

NATS

Responsible Business Report 2024–25

nats.aero



ABOUT NATS

NATS is the UK's leading provider of air traffic control services. Our purpose is advancing aviation, keeping the skies safe. We currently handle around 2.4 million flights per year in UK airspace. In addition to providing services to 14 UK airports, and managing all upper airspace across the UK, we provide services around the world spanning Europe, the Middle East, Asia and North America.

This report focuses on the social dimensions of being a Responsible Business and aligns with our financial reporting period of April 2024 to March 2025.

For environmental information and metrics please refer to the latest NATS annual report.

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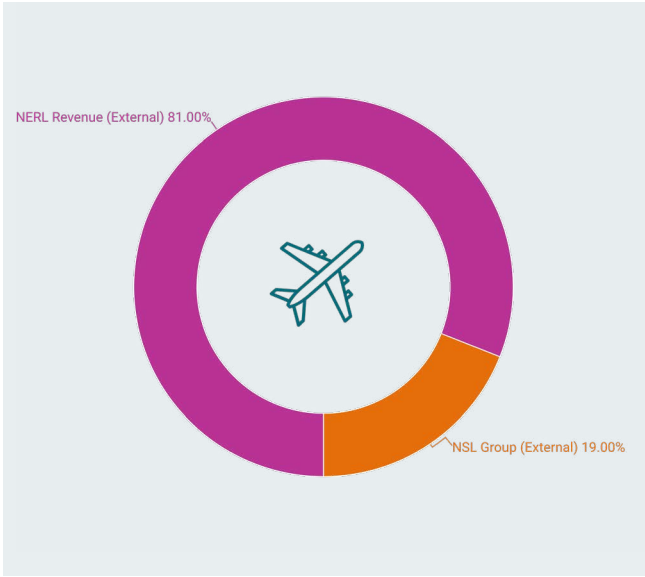


INTRODUCTION

NATS generates income from Air Traffic Control (ATC) and related services in the UK and overseas, mainly through NATS En Route (NERL) and NATS Services Ltd (NSL).

NERL is our main business and accounts for **81%** of the group’s revenue. It is the sole provider of ATC services for aircraft flying en route in UK airspace and the eastern part of the North Atlantic. NERL operates through a licence granted under the Transport Act 2000 as amended by the Air Traffic Management and Unmanned Aircraft Act 2021 and is economically and safety regulated by the Civil Aviation Authority (CAA). The CAA also sets targets, and provides incentives, for service, and also environmental performance.

NSL is the commercial arm of NATS and operates in contestable markets, servicing both UK and international customers. Together with its subsidiaries, NSL accounts for **19%** of the Group’s revenue.



Locations

- Whiteley (Head Office)
- Whitehall (London Office)
- Aberdeen Airport
- Belfast City Airport
- Belfast International Airport
- Bristol Airport
- Cardiff Airport
- Farnborough Airport
- Gatwick Airport
- Glasgow Airport
- Heathrow Airport
- London City Airport
- Luton Airport
- Manchester Airport
- Southampton Airport
- Stansted Airport
- Prestwick Control Centre
- Swanwick Control Centre

Key

- Airport
- Centre
- Offices

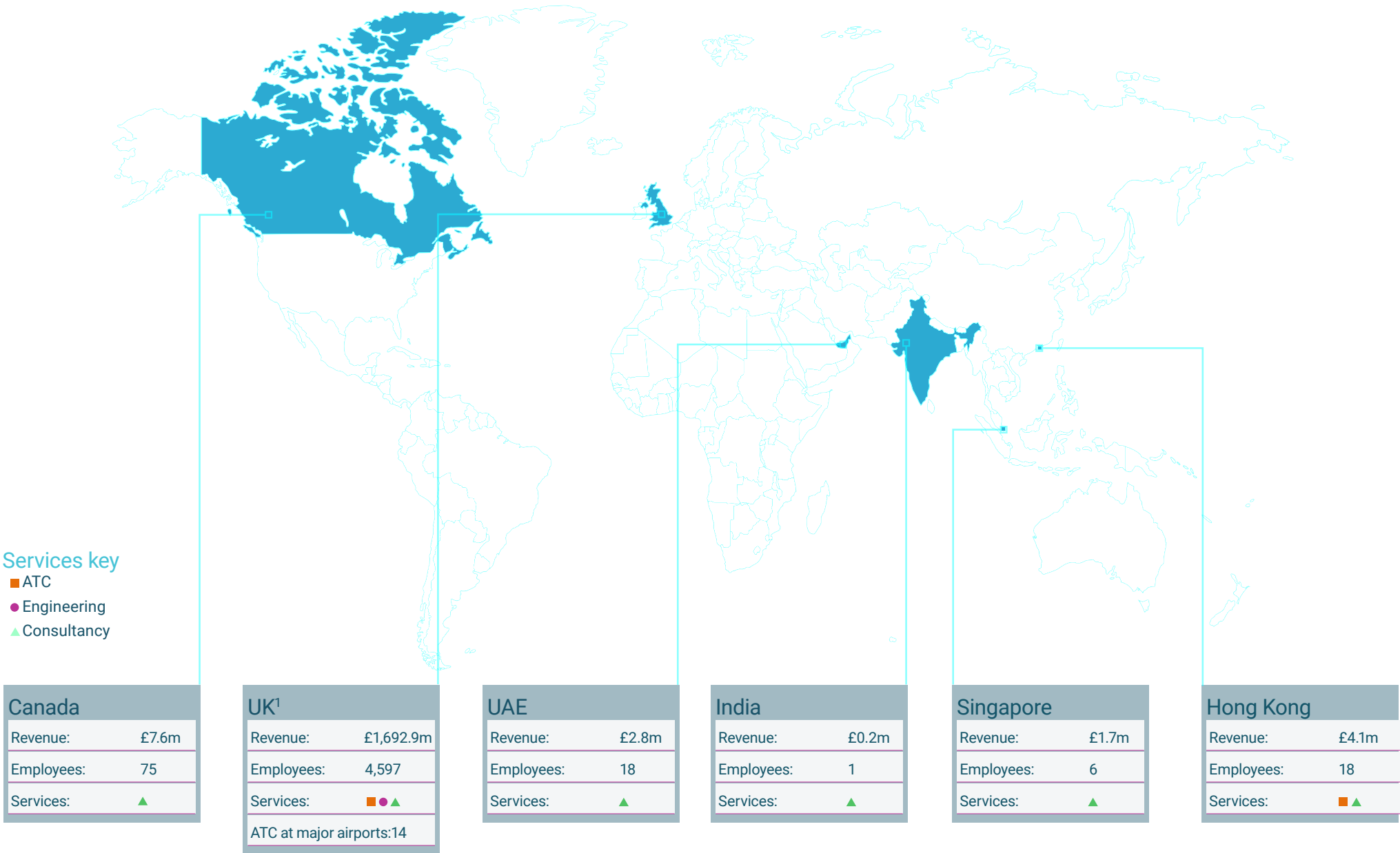


The UK Airports service currently provides ATC services to 14 major UK airports, as well as engineering support and airport optimisation services. Other UK business includes aeronautical information management, design and data services, digital tower services, consultancy and ATC training to airlines and airspace users.

International activity is focused on providing the same range of services to the Asia Pacific and Middle East markets, targeted to specific international airports and ANSPs. We have offices in Delhi, Dubai, Hong Kong and Singapore. Our Searidge Technologies subsidiary, based in Ottawa, Canada, provides digital towers and advanced airport solutions.



WHERE WE OPERATE



¹ The group operates a single third party contract in Gibraltar which is not disclosed for reasons of commercial confidentiality.

CEO INTRODUCTION



Martin Rolfe, Chief Executive

In the last financial year, we have made significant progress in our responsible business programme of work across all areas of the organisation. Our people are at the heart of this and I'm proud of the achievements completed and awards won.

This year, we retained the Payroll Giving Platinum Award by the Government-backed Quality Mark assessments in recognition of our fantastic employee contributions through our Give As You Earn scheme. Employee donations totalled over £250,000 for deserving charitable causes. Giving back to charitable organisations continues to be a priority for us and this year, we re-started our site-based charity partners initiative, where employees at our three main sites were able to vote for the organisation they wished to support. I'm delighted to say that we are now working with The Micah Project in Prestwick, Sophie's Legacy in Swanwick and Hampshire and Isle of Wight Air Ambulance in Whiteley, all incredibly worthy causes which I'm sure will really benefit from the contribution our employees will make.

Investing in our people is an important part of our responsible business programme and this year we celebrated the graduation of our first ever cohort of Apprentice Trainee Air Traffic Controllers. Thirteen of the next generation of Air Traffic Controllers graduated the course and will now become Student Air Traffic Controllers. I look forward to following their careers closely and welcome our next cohort starting the scheme. We also expanded our 'Future Minds' initiative, our STEM educational outreach programme, which is more important than ever given the skills shortage across our industry.

Equality, diversity and inclusion (EDI) remains a focus, and I was pleased to see us improve our position in the UK Top 50 Inclusive Companies list from 44th to 27th. This year, we partnered with Elevate(her), an organisation that aims to raise the percentage of young women in aviation. Our mission is to increase the opportunities across the business for young women who typically would not consider a career in aviation. As the aviation industry evolves, so must our commitment to diversity. Championing more women in STEM and aviation is not just a goal, it's a necessity, and we are proud to be taking meaningful steps to make that vision a reality.

We are fortunate at NATS to have six extremely active employee networks, which support our EDI goals with awareness days and months, organising events and ensuring discussions help to shape and foster a positive and inclusive workplace. They have all had a very successful year, and it is inspiring to see the impact they have had on employee engagement and wellbeing.

Martin Rolfe
Chief Executive



2040 STRATEGY

Our 2040 corporate vision to guide the long-term direction of the business, is designed to ensure that our business model is fit for the future and responsive to changes in the external environment.

This includes objectives to be carbon negative, support all airspace users, be a top 25 company to work for, and deliver additional revenue from building market leading propositions - all of which embed and address sustainability drivers.



**We'll be
carbon-negative**

We've minimised our direct environmental impact and we are carbon negative across our estate; we've limited waste and invested in carbon capturing technology. We're leading on reducing our industry's impact on our planet and working with our customers to help them do the same.



**Every airspace
user will rely on our
services**

We're relentless in our pursuit of safety, for all airspace users and everyone who works with us and for us. We're delivering the UK's ATM service and a single unsegregated airspace. We're constantly evolving and leading our industry to meet ever more complex technical demands. We're solving the issues our customers face through our innovation and pioneering technology.



**We'll be a Top 25 UK
company to work for**

We want to retain our brilliant people and attract the best new talent. Inclusion, career development and wellbeing are front and centre. We're working in a safe and diverse environment that encourages innovation and continuous improvement.



**We'll be delivering an
additional £500m in
revenue per year**

We achieve by being sustainable and commercially successful. We partner with customers, selected partners, suppliers and innovators to develop and deliver new solutions in the UK and beyond. We work in an efficient culture, delivering value for money and cost efficiencies every day. We've adapted to the big changes in our industry, and we're focusing on R&D and innovation.



OUR VALUES

Our purpose is Advancing aviation and keeping the skies safe – this is what we do and who we are. Our four values are at the heart of how we do it. Each value plays an important part in the everyday lives of our employees and supports their development, as well as contributing to a transparent and non-discriminatory workplace. Our values help us to foster a culture of collective responsibility across our business.



We are respectful

We value everyone regardless of background. We treat each other, customers, partners and suppliers with dignity and professionalism. We acknowledge the value each of us brings, our differences, and our contributions.

We also respect the world in which we operate, always acting responsibly and hold ourselves to the highest standards.



We are safe

Safety is our core value. Our commitment to the safety of our people, operations and positive safety culture remains consistent and unwavering.

It permeates everything we do as we address an evolving working environment and the challenges brought about by the expansion of types of airspace users and new technologies.



We are one team

We accomplish more together. We share knowledge and collaborate, both within functions and across divisions so our successes are shared across the business.

We put team goals ahead of personal ones, trust each other to deliver on commitments and support each other to develop the capabilities of the company. We are one team.



We are courageous

We have the courage to think differently, to speak up and create a positive working environment in pursuit of our goals, and to strive for better.

Our courage develops excellence in our people and in our practices. It advances our products and our services, and provides us with safe, sustainable and efficient solutions that we are proud of.

AWARDS



We have been accredited by **Best Companies** as a 1-star, 'Very Good Company to Work For' once again this year after over 3,000 employees completed the b-heard survey in February 2024.

Coronation Medals were awarded to our Swanwick military colleagues as they join 400,000 Armed Forces and frontline emergency service workers thanked for their service and support of the Coronation.



STA | SCOTTISH TRANSPORT AWARDS

Project Caelus, an industry collaboration aiming to use drones to transport essential medical supplies throughout Scotland, scooped the **Most Innovative Transport Project of the Year** at this year's Scottish Transport Awards.



We went from 5th to 3rd place in the Religious Freedom & Business Foundation's 2nd annual U.K. **Faith-Friendly Workplace** REDI Index survey.

The success of the NATS Supplier Sustainability Forum was recognised in 2024 when it won the Sustainability category at the **Institute for Collaborative Working annual Awards** for the way we engage our supply chain to help us deliver our net zero target.



At the Chartered Institute of Procurement and Supply Chain (CIPS) awards, NATS, alongside Leidos, won an award in the **Best Supplier Relationship Management Initiative** category. The award highlighted the strength of our relationships and how collaboration helps to deliver tangible benefits for our customers.

Our Give As You Earn scheme was awarded **Platinum status** by the Government-backed Quality Mark assessments, due to notable increases in the percentage of the workforce that donates and promotion of the scheme.



We improved our position in the **UK Top 50 Inclusive Companies** list from 44th to 27th, which was a huge testament to all the hard work from our colleagues who support our inclusion journey.



HIGHLIGHTS

Over **500** employees donated **£250,000** to **143** UK registered charities through Give As You Earn.

25 tonnes of surplus office furniture donated to Waste to Wonder.

Site-based charity partnerships for three main NATS sites launched.

£120,000 donated to **114** charities and community groups by the NATS community fund.

Our match funding scheme, with awards made to **66** worthy causes.

£170,000 + donated to our two corporate charities, the Jon Egging Trust (JET) and Aerobility.

100+ students hosted at NATS on JET's Blue Skies programme

The past year saw the introduction of a teambuilding fund of **£10,000**, enabling NATS employees to receive funding for a charity or good cause they help as a team.

97% of the Early Careers 2024 cohort were retained at NATS, with **34%** already promoted into new roles within the business.

13 of the first ever apprentice Trainee Air Traffic Controllers graduated, and **11** new apprentices joined the organisation.



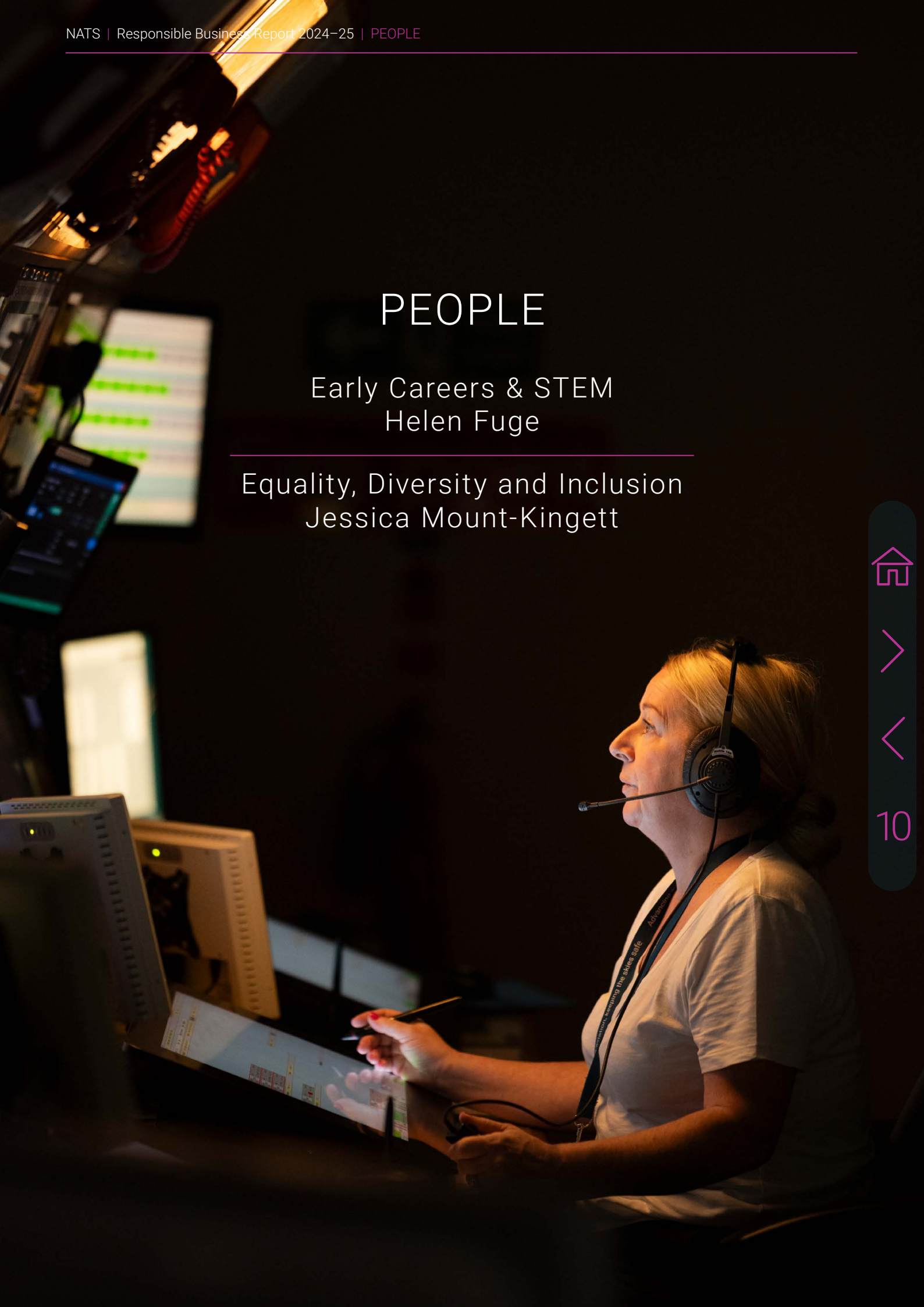
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PEOPLE

Early Careers & STEM
Helen Fuge

Equality, Diversity and Inclusion
Jessica Mount-Kingett



EARLY CAREERS & STEM



Helen Fuge, Head of Talent & HR Services

“This year has been another successful one for the Early Careers programme. The scheme was shortlisted for Graduate Employer of the Year at the National Graduate Recruitment Awards, alongside leading organisations such as IBM, Rolls-Royce, and Capgemini, in a record-breaking year for entries.

Further recognition was given with Beth Rippingale, former NATS Early Careers Talent Manager, placing third for Early Careers Professional of the Year, and Rachel Donaghey, Safety & Risk Graduate 2022, short-listed as a Rising Star. The programme also maintained its 3-star ‘World Class’ status in the b-Heard employee engagement survey, reflecting the high-quality experience and support provided to early careers colleagues.

Of our 2024 Early Careers cohort, 97% have been retained, with 34% already promoted into new roles within the business, highlighting the effectiveness of the scheme in developing and spring-boarding talent across NATS.

In November 2024, our first ever Trainee Air Traffic Controllers graduated from the Trainee Air Traffic Controller (TATC) Apprenticeship Scheme. A celebratory graduation ceremony was held for the 13 individuals who successfully completed the course and were awarded the Air Traffic Control Apprenticeship Standard. Having gained their Level 5 Apprenticeship qualification, they have since been posted to air traffic control units in our Swanwick and Prestwick operational centres in order to become Student Air Traffic Controllers (SATCs) and will continue their training journey for a unit endorsement.

Last year, the programme also welcomed its largest apprentice intake to date, with 11 apprentices joining the organisation in 2024; five of those are based at our Prestwick Centre, strengthening the Early Careers presence at our Scottish site.

Future Minds – inspiring the next generation

In 2024, we expanded our Future Minds programme, supporting our employees to inspire future generations with opportunities

in aviation and STEM. The programme aims to support disadvantaged communities and tackle a national STEM talent shortage threatening aviation. We now have 180+ passionate NATS volunteers who lead formal presentations, tailored experiences in schools and community settings and host work experience and structured events for students.

Future Minds is our educational outreach programme, operating across NATS. We broadly group activity into two areas: outreach and work experience. We focus on the career potential in aviation and STEM subjects, acknowledging the skills shortage across UK industry.

We believe that every student deserves a meaningful, inspiring interaction with STEM – regardless of postcode or background. In particular, we focus on involving young people from low socio-economic backgrounds, young women, and ethnic minority communities. Guided by the Social Mobility Commission’s “State of the Nation” report, the programme actively targets geographic and economic cold spots through a combination of national partnerships and grassroots delivery from NATS volunteers across the UK.

In the past year, we have developed national collaborations with organisations focused on supporting young people from diverse backgrounds such as Fantasy Wings, Urbond, Aerobility, Developing the Young Workforce and DfT’s Inspiring Aviation network. Most recently, we have worked with Neon – an online platform for STEM engagement, used by ~6000 UK teachers.

Impact of Future Minds so far:

19,700+ students reached via direct engagement since October 2023

52 schools involved, selected based on deprivation data and need

101 work experience sessions, average participant age: 16

HIGHLIGHTS



Fran Slater, Deputy Operations Supervisor, encouraged hundreds of girls to consider a career in air traffic and engineering at the Southport Learning Trust International Women's Day Conference 2025, which brought together over 500 Year 10 girls from five different secondary schools for sessions on empowerment, inspiration, and action.



Engineering Service Manager, Andy Fell hosted a group of RAF air cadets at Prestwick in November 2024, helping to inspire future generations to consider a career in aviation and STEM.

In August, we hosted our Young Women in STEM event, where the theme was creativity, perseverance, and collaboration. We hold this event every year at our three centres, where we welcome young women, aged 15–19, to spend the day with us to find out more about our industry and the career opportunities available, as well as hear from inspiring colleagues about their experiences.



May saw air traffic controllers at Manchester Airport showcasing the exciting roles available in air traffic at a local girls' school careers day.



In October 2024, volunteers from across Technical Services and our early careers scheme represented NATS at a local secondary school's career fair in Hampshire, showcasing exciting career opportunities within our business.



EQUALITY, DIVERSITY AND INCLUSION



Jessica Mount-Kingett, EDI Programme Manager

“Our Equality, Diversity and Inclusion (EDI) programme has evolved in the last year and is now focused on four workstreams – Educate, Attract, Lead and Inclusive Environment. This has allowed us to make a lot of progress in building our inclusive culture and extending our impact as a responsible business.

Educate

As part of our Educate workstream, we are continuing to develop our training offering to upskill our employees and foster an inclusive culture in the organisation. In September 2024, we launched a revamped Respect Matters training, which is mandatory for all employees. It highlights our Respect at Work policy and procedures for reporting discrimination through interactive character scenarios.

We have also responded to the new Worker Protection (Amendment of Equality Act 2010) Act 2023 by undertaking a number of reasonable and proactive steps to prevent the sexual harassment of employees. In February 2024, we updated our Respect at Work policy to align with the Worker Protection Act, with a particular focus on sexual harassment. We also developed a bitesize training package specifically for managers to help them to recognise what constitutes sexual harassment in the workplace and identify and reduce potential risks.

Attract

We continue to strive to attract people from diverse backgrounds to roles at NATS. In October 2024, we began a partnership with [Elevate\(her\)](#), an organisation dedicated to raising the percentage of women in all aviation careers globally. To increase the visibility of air traffic management roles to young women, we have added careers information on their website, produced a flyer to send to schools and colleges across the UK and filmed a series of mini mic interviews with female role models from across our business.

We also continue our partnership with Fantasy Wings, an organisation supporting individuals from ethnic minority backgrounds and young women to access opportunities in the aviation industry.

Lead

As part of our Lead workstream to develop inclusive leadership, we secured a place on the [Royal Academy of Engineering's Inclusive Leadership programme](#). This is a new and ambitious programme, with the aim of increasing inclusivity within the engineering industry and developing leaders who are role models for inclusive leadership. Our team of leaders are from Technical Services and HR and so far, the programme has been transformative for the senior, mid-career and early career leaders involved. For the second half of the programme in 2025, the team will deliver a project focused on developing our leaders' inclusive leadership and understanding of psychological safety.

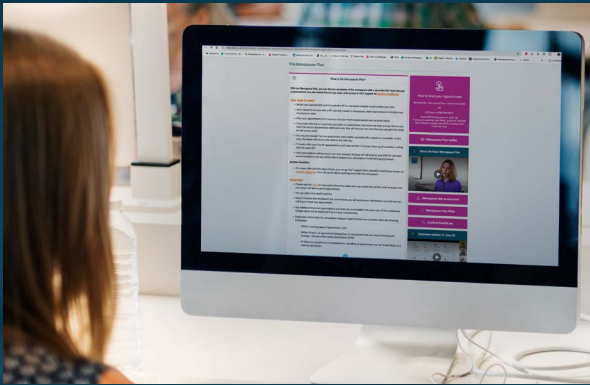
Inclusive Environment

The Inclusive Environment workstream was introduced in 2024 as another step to improve the inclusivity of our organisation. This workstream focuses on both the built and digital environments at NATS and how we can support all employees to have the tools they need to perform to the best of their ability. Also in 2024, we launched a new Workplace Adjustments process for non-operational colleagues that is consistent, centrally accessible and has its own budget.

We also offer adjustments at every stage of the interview process, including for new starters before their first day. We have an internal offering of assistive technology software packages, to help reduce waiting times and we have upskilled our HR Business Advisors as the point of contact for adjustments. They work with individuals and managers to discuss preferred ways of working to help them to work at their best.

Our facilities management team also now have a new Customer Experience Manager role who works closely with our EDI Programme Manager. This role is a conduit between facilities management and our employee networks, to consult on future plans and any potential impacts. We also use equality impact assessments to highlight potential accessibility and sensory issues with planned spaces, which will improve accessibility as well as reduce extra costs for amendments.





Multi-award-winning menopause strategy

Since the introduction of a comprehensive and multi-award-winning menopause strategy in 2023, which includes a menopause policy and toolkit, and quick access to specialist GPs through a company-funded menopause plan for employees and their partners, over 179 colleagues have benefitted from it.

This has been life-changing for some, enabling them to continue a career they love.



COMMUNITY

Charities
Emma Brett

Community Engagement
Robin Clarke



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COMMUNITY



Emma Brett, Corporate Affairs Advisor

“NATS is committed to making a positive difference beyond our core business. Through strong partnerships with charities, empowering our people to support local causes, and fostering a culture of giving, we're proud to help build stronger communities and inspire lasting change.

Our commitment to charitable support and giving back is strongly championed across NATS, reaching every aspect of our business activity. Broadening the ways in which we contribute to society not only aligns with the direction set by our Giving Something Back Steering Group and wider business objectives, but it also resonates with the views of our colleagues, as reflected in our latest employee survey.

From supporting local communities to championing charitable causes, and empowering future generations through workplace opportunities, giving back has remained a focal point for the business this past year and an area we are happy to dedicate time, resources, and passion to, to make a difference in the locales we serve.

Corporate charities



NATS supporting Jon Egging Trust workshop.

Our partnerships with corporate charity organisations, [Aerobility](#) and the [Jon Egging Trust \(JET\)](#), have continued to

go from strength to strength not only through financial support and fundraising, but also through mentoring opportunities, career-focused workshops, and the sharing of expertise.

Our ongoing support enables Aerobility to provide the magic of flight to individuals with disabilities and terminal illness, while our collaboration with JET allows disadvantaged young people to engage with workplace visits and re-engage with their education through the Blue Skies programme.

Site-based charities

We have expanded our charitable reach by re-launching a site-selected charity initiative this past year, inviting colleagues to nominate a local cause to commit to for up to three years. Our three Centres have embarked on this journey already, with our international offices, airports and other sites coming on board later in the year.



Spearheaded by employee-led charity panels, the three charities chosen by our colleagues are [Sophie's Legacy](#), and the [Hampshire and Isle of Wight Air Ambulance](#) (in Hampshire), and the [Micah Project](#) in Ayrshire. All three charities will receive NATS funding and hands-on support, so they can continue with and develop the vital work they provide to their local communities.

NATS' Community Fund

The Community Fund, our internal grant scheme for community causes, continues to welcome applications from NATS employees who are either personally involved with charities and community groups and volunteer their time, or who are raising funds for charity.

During this financial year we approved:

**142 requests for 117 causes,
awarding £120,000*.**

*This includes our match funding support for local and national charities across the UK.



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Teambuilding

Several teams have participated in company-funded teambuilding sessions in aid of community causes, such as the New Airspace Users team decorating wellbeing rooms for [Solent Mind](#), and the Sustainability team clearing vegetation for the [RSPB](#). We've also seen an increased amount of fundraising and collections taking place across our NATS estate - ranging from food bank collections and toy appeals to animal shelter drop-offs, volunteering events, raffles and bake sales.



New Airspace Users team decorating wellbeing rooms for Solent Mind

Give As You Earn

The generosity of our employees has shone through Give As You Earn, our payroll giving scheme, which allows employees to donate direct from their salary before tax. Participating colleagues donated over **£250,000** to UK-registered charities and places of worship, which helped us maintain the Platinum Quality Mark for our support through this initiative.

The top five causes supported by NATS employees were [Cancer Research UK](#), [The Trussell Trust](#), [NSPCC](#), [Hampshire and Isle of Wight Air Ambulance](#), and the [RNLI](#).



HIGHLIGHTS

Each year our early careers cohort dedicate a month to fundraising. This year saw the team climb Yr Wyddfa (Mount Snowden), run first aid sessions, organise a helicopter simulator, arrange bake sales, networking walks and quizzes in aid of the Hampshire and Isle of Wight Air Ambulance. They raised enough to fund a mission and buy new specialist equipment to support the cause.



Our UAE-based team took part in Dubai Municipality's 'Hour with a Cleaning Engineer' event, by participating in a beach clean on Kite Beach. Faye Hopkins, International Recruiter, commented, "it was a rewarding way to spend time, building bonds with our colleagues and doing good within our community."

Daneil Hazell, Systems Engineer, took part in the Great Tommy Sleep Out in March 2025, to raise awareness and fund for the Royal British Legion industries (RBLI) in support of the 6,000+ veterans experiencing homelessness in the UK. His 24-hour challenge at our Whiteley centre raised £2,580, including a donation from the NATS Community Fund.



COMMUNITY ENGAGEMENT



Robin Clarke, Senior Manager Public Policy & Community Engagement

“We knew the change would bring some noise benefits to local communities, but the post-implementation data has actually shown bigger benefits than anticipated.”

AD6 airspace change

This year saw the AD6 airspace change, which altered arrivals into London Luton Airport, made permanent. The primary purpose of this change was to decouple Luton and Stansted arrivals, reducing air traffic control complexity and improving safety standards.

Throughout the project, we engaged with a broad range of stakeholders, including local communities. Their feedback and an analysis of public opinion were included in the materials submitted to our regulator, the Civil Aviation Authority (CAA), as part of the post-implementation review (PIR).

We knew the change would bring some noise benefits to local communities, but the post-implementation data has actually shown bigger benefits than anticipated. When we looked into the data, holding in the newly created hold - ZAGZO - was infrequent, so aircraft spend less time circling at lower altitudes. In addition, aircraft have generally remained higher for longer, reducing prolonged noise exposure for the communities on the ground.

Long Distance Radar replacement

Our current radar infrastructure is nearing the end of its life. We are planning to replace ten existing radar systems which involves securing planning permission for multiple sites. One of the early deployments will be at Bovington in Hertfordshire.

Previously upgrading our equipment in this area has raised significant local interest and opposition, so we have spent considerable time and effort engaging with residents local to the

Bovington area prior to the start of the project to answer any questions and concerns. The subsequent planning application received only a small number of responses which were broadly constructive in nature, with most recognising that the radar has a critical national function.



Noise management forums

Some of the larger airports in the UK host noise forums where local residents and other stakeholders are able to work with the airports and other parts of the aviation industry to understand and where possible mitigate noise impacts. For several years, we have worked particularly closely with Heathrow's Noise and Airspace Community Forum (NACF) and London Gatwick's Noise Management Board (NMB).

Heathrow's NACF continues to be a constructive body, which also clearly meets the needs of local communities, while being honest and transparent about the period of significant change planned for the airport.

We have NATS representation on Gatwick's NMB Oversight Board, as well as sitting on the airport's consultative committee (GATCOM).



BUSINESS

Supply Chain
Stephen Rose

Facilities Management
Michelle McNamara



SUPPLY CHAIN



Stephen Rose, Head of Business Services

“We seek to work with suppliers who reflect the values we hold as a business and the sustainability credentials of an organisation are a critical factor in our decision to work with them. When we go out to tender for goods and services, 20% of our tender evaluation criteria are allocated to sustainability.

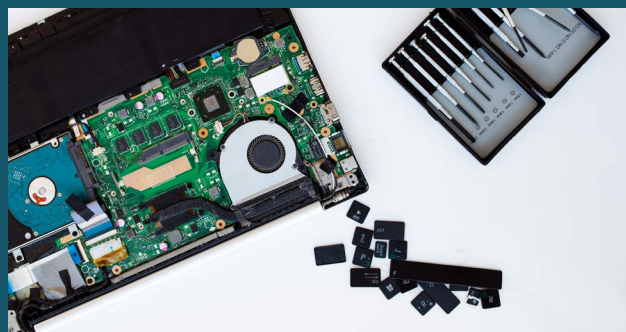
Our Supplier Charter sets out clear expectations on what we require of suppliers, and we have recently updated our standard contractual terms to reinforce this.

Conversely, we are keen to support suppliers should they need it, as well as learning best practice from suppliers who are well-versed in being a responsible business.

Our long-running supplier engagement programme helps us to understand our key suppliers' sustainability goals and EDI journeys, and we hold a quarterly sustainability forum where over 30 organisations of all sizes meet to collaborate and exchange ideas on sustainability topics. This forum has also led to offline collaboration between suppliers, to support their own journeys.

In aid of collaboration and improvements in EDI, we have connected suppliers with our internal experts in the business, enabling engagement and learning.

We hold regular supplier conferences where we invite the suppliers that make up around 90% of our annual spend to join us for a day to understand our business and hear what is important to us. Our 2024 conference was titled 'Sustainable operations, sustainable business'.



In conjunction with one of our key suppliers, we have recently sponsored a two-year STEM programme to support school-age children in deprived areas. The programme involves teaching selected students to repair broken technology hardware, while learning about sustainability and circularity. We are also providing laptops to the participating schools to help tackle digital poverty.



FACILITIES MANAGEMENT



Michelle McNamara, FM Operations Manager

“In partnership with our service provider Mitie, we are dedicated to cultivating a safe, inclusive, responsible and sustainable working environment. Through close collaboration with our customers – employees – we continue to identify meaningful opportunities to reduce environmental impact and design accessible spaces that promote productivity and wellbeing.

Giving our furniture a second life

In Scotland, we have an operational site in Prestwick, Ayrshire. As part of our Prestwick Estate Strategy, we will be replacing an older building, Atlantic House, with a smaller, more energy efficient building over the next few years. In preparation, we have been reducing our use of the building and towards the end of 2024, we started removing unwanted furniture from rooms no longer in use. We are reusing or recycling as many materials as possible as we demolish Atlantic House and this meant we needed to find a new home for over 25 tonnes of surplus office furniture. To help us give the furniture a second life, we worked with Waste to Wonder, an ethical clearance company who take unwanted office furniture and redistribute it to schools and charities around the world.



The desks, tables and chairs that we had used for so many years ended up being redistributed to The Wellness Tribe, an organisation dedicated to supporting individuals and families who are at high risk of experiencing mental health issues due to social and personal factors such as poverty, lack of skills, racial trauma, language barriers, refugee and asylum experiences, health or economic inequalities, unemployment and poor housing. As an organisation, The Wellness Tribe provide a range of projects and bespoke, commissioned services that are aimed at addressing these issues as well as meeting the personal needs of their beneficiaries.

Separating food waste

All of our food waste is now collected and disposed of in our on-site biodigesters. Tiny microbes break down the waste aerobically (with oxygen) and produce a useful soil improver, which can be collected by employees free of charge to use as a compost. Disposing of our food waste on site reduces our carbon footprint and saves money as we require fewer waste collections.

New bins, signage and food waste caddies are being rolled out across our Swanwick and Whiteley sites in Hampshire to ensure it is clearer and easier than ever for employees to dispose of rubbish responsibly.

233.78 tonnes of general waste was removed from NATS locations during 2024. This equates to the weight of an Airbus A330-200 (with fuel, passengers and cargo). In the calendar year 2024, NATS recycled 85.95 tonnes in mixed recyclables and paper/card. In February 2025, by recycling 1.8 tonnes of food waste, we produced enough electricity to power two UK homes with energy for one month.

Improving the accessibility of our buildings

This year, we worked closely with the EDI Programme Manager and the employee-run Disability Network to improve the accessibility of our buildings. Their recommendations are guiding us to create a more inclusive environment. Listening to the lived experiences of colleagues with disabilities, we are shaping a workplace that better meets diverse needs, helping us attract and retain talented individuals who may otherwise face physical or systemic barriers to employment. Our investment in accessibility not only supports our current workforce but also positions us to respond to evolving demographic trends. Recent improvements include the installation of power-assisted doors, accessible toilet facilities, and dropped kerbs.

EMPLOYEE NETWORKS

Young Professionals Network
Maddie Roberts, Co-Chair

Faith Network
Ridgely Johnson, Co-Chair

Women's Network
Jane Avery, Co-Chair

GlobeAll
Zain Ahmed, Co-Chair

SkyPride
Emma Barclay, Co-Chair



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Employee Networks promote diversity within our organisation and help create a culture where everyone is included, business challenges are addressed and support and advice can be shared.

Networks are run by colleagues for colleagues, who come together in their workplace based on shared characteristics and life experiences to influence, shape and foster a diverse and inclusive workplace.



YoungProfessionalsNetwork

Since revitalising the Young Professionals' Network, we've achieved remarkable growth. Throughout the year, the network delivered a diverse range of events, including Career Development Month in November. This featured insightful panels and talks exploring varied career paths, aimed at 'Championing your Career Journey.' The finale of the month was the NATS Knowledge Fair, where over 25 teams from across the business joined us to showcase their diverse and crucial functions, and foster collaboration amongst teams.

Maddie Roberts, Co-Chair



FaithNetwork

Since the Faith Network started in 2022, we strive to continuously include. We upgraded our multi-faith rooms at our Whiteley and Swanwick sites, and Prestwick is scheduled for next year. During Inclusion Week, we heard from American Airlines (a REDI (Religious Equity, Diversity and Inclusion Index) global leader) and a CPD Spiritual Wellbeing training provider who also delivered NATS' first spiritual wellbeing course during the year. During Inter Faith Week, we travelled to Prestwick, Swanwick and Whiteley to meet with colleagues and share knowledge and collaborate with other businesses where we operate in Ayrshire and Hampshire. As a leader in the 'Faith at Work' movement in the UK, we were a sponsor of The Economics of Faith & Belief Inclusive Workplaces summit, where the first UK REDI Awards were given out, demonstrating organisations' commitment, benchmarking and progress and their desire to learn from others.

Ridgely Johnson, Co-Chair



DisabilityNetwork

In 2024/25, the network prioritised workplace adjustments in collaboration with HR and Information Services (IS), focusing on improving accessibility and reviewing processes for supporting employees with disabilities. Member engagement was strengthened through regular catch-up discussions, speaker events, and the launch of new resources, including improvements to our intranet for easier access to information.

The network celebrated Disability Pride Month with a series of events and discussions, fostering awareness and sharing stories. Our pillars of Support and Improvement provided valuable feedback to HR and management, driving enhancements in accessibility and adjustments. National Inclusion Week saw an increase in collaboration and conversations about inclusivity, including support for colleagues with sensory conditions and those caring for loved ones with Alzheimer's.

Jordan Howard, Co-Chair



WomensNetwork

In March 2025, the Women's Network celebrated Women's History Month, organising events and talks around the theme of 'Moving forward together! Women educating and inspiring generations'. Throughout the month, we held networking events at our three centres, virtually discussed gender equality and allyship, hosted a panel session on career opportunities and the role of an ally and welcomed Dr Cheryll Pitt (OBE) who led an inspiring talk on her career and how she supports the next generation through outreach.

Jane Avery, Co-Chair



GlobeAll

This year has been an exciting one for the GlobeAll employee network, full of calendar events and occasions to celebrate. In October 2024, we marked Black History Month with a live Caribbean cookery demonstration from Tan Rosie Cookery School, welcomed TEDx speaker and Associate Vice President, EDI & Social Justice at Southampton University, Pascal Matthias, to speak to colleagues about diversity and the power of inclusive language, and heard from Keisha Ehigie, an award-winning entrepreneur and advocate for diversity in children's literature.

Zain Ahmed, Co-Chair



SkyPride

In June 2024, the SkyPride employee network celebrated Pride Month. It is celebrated in June, as that was the month when the Stonewall riots took place. These riots were important protests which took place in 1969 in the US and changed gay rights for people around the world. To mark the occasion this year, the network divided June into four themes, one per week. These topics were:

- Celebrating and recognising our LGBTQ+ colleagues
- The SkyPride Network – what the network is about and how it can support members
- LGBTQ+ community in aviation
- Bi-sexuality

Throughout the month, we had pride themed cakes and drinks in our restaurant, hosted special guest speaker Flying Officer Jordan Stafford-Boutwood, from 78 Squadron and marched in Southampton Pride later in August.

Emma Barclay, Co-Chair



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