose her PhD in Morphing Wing Technology.



There are a number of individuals and companies already looking into improving wing technology, including NASA, who in early 2023, selected Boeing to lead a \$725 million USD, seven-year development and flight testing program of a Transonic Truss-Braced Wing aircraft to validate the wing concept's design.

Additionally, we can already see Morphing Wing Technology in action. The Boeing 787 Dreamliner has a wing with a small trailing edge that morphs during flight for a greater aerodynamic performance improving fuel efficiency and reducing emissions.

As part of her PHD, Muram plans to investigate the different combinations of morphing and whether it is possible to have morphing wings that change shape at different stages of flight, to ensure the aircraft is always operating at maximum aerodynamic efficiency and operating with the least environmental impact. Crucially, the benefit of this type of innovation and research is that the increased performance, reduced fuel burn and lessened emissions are not reliant upon the type of propulsion. This technology can be applied to any propulsion system in development to further improve efficiency and reduce environmental impact.

**“I want to be at the forefront of this technology when it is applied in the industry.”**

Muram told us.

ACS understands the importance of research and sharing knowledge and insight that comes from years of dedication, testing and validating results. Funding research can be difficult, especially for PhD students, so our Chairman, Chris Leach, saw an opportunity to work in synergy with a local university, researching future aviation technologies that can be practically applied to assist a PhD applicant with financial support, so they could concentrate on making a difference to aviation.

When Chris learned about Muram, her passion for sustainability and reviewed her research proposal on the exciting proposition of Wing Morphing, the decision to provide Muram with a scholarship was an easy one.

Chris stated “Sharing the same values and having the same vision for the future was the deciding factor. I am looking forward to supporting Muram throughout her PhD studies, and seeing how new technology can make this industry more environmentally friendly.

Muram has said herself, that the biggest challenge to innovation in aviation sustainability is the long process to go through all the Technology Readiness Levels from initial design to implementation. That is why ACS is proud to be investing in Muram's future as an aerospace engineer by supporting these new, innovative technological advances at an early stage, in the hope that Muram and ACS are able to create a more sustainable future for aviation, reducing emissions and making a positive difference.”

# Carbon Offsetting

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We get it, aviation is up there with the automotive and power generation industries as one which is polluting our planet, even accounting for the huge gains made in the sustainability and emissions efficiency of aircraft over the last 50 years.

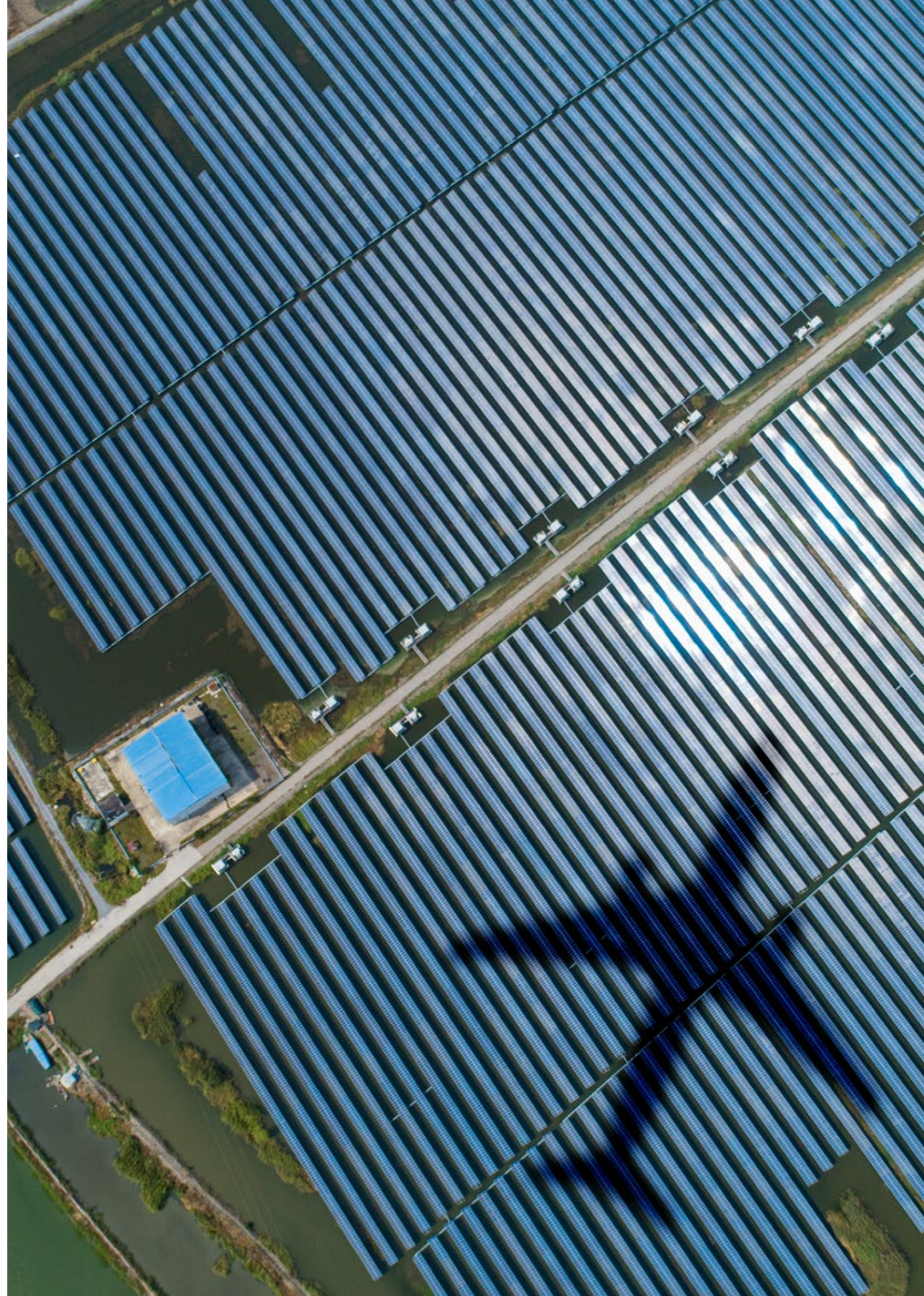
Unfortunately, unlike some aspects of those industries, the technology to make aviation completely green is not here yet. However, we believe that aviation is essential to global trade which supports our global economy and society and there would be disastrous consequences if the capacity of aviation to deliver people and goods was reduced, especially as the global population continues to increase.

We have been investigating ways to fund reductions in carbon emissions in industries where the technology is available, but the funds are not. We believe, for now, the aviation industry can be a force for good in helping to tackle the 98% of carbon emitted by other industries, by driving investment into the carbon offset schemes and reducing the human impact on our climate.

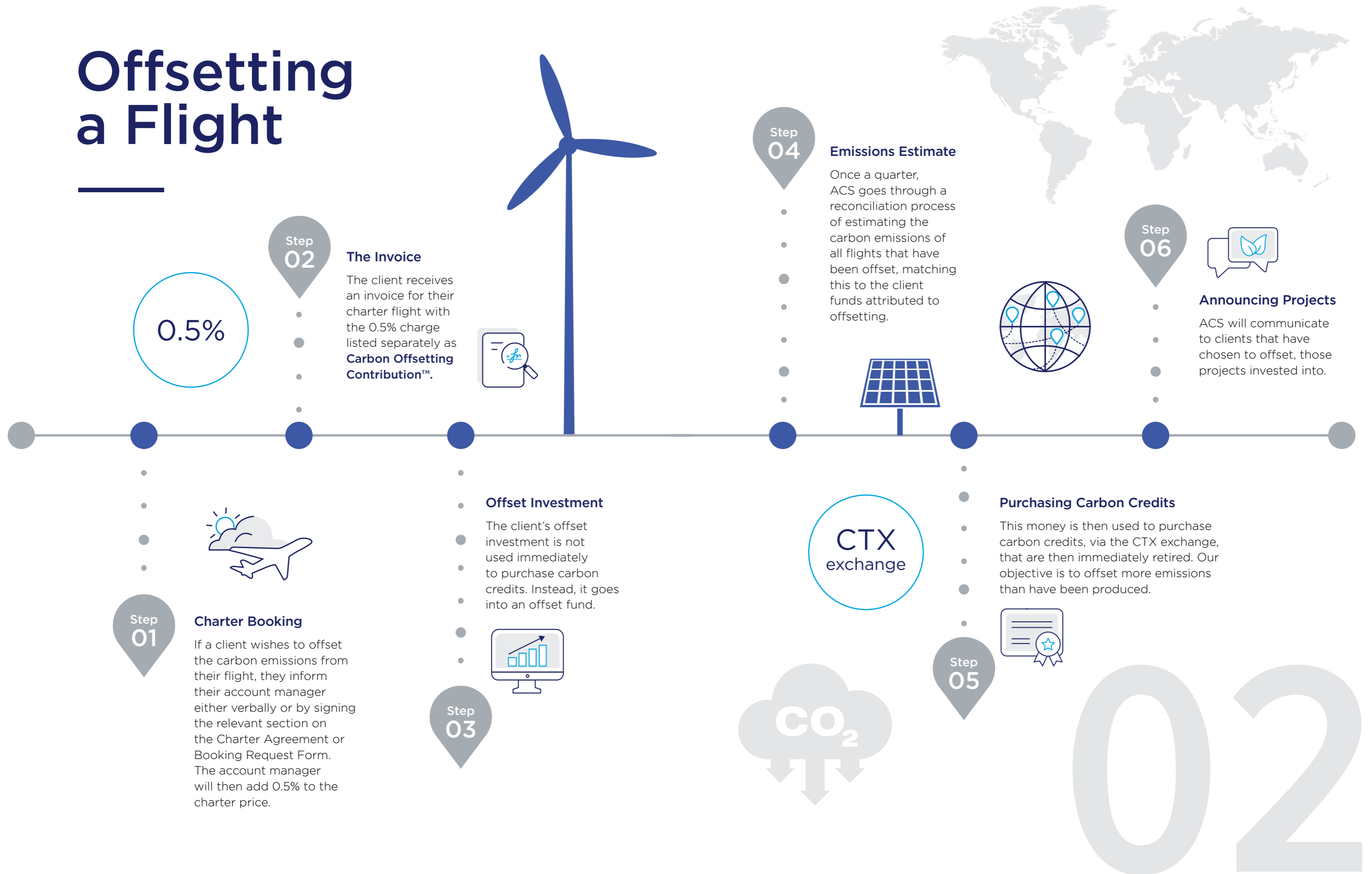
So, in February 2020, we launched our carbon offset scheme, offering our customers the opportunity to offset the emissions of their flights for a small additional charge of 0.5% of their charter price. This initiative is aimed at making our clients aware of how they can minimise their carbon footprint in their use of aircraft charters. We invest this money into several Gold Standard accredited offset projects globally.

We currently provide our opt-in carbon offset program across two of our charter divisions and will expand this offering to all three charter divisions in 2023. We will also continue to actively promote this as an additional service to all our customers.

Our target for 2023 is to increase the participation of our customers in our opt-in carbon offset program by 60% versus our 2022 figures.



# Offsetting a Flight



# Projects Supported through Offsetting

So far we've invested into:

## Hestian Project

**Reducing greenhouse gas emissions by burning less wood.**

Inefficient stove technologies in Africa contribute to deforestation as they are burning more wood than is necessary, which in turn creates dangerous household air pollution. Although one of the world's worst environmental problems and one of the biggest killers of young children worldwide, it is actually one of the easiest to help solve.

As Africa's population is growing, forests are being cleared for human settlement and wood is being harvested faster than it is being replanted. Hestian's improved cook stoves and fuel efficiency projects in Southern Africa directly reduce wood usage and indoor cooking smoke.

A well-prepared stove user can reduce their family's wood-fuel usage by up to 80%. A recent survey in Malawi showed that switching from a 3 Stone Fire to a Chitetezo Mbaula stove led to reductions of 46% in particulate matter and 44% in carbon monoxide.

By 11th of January 2020, Hestian's efforts have resulted in over 677,905 homes using improved cook stoves and institutions using 1,359 fixed institutional stoves which has helped create over 2,000 jobs.

Cookstoves promoted by the Hestian Project are hand made using local materials, fostering local ingenuity and self-reliance.



The New Hestian Project's Chitetezo Mbaula Stove producers

Switching to a Chitetezo Mbaula Stove led to reductions of

**46%**

in particulate matter and

**44%**

in carbon monoxide



UPC's Wind Indonesia Project

## Wind Indonesia

**Affordable renewable energy**

Wind turbines create clean energy without releasing harmful emissions into the environment. Investing in affordable renewable energy projects like UPC therefore reduces the amount of electricity generated from fossil fuels, which results in less air pollution and carbon dioxide emissions.

UPC Renewables Group is a leading renewable energy developer with over 20 years of global experience pioneering and building world-class wind and solar projects. UPC-formed companies have developed more than 4,500 MW of wind and solar projects globally. They supply renewable energy at the lowest price possible in a socially and environmentally responsible way by utilising innovative wind turbine technology and photovoltaic systems.

One example of this is the 75 MW Sidrap Wind Farm Project, located in the Sidrap region, in South Sulawesi, Indonesia. The project is Indonesia's first utility scale wind farm and began providing power to the Southern Sulawesi PLN grid in March 2018. The project uses 30 Gamesa 2.5 MW turbines.

The Sidrap Project is located on a group of windy ridges and within a local community that has welcomed the project.

Numerous jobs in both project development and construction have been created, with the majority being filled by the local citizens from the region.

## Wind India

**Clean energy with no GHG emissions**

This project involved the installation and operation of five Wind Turbine Generators (WTGs) having individual capacity of 3\*2000kW, 1\*2000kW and 1\*1500kW with aggregated capacity of 9.5MW in the Madhya Pradesh state of India.

The project will generate approximately 18,435MWh of electricity per annum, which will be sold to the state electricity board of the Madhya Pradesh states of India.

All the WTGs of the proposed project activity are connected to the NEWNE regional grid of India and do not involve any GHG emission sources.

The estimated annual average and the total CO<sub>2</sub>e emission reduction by the project activity over the period of seven years is expected to be

**18,011**

tCO<sub>2</sub>e and

**126,077**

tCO<sub>2</sub>e respectively



# Sustainable Aviation Fuel

## What is Sustainable Aviation Fuel (SAF)? SAF is a clean substitute for fossil jet fuels.

Rather than being refined from petroleum, SAF is produced from sustainable resources such as waste oils from biological origins, agri residues, or non fossil CO<sub>2</sub>, and is very similar in its chemistry to traditional fossil jet fuel. Using SAF results in a reduction in carbon emissions compared to the traditional jet fuel it replaces over the life cycle of the fuel. It is mixed with conventional aviation jet fuel, which is then used in aircraft jet engines without any need to modify the aircraft or engines, and does not have any impact on safety.

### What are the SAF benefits?

Although aviation has a significant carbon footprint, it is essential for global trade, and enables us to visit family and friends and discover foreign countries and cultures. SAF is one of the most important short-term options to significantly reduce the industry's carbon footprint.

### 01 Reduce emissions

SAF can reduce CO<sub>2</sub> emissions by as much as 80% compared to conventional jet fuel. The key difference lies in the source of carbon. Fossil fuels release additional carbon that was previously stored in reservoirs, whereas SAF recycles CO<sub>2</sub> emissions that were previously emitted, and subsequently absorbed by the atmosphere, during biomass production.

### 02 Improved local air quality

SAF delivers improved local air quality. In addition to the reduction of total life cycle CO<sub>2</sub> emissions, SAF can also reduce particulate matter (PM) and sulphur oxide (SO<sub>x</sub>) by up to 90% and 100% respectively compared to conventional jet fuel.

### 03 Improved fuel efficiency

Studies have shown that sustainable aviation fuel has a higher energy density than conventional jet fuel. On top of that, SAF yields an improved fuel efficiency (1.5% - 3%), resulting in higher payload conditions or extended range.

Although SAF is currently available for use, the current market has its limitations, namely;

1. SAF is currently only available at select airports and thus is not as readily available around the world as Jet A1 fuel
2. SAF is currently 3.5 - 4 times more expensive than Jet A1 fuel
3. Current production facilities for SAF cannot produce enough for the global requirements of the industry to switch immediately. According to the European Union Aviation Safety Agency (EASA), the current supply of combustible SAF is less than 0.05% of the total jet fuel use in the EU.
4. Some Operators are still not willing to mix Jet A1 fuel with SAF into their aircraft.

These current barriers, although expected to be reduced over time, still massively hinder the use of SAF in commercial operations.

Governments are beginning to bring in laws in order to comply with the legally binding Paris Agreement. For example, EU Airports will have to comply with a minimum blending mandate of 2% by 2025, gradually increasing to 63% by 2050 so production rates will have to scale up in order to meet these targets.

We have also been investigating being able to offer our customers a "Book & Claim" scheme, whereby customers are able to purchase SAF for their flight, however it would actually be used by another airline where SAF was readily available. Unfortunately there is no current scheme with transparency or that is monitored or regulated, hence at this time we are not comfortable to offer this solution to our clients, however we continue to monitor any advancements made in this area.

SAF can reduce CO<sub>2</sub> emissions by as much as **80%** compared to conventional jet fuel

SAF can reduce particulate matter (PM) by up to

**90%**

and sulphur oxide (SO<sub>x</sub>) by up to

**100%**

respectively

SAF yields an improved fuel efficiency of

**1.5-3%**

# Our Supply Chain

## Working with our suppliers to reduce the environmental impact of flights

Although not part of our direct operations, the environmental impact of the flights we commission on behalf of our customers is something for us to work closely with our suppliers on, sharing our experience of offsetting and knowledge gained from the research we will fund.

All our suppliers must comply with our 'Code of Ethics'. The code sets out our expectations in relation to the quality of their service, and their ethical and environmental performance. It also requires suppliers to provide data on the carbon footprint of the flights they provide, as well as to set their own targets for emission reductions and continuous improvement.

We recognise that not all suppliers have the same resources as others to do this, or operate in countries where there is the same drive to measure, monitor and reduce environmental impacts. For any supplier unable to provide the required information, or unsure of how to, we work with them and help them understand the processes required and how to action them.

Through this type of collaboration we hope to help drive the performance standards of the industry forwards.

Indeed, the longevity and strength of many of our supplier relationships, many of whom we have worked with for over a decade, has enabled us to create strong, collaborative and innovative partnerships, working together to continuously drive performance standards.



# ACS's Internal Reduction Initiatives

Internal sustainability.  
Reducing our operational impact on the environment

We hold ISO14001, ISO9001 and ISO27001 accreditations and are proud to have been carbon neutral across our global internal business operations since 2007. We don't just rely on offsetting. We're also actively working to reduce our footprint through a series of initiatives, including;

- Transitioning our company cars over to electric. So far 20% of our fleet is fully electric, and 30% are hybrids.
- In 2022 we launched an employee electric car scheme for our UK colleagues whereby under a salary sacrifice arrangement, employees receive the ability to lease an electric car to reduce emissions on their commutes to and from work along with any personal journeys they undertake.
- In London, we've encouraged our local community to make positive moves to electric vehicles also, opening up our charging points in our car park to the local resident community, enabling those who may not have been able to have an electric vehicle due to their lack of off-street parking, to now own one.
- Our environmental committee meets twice a year to review office infrastructure and identify efficiency improvements we can make. Things like switching to LED lighting (currently installed in 70% of our offices and targeting 90% by the end of 2023), aiming to use 100% recycled paper in the short term, whilst also moving towards a paperless culture by investing in more IT systems.
- We have a Re-use, Reduce, Recycle policy in all offices, and in London we are working towards a zero landfill commitment which we are looking to extend internationally.



- Where local initiatives like the UK Cycle To Work scheme exist, we encourage our employees to participate to minimise their personal carbon footprints.
- Where we own the building, our offices will switch to a sustainable energy provider in 2023.
- We intend to convert some of the roof of our London HQ into a garden with raised beds where we'll be growing vegetables and herbs for use in the office canteen.
- We also intend to remove six car parking bays at our London HQ to create a tranquil garden for our employees to relax whilst also increasing the local ecological environment.

# ACS's 2023 Environmental Targets

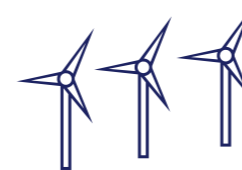
## TARGET 1

Continue to work towards a **net-zero** target date of 2035



## TARGET 2

Promote & increase customer participation in the **carbon offset scheme**



## TARGET 3

Continue to support **PhD research** throughout 2023 & 2024

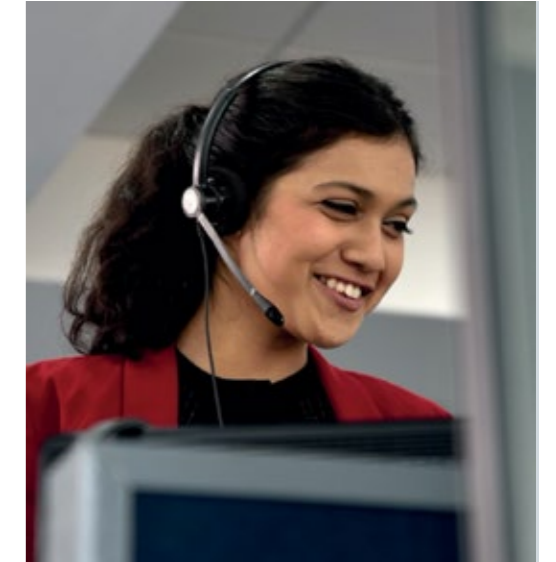


# Our People & Culture

03

# Our People & Culture

Our people have always been the X factor of ACS



**They are what makes our culture so special and it's their talent that has made us a success.**

We've even won a few awards for being a great place to work along the way, and have been featured in The Sunday Times Top Track 250 an impressive three times!

From the beginning we've worked hard to create a welcoming environment for the many talented people that work for us around the world. So, recruiting, developing and retaining the best people is what we're passionate about.



**An environment that won't give you the Sunday night blues.**

When our people join ACS, they join a company that is ambitious, entrepreneurial and diverse. We know how demanding our roles can be, whether they work in sales or one of our non-sales functions, and we do our very best to support our colleagues across the globe.

As you would expect, as the leaders in charter broker aviation, we pay competitive salaries and offer relevant benefits e.g. private medical insurance and annual leave over statutory requirements. Of course, rewards and benefits are integral, but we also aim to provide personal support when it is needed – even with over 600 employees. This is not a policy contained in a handbook anywhere, it's about us being personal.

Over the years we have provided loans to employees that have needed them, let people stay in the company apartments, paid for medical treatments and much, much more.

We may not always get it right, but we are genuinely coming from a good place and we want our people to be at the centre of what we do.





# Wellbeing

## Our people's wellbeing is a top priority.

In addition to Private Healthcare, we provide a global Employee Assistance Program which provides every employee and their family with confidential access to Emotional Support (clinical counselling, manager assistance and support after critical incidents), Practical Support (advice / support on dependent care, legal and financial issues, daily living and life coaching) and Physical Support (through mindfulness and wellness coaching) 24 hours a day, 7 days a week through multiple mediums (telephone, email/web request, online chat, text / WeChat or through an App) by fully qualified counsellors in each speciality and local language.



## Each office is also provided with healthy snacks on a weekly basis.

In our London HQ where we own the building, we have an on-site gym which colleagues can access throughout the day, with a personal trainer who provides weekly exercise classes. We also have a mindfulness coach who attends the office on a regular basis and we provide healthy breakfasts and lunches for free for all employees.



# Diversity & Inclusion

We're all in. Imagine how dull life would be if everyone was the same. Our differences are the things that make us interesting and that's why we're passionate about being an inclusive and diverse organisation.

A big part of that is creating an environment where we value and encourage different ideas and views, so that our people can thrive within a culture that they help create. Our team is always growing and, as we continue to get bigger, we're determined to be a business that represents people from all walks of life.

### What we've been doing

In 2020, led by our chairman, a group of us kicked off a project to learn as much as we could about diversity and inclusion and what that meant for us here at ACS. To do that we collected inputs from our people as well as experts from outside the business. As a result of this research, our Diversity and Inclusion committee was set up in October 2020. Chaired by our Legal Director and with representation from across the business, including our CEO, this committee has recommended an approach for attracting, developing and retaining the best talent from diverse backgrounds along with an aim of constantly developing our inclusive culture.

Our initial focus, before expanding regionally, is on addressing any gender balance and racial diversity of our HQ in London. We believe that whatever gets measured, gets done, so our approach is as follows:

### London Objectives

1. Recruit and retain the most diverse talent to best enable us to meet our organisational goals.
2. Become leaders in diversity and inclusion within aviation.

### London Targets

1. Increase our female colleagues to represent 50% of our total workforce.
2. Increase our non-white colleagues to represent 23% of our total workforce.

The above targets better represent the demographics of the local community in which we work, however we hope to exceed these.

### By when?

We are aiming to reach these targets by June 2023.

The Office for National Statistics, in 2011, stated that England & Wales was

86%

white

14%

non-white

As a business we were already achieving these targets by 2020





# Industry-Leading Training

Our trainee brokers undertake industry-leading training. It is what sets us apart from our competitors.

We invest in each and every new broker, to ensure that they have the skill set to expertly deliver for our customers. Their training includes up to 12 months of shadowing senior brokers, classroom training and role play, on-line training courses, and visits to our London HQ for final examination, before qualifying to become junior brokers.

This means that by the time they first manage a customer account they have a detailed understanding of the industry, our suppliers and our compliance practices. We also support our non-sales teams with dedicated training budgets for all departments.





# Ethical Approach & Trust

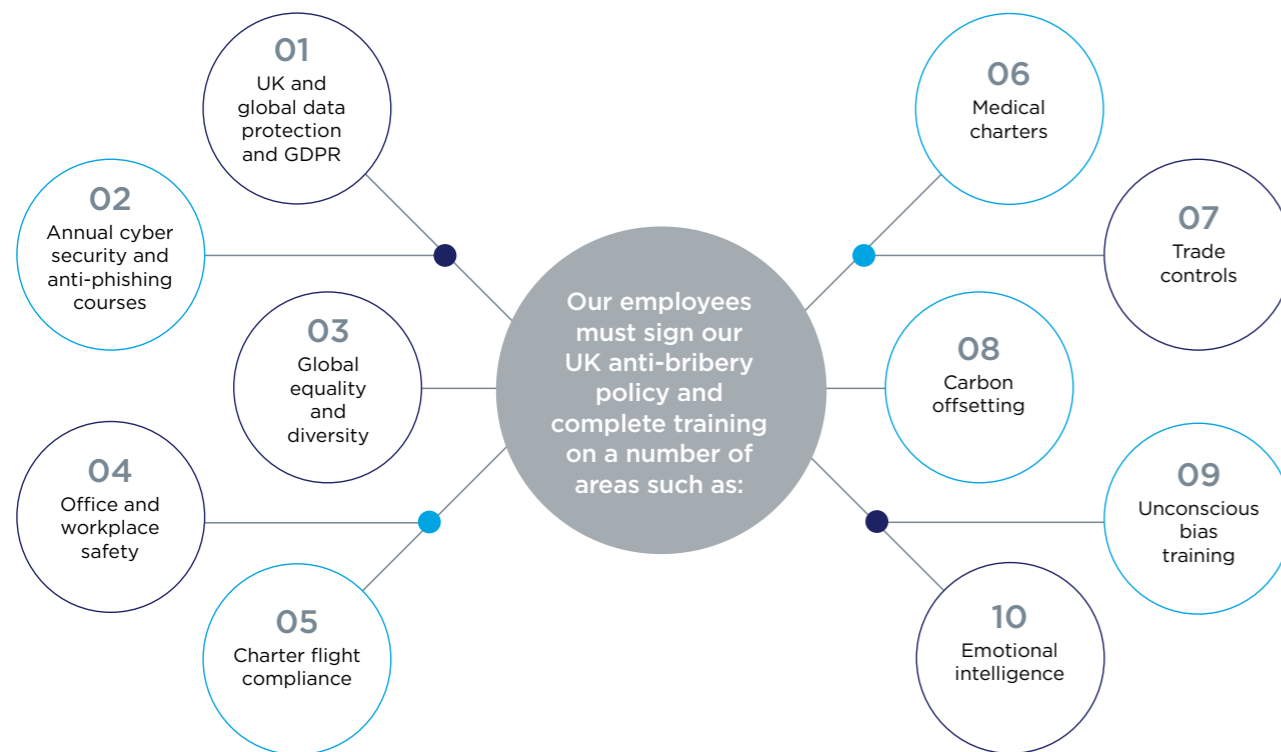
## An ethical approach to business

Our employee Ethical Business Conduct policy ensures our team upholds the principles of integrity, honesty, and legality in all they do. This policy covers anti-bribery and corruption, charitable donations, competition compliance and avoiding conflicts of interest.

Before working with suppliers, we ensure that they uphold our Responsible Business Principles of fair and decent working conditions for their people.

### Trust & Security

Two hugely important concepts for us. We live and breathe this every day. We work hard to ensure that our customer and supplier interactions are fully compliant with our internal policies and procedures and that these are industry-leading.



# Industry-Leading Ethical Compliance

## Our compliance department oversee:

### Aircraft and airline due diligence

Aviation is one of the most tightly regulated transportation industries in the world, yet we still run compliance checks on the airlines we work with, requiring they supply insurances and Airline Operating Certificates (AOC) that are valid and in date.

### Supplier Code of Ethics

We request that each airline we work with signs our Code of Ethics. This requires suppliers to abide by our ethics such as:

1. Zero tolerance of bribery and corruption.
2. Compliance with human rights, anti-discrimination and equal opportunity legislation.
3. Zero tolerance to forced labour, slavery and human trafficking.
4. Environmental protection.
5. Information security, confidentiality and data protection.
6. Compliance with all applicable compliance, sanctions, tax, antitrust and competition laws.

### Know your customer (KYC)

Using our CRM and booking system, and working with Lexis Nexis to use their industry leading 'Bridger' system, we cross-check our clients, airlines and flight routes against EU, US, UN and UK sanctions lists and flight prohibitions or restrictions, such as, the EU Air Safety List. In addition, Bridger screens for any known reputational risks via an automated API link. This ensures that we are working with customers and suppliers who share our values of trust and security.

### Human trafficking and modern slavery

We assess our supply chain annually and ask suppliers to agree to our Code of Ethics, which requires them to abide by our zero tolerance approach to modern slavery and human trafficking.

### UK export controls

The UK Government has some of the world's strongest laws regulating the trade of certain types of military cargo, dangerous goods, or dual use equipment. Every ACS office must abide by these rules, so we have built our own bespoke App that allows ACS employees to quickly cross-check potential types of cargo as well as potential routes against the UK regulations at the point of request. We work closely with the UK Export control department to obtain Trade Control licences whenever required and have been audited by the UK Government most recently in May 2021.

# Charity & Community



**GATORADE**

**HOKA**  
FLY HUMAN FLY

RÖKI

4

# Charity

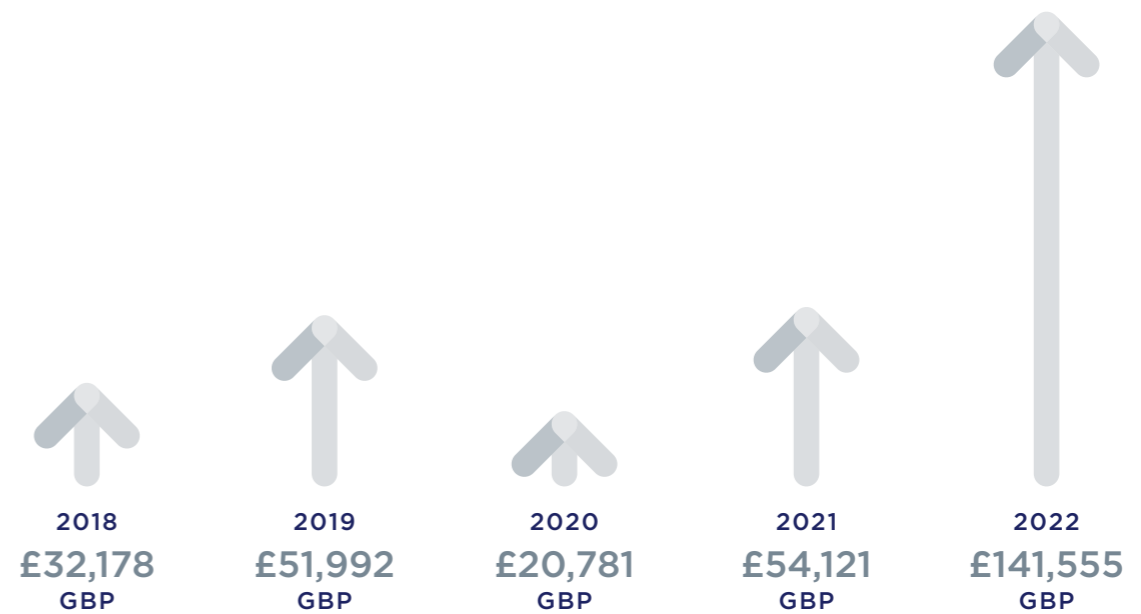
Supporting charitable activities has always been part of the Leach's family values.

These personal values were brought into ACS by Tina Leach, our co-founder, who created our official charity committee in London in 2009, from staff volunteers, with an established budget that allows us to match funds raised by employees for our chosen charity partners. Since the committee's inception, together we have donated over £670,000 GBP to charity.

Supported by her committee, Tina led all charitable activities up until her retirement. Since then, she still takes a personal interest in ensuring her passion for charity is not forgotten. In London, we currently support four charities: Save the Children, Macmillan Cancer Support, Momentum and The Dysart School. Over the last few years to raise funds ACS employees have taken part in skydiving, dragon boat racing, bake sales, plank challenges, raffles and lots more. All money raised by our employees for one of our charities is matched by ACS. This means over the last five years we have donated over £270,000 to our chosen charities. (Pretty impressive we think, especially during Covid times and working remotely).

Katie Ivie, HR Director who has taken the lead from Tina, is equally passionate about giving back because it's not only the right thing to do, but it creates an engaging environment.

The budget for charity in 2022 was increased to £100,000 and we established charity committees in all the regions where we operate. This has encouraged more employees globally to "give back" and they have made great strides in their inaugural year.



Since our charity committee's inception, together we have donated over

**£670,000**

## Regional Charity Committees

During 2022 we created Regional Charity Committees, consisting of volunteers from across our offices and departments in that region. These committees began engaging with fellow colleagues within their regions and held their first fundraising events.

## Topping up colleague fundraising

In addition to supporting our own charities, our colleagues can request a donation from ACS for a charity they are personally supporting with fundraising activities that they are organising.

## Staff volunteering days

We have always informally allowed our colleagues time off work to support local communities and charities. In 2022 we formalised this initiative by offering our employees two days of paid leave each year, to encourage them to engage in charitable and/or community volunteering.



In the five years that our UK employees have been supporting our four UK charities, we are delighted to have donated over

**£270,000**

# Case Studies London



## Momentum

We're very proud to have single-handedly funded the "Fairground" isolation unit at Kingston Hospital Paediatric unit.

For children undergoing gruelling treatment, Momentum's ideas and creations make life much more bearable for families. It was clear after our London Charity Committee visited that there had been so much thought and care put into each project, resulting in wonderful murals to make the environment and atmosphere much less clinical for the children, play equipment and pleasant places for parents and siblings to wait or sit and talk.

We have also helped contribute to the other benefits Momentum provide, such as boat rides, holiday retreats, musical therapy and counselling for parents and siblings.

Truly inspirational!

## November

November is an annual event involving the growing of moustaches during the month of November to raise awareness of men's health issues, such as prostate cancer, testicular cancer, and men's suicide.

This year, a few brave volunteers from our London team, raised over £1,500 GBP not only by growing moustaches but also by letting the majority vote of colleagues dictate the styles.



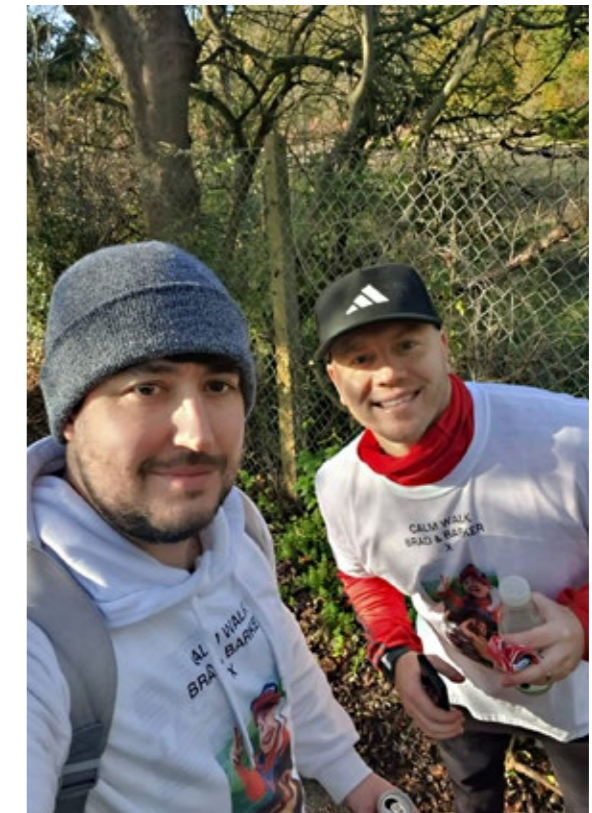
## Macmillan Cancer Support

In 2022, Ryan from our London office ran the London Marathon on behalf of Macmillan Cancer Support and raised almost £2,000 GBP for this great cause.

In the most difficult of times they provide essential support to families, which Ryan's family have had first hand experience of.

The level of care and support provided by MacMillan can have a massive effect on family and friends during cancer treatment.

Congratulations and well done Ryan!



## Campaign against living miserably (calm)

125 people die by suicide in the UK every week. That's not okay. That's why in October, Charlie and his friend Steve, took part in CALM's Lost Hours Walk, to join people across the country in smashing the silence around suicide.

Both Charlie and Steve have both been affected by losing close friends to suicide in 2019 and 2020 and therefore took part in the walk for them.

They set a series of monetary targets to reach, with each level increasing their walking distance. Overall they raised over £3,000 GBP which led to them walking the maximum distance on their target list of 42km (a marathon!!).

The money raised will go towards CALM's life-saving services, so they can be there for anyone struggling, no matter what. An amazing feat for an amazing cause!

# Case Studies Worldwide



## Santa Shoebox Project (Johannesburg)

In 2022, our Johannesburg team continued their support for the Santa Shoebox Project collating gifts of essential items and treats for underprivileged children.

This year's required items included a toothbrush, toothpaste, soap, a washcloth, some sweets, a toy, school supplies and an outfit of clothing.

Thanks to our teams support and other donors in 2022, 75,298 children were able to benefit from a box of essentials and personal gifts.

The Santa Shoebox Project was established in Cape Town in 2006 and since its inception has reached 1,152,587 children across South Africa and Namibia.

## The Big C Foundation (Los Angeles)

Tom, our CEO for Los Angeles undertook the Mountains 2 Beach Marathon to raise money for the Big C Foundation, after his sister was diagnosed with cancer.

He ran 26.2 miles in the blistering heat while literally just recovering from COVID, and he managed to raise an amazing \$12,894 USD.

Thankfully, Tom's sister is responding well to treatment.

Founded in 1980, the Big C funds surgical and diagnostic equipment at Norfolk's (UK) hospitals meaning increasing numbers of people can be treated locally, and new equipment in hospitals has meant faster or less invasive treatment for a range of cancers.

Their funded research has found some incredible discoveries into cancer and vital support for those affected by cancer, reaching out to those who need it, in the local community.

## November (APAC)

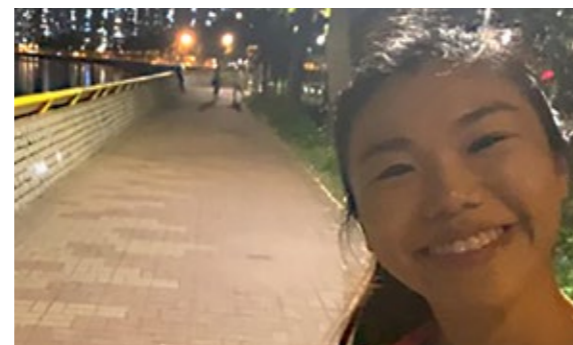
Not to be outdone by their London colleagues, the APAC team also decided to support Movember in 2022.

10 gentlemen from the ACS APAC team, decided to grow their moustaches for charity, raising donations to support men's health.

In addition to the gentlemen raising money for this worthwhile charity, the ladies also got involved to raise funds with Sandy and Iris from our Hong Kong team cycling and running 60KM respectively.

Overall, the APAC team raised over \$2,000 AUD for the Movember Charity.

Since 2003, Movember has funded more than 1,250 men's health projects around the world, challenging the status quo, and shaking up men's health research.



## ALS (Amyotrophic Lateral Sclerosis)

In May our offices in the Americas brought back the Ice Bucket Challenge to help raise money for ALS charities.

ALS is a progressive neurodegenerative disease, causing nerve cells in the brain and spinal cord to break down, resulting in reduced muscle function. Where medication and therapy can aid comfort for those experiencing ALS, there's still no cure.

Our CESR committee in the Americas had identified ALS as a charity focus, so when they saw May was ALS Awareness Month, they decided to bring back the Ice Bucket Challenge, nominating the office CEOs to undertake the dunking. Donations started flooding in, and a further 10 volunteers nervously stepped forward, with a vote deciding which five of these lucky 'volunteers' were going to be iced alongside their CEOs. It was a massive success and raised \$9,552 USD for the charity.



## Multiple Sclerosis (Madrid)

Members of our Madrid team took part in a Padel (Mexican racket sport) competition, raising donations for Multiple Sclerosis.

The team played well, had fun, and raised over €750 EUR for the charity.

# Community London

## Helping our neighbours go green

To encourage the local community to make positive moves to electric vehicles, we are allowing our London HQ electric car charging points to be used by local residents out of business hours.

Where the office is located, there is little off-street parking, thus limited areas for electric charging points to be installed.

Therefore, through this initiative we hope to encourage more of the community to go electric and improve the air quality around the office through reduced emissions.

## Lending a hand to Santa

Prior to Christmas 2022, volunteers from our London office, went to the offices of one of our local Charities, Momentum, in Kingston Upon Thames, to help pack Santa Sacks for distribution to incredibly ill children and their families.

They were given Santa's "nice" list of both the sick children and their siblings' names, ages, and interests and based off this information they then helped Santa select toys that they all could all enjoy together.

Families who had unfortunately lost children were also included in the donations.

In addition, they also helped pack over 150 gift bags for the big man to hand out at Momentum's "Santa's Grotto", with ACS toy donations also used.

## Saving lives in the local community

We have installed a portable defibrillator into the main reception area of our London HQ.

This has been registered on "The Circuit" along with St John Ambulance and the London Ambulance Service, whereby we are alerted by messages if someone in the local area requires it.

They are then able to collect it from the office 24/7 or alternatively we have had occasions where a member of the team has taken it to the required location.

By having it available for the local community, we hope we can help save lives.

## Trying to be more bat friendly

Close to our London HQ, there is a park that is home to a number of species of bat. They roost and feed in the woodland close to the office. So light pollution, at certain times of year, is a real nuisance for the bats.

We're working with a local organisation, the 'Friends of Fishponds Park', to improve the types of lighting around our office to improve life for our nocturnal neighbours.



# Community Worldwide

## Beach Clean Up (IAH & NYC)

Our CESR America's team gathered volunteers from our New York and Houston offices and visited two of their local beaches (Long Beach and Galveston Beach respectively) to join the beach clean up initiatives picking up litter and debris on two of America's famous beaches.

They collected all sorts of rubbish including bottles, bottle caps, cans, bags, plastic, cigarettes, beach towels and much more.

The Houston team were also taught all about the local flora and fauna, including sea turtles as well as all about the local and global impact of recycling, and how they can help now and in the future.



## APAC - Charity Kitchen (HKG & SYD)

Both our teams in Hong Kong and Australia donated their time to help their local communities.

The Hong Kong team in co-operation with the charity Food Angel, prepared an incredible 2,480 lunchboxes to feed local community centres, disability centres and the homeless.

The Australian team worked with Our Big Kitchen, to prepare 50 hot meals that were then distributed to the homeless population around the Sydney area.



## TARGET 4

Increasing employee

# Charity & Community

engagement



# Humanitarian Aid

We are proud to have participated in key humanitarian projects across the globe over the last 30 years.

### Providing Humanitarian Relief

We are the best in the industry at procuring aircraft and arranging ad hoc charter flights in the most difficult and testing of circumstances, where time is the most critical factor. It is with immense pride that we've been able to dedicate our skills to providing industry-leading support to Governments and Non-Governmental Organisations throughout the world, to ensure that they can react to global catastrophes, natural disasters or public health emergencies.

To put it simply, we believe that because we are the best at providing the right aircraft charter solutions, we can assist our clients in reacting faster, helping aid move more quickly. This means that the humanitarian aid agencies' responses are as fast and efficient as they can possibly be.

We have been assisting relief organisations since 1990, and have been a part of practically every global relief operation since then.

Some major operations include:

**1990**

Aid relief to Sudan



**1992**

Aid relief to Somalia



ACS Chairman, Chris Leach on the ground in war-torn Mogadishu, Somalia

**1994**

Aid delivered to Rwanda following the genocide

**1999**

Working with various governments to create an air bridge to Kosovo



**2001**

Aid delivered to Bangladesh following monsoon floods

**2003**

Responding to the Bam earthquake in Iran



**2004**

Flying aid and rescue workers into Banda Aceh following the tsunami in the Indian Ocean.

**2005**

In response to the Pakistan earthquake, ACS arranged helicopters, as well as many other charters for relief agencies

**2010**

Following the volcanic ash cloud from Iceland hundreds of aircraft were chartered after European airspace reopened



**2016**

Arranged over 100 cargo movements into Kathmandu following the earthquake

**2019**

Aid and medics sent to Mozambique following Cyclone Idai

**2022**

Transport of 150,000 donated Covid-19 vaccines to Gabon in Central Africa

**2011**

Over 15,000 people evacuated from Libya, Egypt and Tunisia on ACS chartered aircraft

**2013**

A number of cargo charters carrying essential aid to the typhoon-ravaged Philippines



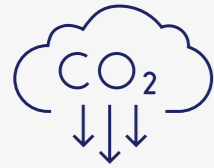
# Recap & Targets

## 2022 Highlights

We maintained carbon neutrality of our internal operations through the offsetting of

**928**

tCO<sub>2</sub>e for 2022



Through employee fundraising and ACS charitable donations over

**£140k** GBP

has been donated to charity in 2022



We launched an employee **electric car scheme**

UK wide in 2022



We engaged and began **supporting a PhD student**

in 2022



## 2023 Targets

### TARGET 1

Continue to work towards a

**net-zero**

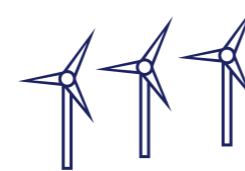
target date of 2035



### TARGET 2

Promote & increase customer participation in the

**carbon offset scheme**

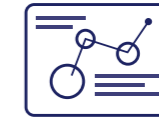


### TARGET 3

Continue to support

**PhD research**

throughout 2023 & 2024



### TARGET 4

Increase employee

**charity & community**

engagement



# Thank you

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We hope you've enjoyed our Corporate Environment & Social Responsibility Report for 2023. We'd love to hear what you think. If you have any feedback or suggestions, please do let me know by email to [hellochris@aircharterservice.com](mailto:hellochris@aircharterservice.com)

There's lots more online about our story, our history, our people, culture and initiatives. Visit our websites to watch our videos, read case studies from across the business, see our latest news and to download this full report. Visit us at [www.aircharterservice.com](http://www.aircharterservice.com)

I look forward to updating you on our progress.

Sincerely,

Chris Leach  
Chairman



ACS Chairman, Chris Leach in India visiting the HEEL foundation





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