



First Class Assurance

Helping airports navigate the new era of risk



Contents

First Class Assurance	03
Helping airports navigate the new era of risk	04
Assuring assets and management systems	05
Achieving product integrity	06
Sourcing responsibly	07
Navigating the energy transition and achieving net zero	08
Strengthening cybersecurity maturity	09
Birmingham Airport (BHX) case study	10
The role of data and analytics	11

First Class Assurance

Helping airports navigate the new era of risk

LRQA partners with over 84 airports worldwide to help them navigate the regulatory landscape, reduce their environmental impact, protect themselves from cybersecurity threats and manage supply chain complexities.

LRQA partners with over 84 airports worldwide

“The collaboration between a leading London based airport and LRQA exemplifies our shared commitment to excellence in health and safety. By conducting comprehensive audits and implementing rigorous standards, we are fostering a safer and more efficient airport environment. The partnership highlights the impact we can achieve together, setting a benchmark for health, safety and operational excellence in the aviation industry.”

Lesley Bray | Management Systems Auditor, LRQA

“We really felt that LRQA took the time to understand us, our operations and what we were working to achieve. We wanted to work with a partner who could bring a fresh perspective to our Health and Safety Management System and challenged us. The in-depth knowledge of LRQA experts, not only ISO 45001 but the industry, enabled us to keep striving for better.”

Simon Toseland | Head of Health, Safety and Fire at Birmingham Airport Ltd



Helping clients navigate the new era of risk

In the era of Assurance 4.0 – the new era of risk management – supply chain complexity, evolving technology and increasing demand for Environmental, Social and Governmental (ESG) transparency are constant, and this is no exception for the airport industry; cybersecurity threats, environmental impact, regulatory compliance and supply chain management are among some of the risks airports globally are faced with.

LRQA's approach to helping clients navigate the era of Assurance 4.0 is built around solution-based partnerships, informed by data-driven insights, with a focus on human intelligence and continuous assurance.

Our service portfolio is aligned to the key challenges within the era of Assurance 4.0, providing an end-to-end ecosystem of solutions for clients across geographies and sectors:

1 Assuring assets and management systems →

2 Achieving product integrity →

3 Sourcing responsibly →

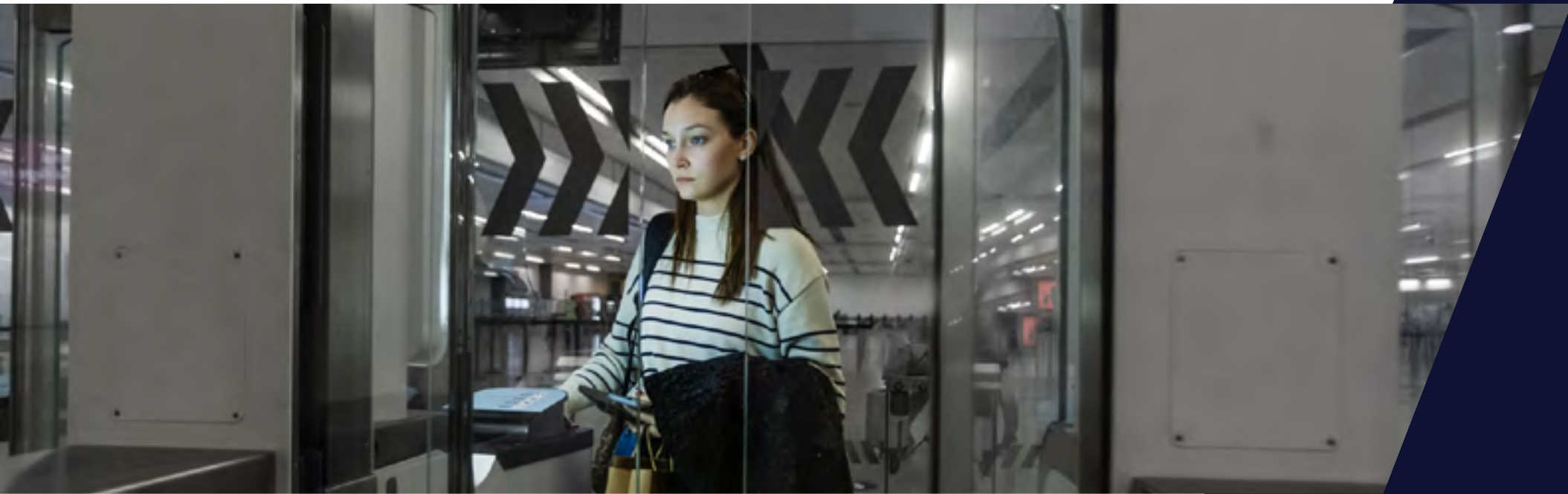
4 Navigating the energy transition and achieving net zero →

5 Strengthening cybersecurity maturity →

Assuring assets and management systems

Airports face stringent regulatory requirements for safety, security, environmental impact and operational efficiency. Failure to comply with these regulations can result in significant fines and penalties and pose serious risks to brand reputation.

Airports need to continually understand and address existing and emerging regulations, and act to comply with them; this compliance remains vital for building competitive advantage through demonstration of compliance with legislation and global industry best practice.



Our solutions

LRQA combines globally recognised standards with the tools to design and deploy programmes of work which assure the critical risks of your business and supplier networks. Helping you facilitate trade, meet stakeholder expectations and improve quality and safety across your business.

Supplier compliance audits ensure your supply chains and client sites meet industry and business-specific standards.



Industry-specific standards demonstrate best-practice for your target industries and clients, through recognised certification.



Our certification programmes help you meet regulation and international codes and standard requirements for products, systems and processes.



Meet obligations for data protection, financial regulations and compliance with industry and legislative frameworks.



Achieving product integrity

Airports are trusted by billions of people worldwide to provide a safe travel experience.

In 2022, the total number of passengers boarded at airports worldwide was approximately 3.8 billion

[*Centre for Aviation*](#)

The increasing demand for safe, authentic, high-quality products, components and services means it is vital that airports demonstrate integrity across their supply chain, as failure to do so can result in loss of customers, irreversible reputational harm and in worst cases, loss of life

Our solutions

Your business is only as strong as the weakest point in your operations and supply chain; our industry experts build solutions that help to ensure product integrity across this chain, whilst pinpointing product risk, advising on operational best practices and ultimately, helping safeguard your brand from harm.

Client-specific programmes ensure your business-critical sites and supply chains are assessed for specific risks. We offer bespoke assessment programmes delivered at scale.



Supplier compliance audits ensure your supply chains and client sites meet industry and business-specific standards.



Supply chain and vendor inspections identify risk, help assure your supply chain integrity and meet your client's specific requirements.



Analytics help make impactful decisions based on where risk sits across your supply chain via our EiQ platform ecosystem.



Sourcing responsibly

Over the past five years, human rights violations, animal welfare concerns and carbon emissions have continued to rise.

With human rights violations doubling between 2012 to 2023 ([UNHCR](#)), reported animal welfare violations exceeding 1,000 in 2023 ([ASPCA](#)), and carbon emissions reaching a staggering 40 billion tons the same year, more governments are requiring deeper accountability and transparency regarding ESG objectives and claims.

As supply chain legislation evolves, ensuring the integrity of supply chains, from food and retail products to aviation fuel and spare parts, is critical for airport operations and business success.

To protect and grow their brand, retain stakeholder trust and keep people safe, airports must work to ensure they have the processes and programmes in place to identify and mitigate these risks.



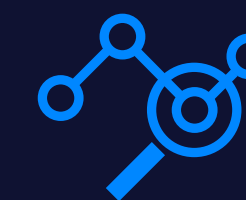
Our solutions

LRQA combines on-the-ground expertise with a suite of globally recognised standards and consulting capabilities to deliver client-focused responsible sourcing solutions.

Supplier compliance audits ensure your supply chains and client sites meet industry and business-specific standards.



Our advisory services help identify and deploy solutions for the biggest challenges. All of which are informed by data from EiQ, a deep understanding of industry trends, best practice and legislation.



Training ensures that you and your teams perform at the highest level and can meet challenges and industry expectations effectively.



Navigate the energy transition and achieve net zero

Globally, airports contribute significantly to carbon emissions, primarily through energy consumption, ground operations and associated transportation. In 2023, aviation as a whole accounted for approximately 2.5% of global CO2 emissions, with airports playing a notable role within this sector ([Our World in Data](#)) ([UNFCCC](#)).

The Airports Council International (ACI) reports that 357 airports, representing 46.1% of global air traffic, are working towards reducing their carbon footprint. These efforts have led to the reduction of over 322,000 tons of CO2 annually ([UNFCCC](#)). However, achieving net-zero emissions remains a complex challenge.

There is increasing expectation to provide clear and convincing evidence of progress made towards environmental targets. Verification of reports and data has therefore become a crucial enabler to achieve trust and transparency with stakeholders.

Our solutions

As a partner with deep experience in the sector, we help businesses transition to cleaner energy sources and verify their claims. Our support helps clients address the key challenges across the lifecycle of assets.

Our science-based approach to ESG strategy, creation and implementation, helps meet emissions targets, satisfy stakeholders and grow sustainably.



Carbon data is available via our EiQ supply chain due diligence assurance platform. Organisations can view their Scope 1 and 2 Greenhouse Gas (GHG) emissions data and can customise filters for flexible reporting. EiQ also delivers tailored environmental insights across sourcing countries and products.



Our range of GHG data verification services help organisations to transparently meet regulatory and customer requirements. We are accredited to verify against a range of globally recognisable standards and schemes, including ISO 14064, the Global Reporting Initiative (GRI) as well as regional and country specific emissions trading schemes such as EU ETS.



Strengthening cybersecurity maturity

Over the past five years, cyber attacks have significantly increased across all sectors rising by approximately 38% between 2021 to 2022 alone ([Parachute](#)), with ransomware attacks specifically surging by 13% ([Fortra | Terranova Security](#)).

Airports have increasingly become targets of cyber attacks; in 2023, there were numerous reports of cyber threats impacting airports; including Los Angeles International Airport (LAX) by the Dark Storm Team, which temporarily shut down their online platforms ([Resecurity](#)).

Ransomware, malware, and third-party attacks are ever-present risks to businesses. As these threats continue to evolve in frequency and sophistication, airports need to strengthen their cybersecurity posture and respond continuously.

Our solutions

LRQA's dedicated team of cybersecurity specialists partner with over 39 airports globally to deliver innovative solutions and continuous assurance to navigate this complex and ever-evolving threat landscape. From certifying systems and identifying vulnerabilities to helping prevent attacks and incidents that could impact brand integrity, finances and operations.

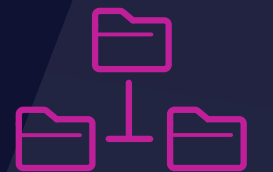
Security testing helps identify weaknesses and ascertain your ability to withstand a cyberattack.



Effective detection and response through managed security services.



Meet obligations for data protection, financial regulations and compliance with industry and legislative frameworks.



Incident Response:

Understand how to respond to a potential cyber incident while minimising impact to your company.



Advisory services help maintain and improve cybersecurity maturity.



Security and Network Solutions:

Design, implement, maintain and remediate security and networking technologies.



Partnering with Birmingham Airport (BHX) to manage international risk in a challenging landscape

ISO 45001 certification awarded by LRQA allows Birmingham Airport to focus beyond health and safety compliance when complex global challenges face the travel industry.

The relationship between LRQA experts and Birmingham airport was a driving force to the success of the certification. The Birmingham Airport team contacted LRQA looking for a strategic partner who could help them take their existing management system to the next level, challenging them to go beyond their current practices and grow as they adopted ISO 45001.

“ We really felt that LRQA took the time to understand us, our operations and what we were working to achieve. We wanted to work with a partner who could bring a fresh perspective to our Health and Safety Management System and challenged us. The in-depth knowledge of LRQA experts, not only ISO 45001 but the industry, enabled us to keep striving for better.”

Simon Toseland | Head of Health, Safety and Fire at Birmingham Airport Ltd



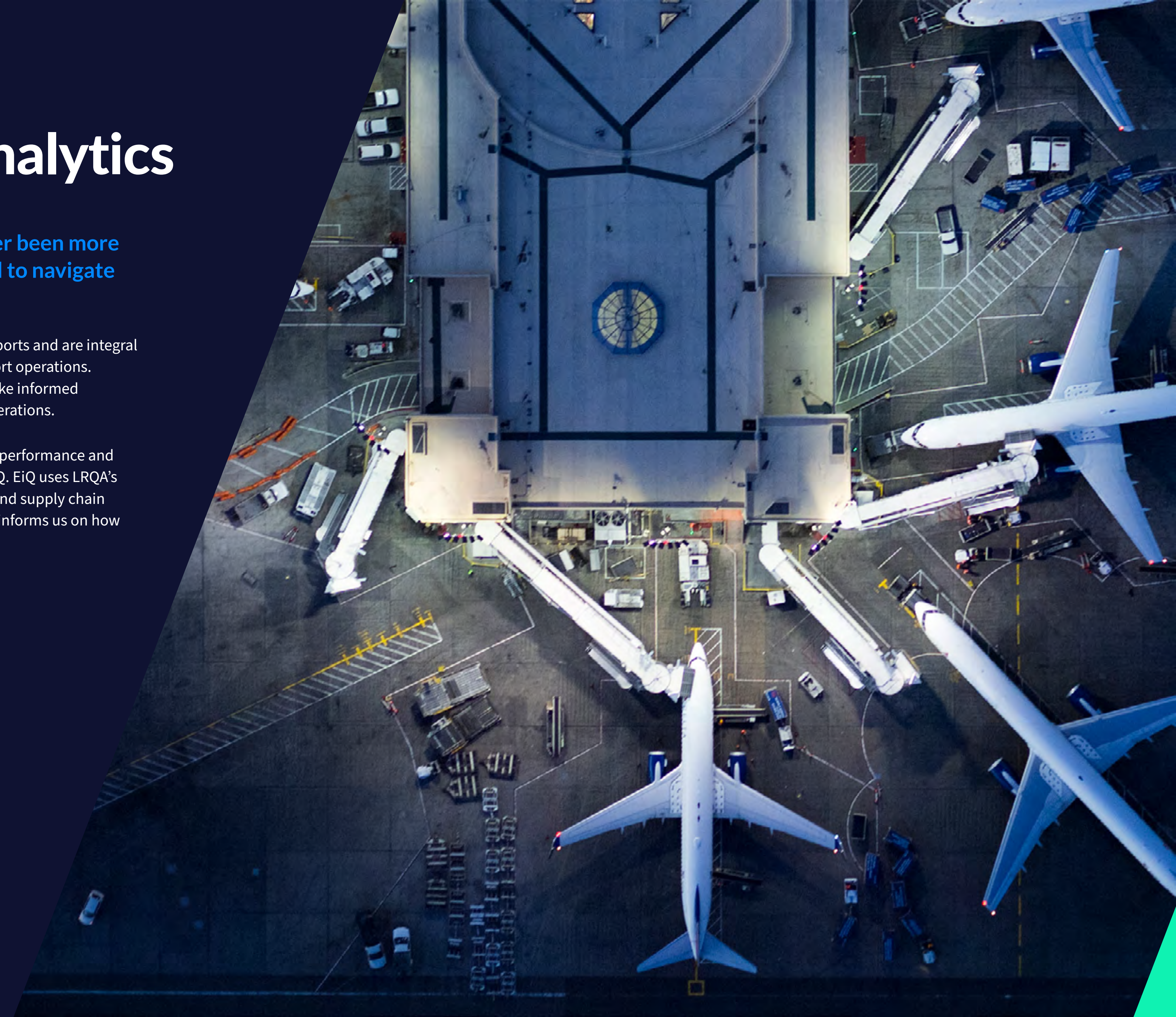
The role of data and analytics

Managing risk through an assurance programme has never been more vital, but now a new, digitally enabled approach is needed to navigate these global trends.

Data and analytics play a crucial role in the operation and strategic planning of airports and are integral to enhancing the efficiency, safety, customer experience and sustainability of airport operations. By leveraging new technologies, airports can capture and harness their data to make informed decisions, improve visibility, manage risk and protect performance across their operations.

Central to helping our clients identify, prioritise and manage risk to drive business performance and meet regulatory requirements is our leading supply chain intelligence platform, EiQ. EiQ uses LRQA's unique, proprietary, verified data to deliver actionable insight and enable end-to-end supply chain ESG due diligence. The platform also helps you understand your supply chain and informs us on how best to develop highly tailored solutions aligned to your business strategy.

[Find out more about EiQ →](#)





YOUR FUTURE. OUR FOCUS.

Previous



About LRQA:

LRQA is the leading global assurance partner, bringing together decades of unrivalled expertise in assessment, advisory, inspection and cybersecurity services. Our solutions-based partnerships are supported by data-driven insights that help our clients solve their biggest business challenges.

Operating in more than 150 countries with a team of more than 5,000 people, LRQA's award-winning compliance, supply chain, cybersecurity and ESG specialists help more than 61,000 clients across almost every sector to anticipate, mitigate and manage risk wherever they operate.

In everything we do, we are committed to shaping a better future for our people, our clients, our communities and our planet.

Get in touch

Visit www.lrqa.com/my for more information, email enquiries.my@lrqa.com or call **+60 32700 7009**



LRQA
Level 25,
Naza Tower, Platinum Park,
No. 10 Persiaran KLCC, 50088
Kuala Lumpur, Malaysia

Care is taken to ensure that all information provided is accurate and up to date; however, LRQA accepts no responsibility for inaccuracies in or changes to information.
For more information on LRQA, click [here](#). © LRQA Group Limited 2024.