

MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

FRIDAY 16 OCTOBER 2020 AT 10AM

MICROSOFT TEAMS MEETING

AGENDA

1 PROCEDURAL MATTERS

- (a) Apologies for Absence
- (b) To confirm as a correct record the notes of the Zoom Committee meeting held on 17th July 2020 and to consider any matters arising.
- (c) To receive the notes of the Teams meeting of the Technical Advisory Group held on 18th September 2020.
- (d) To receive the notes of the Teams meeting of the Airport Users Advisory Group held on 11th September 2020.
- (e) Procedural Matters
 - To receive the Financial Statement of the Committee's Bank Account for 2019–2021 (attached).

2 REPORT OF THE MANAGING DIRECTOR

To consider the attached report of Karen Smart, Managing Director, Manchester Airport, to include -

- (a) Update on Airport Operations over the last three months.
- (b) Airport response to pandemic and the latest restrictions.

3 MAG CORPORATE SOCIAL RESPONSIBILITY STRATEGY

To receive a presentation from Neil Robinson, Group CSR Director, on MAG's 2020 Corporate Social Responsibility Strategy and new CSR operating model.

4 COMMUNITY RELATIONS

To consider -

- (a) The Aircraft Track and Noise Monitoring Reports for April–July 2020, and the Complaints Summary Report for August and September 2020.
- (b) An update on the Airspace Change and Modernisation processes from Neil Robinson, Group CSR Director (see attached report).

5 ANY OTHER MATTERS THAT THE CHAIRMAN CONSIDERS URGENT

Date of Next Meeting: Friday 22nd January 2021 at 10.00 am
Via Microsoft Teams

Contact: Mike Flynn by either
Telephone: 07710 816720 or Email: manaircc.flynn@gmail.com

MINUTES OF THE VIRTUAL MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE held on Friday 17th July 2020

PRESENT: Steve Wilkinson – Chairman

Sandra Matlow - Passenger Representative

Iain Macfarlane – Cheshire East Council

Don Stockton – Cheshire East Council

Stuart Corris – Stockport Metropolitan Borough Council

Matt Wynne – Stockport Metropolitan Borough Council

Chris Boyes - Trafford Metropolitan Borough Council

Elizabeth Patel – Trafford Metropolitan Borough Council

Barry Winstanley – Trafford Metropolitan Borough Council

Bill Fairfoull – Tameside Metropolitan Borough Council

Keith Whitmore – Manchester City Council

Sam Naylor – Cheshire West and Chester Council

Jack Thomas – North West Region Chamber of Commerce

Peter Burns - Heald Green and Long Lane Ratepayers Association

David Neill – Scheduling Committee

Rob Thompson – North West Region of CBI

Neville Duncan – Which?

Kristina Hulme – ABTA

Kieran McMahon – Disability Stockport

Jan Nicholson – Knutsford Town Council

Colin Booth, Mobberley Parish Council

Linda Reynolds – Mere Parish Council

REPRESENTING MANCHESTER AIRPORT PLC

Jonathan Challis, Louise Hughes, Adam Jupp and Brad Miller

SECRETARIAT: Mike Flynn, Secretary; Denise French, Assistant Secretary

APOLOGIES:

Nick Mannion (Cheshire East Council) and John Taylor (Stockport MBC), and Nick Kelly, Environmental Advisor

1 APPOINTMENT OF VICE CHAIRMAN

The Secretary explained that due to the Coronavirus Pandemic the Annual Meeting in April had been cancelled and the appointment of Vice Chairman had not been made. He proposed that the existing appointment continue until April 2021.

RESOLVED: That Sandra Matlow be appointed Vice Chairman of the Committee for the remainder of the ensuing year.

2 REPORT OF THE CHIEF OPERATING OFFICER

Brad Miller, Chief Operating Officer, commenced his presentation by expressing his appreciation to all airport colleagues who had contributed towards airport operations since early indications of the pandemic had arisen in January. The seriousness of the Coronavirus had become apparent on 14th March when a Jet2 flight to Alicante had been turned round. The pandemic had had a devastating impact on individuals, the economy and the airline industry. Brad explained that on the quietest day the airport had processed just 16 passengers. A number of measures had been taken to manage the reduced operations including the temporary introduction of single Terminal operations at T1 and closure of airspace overnight.

The Airport had employed Professor Ashley Woodcock to give a second opinion on measures to take especially from an aviation perspective. From early on, Manchester Airport had required face coverings to be worn, along with trialing signage and use of PPE for staff. The current approach to PPE was based on the undertaking of a Risk Assessment with Security Staff being provided with visors. A trial of thermal imaging equipment was taking place and a decision was to be made about where in the journey point temperature checks should be carried out. An enhanced cleaning regime had been introduced which was visible to provide reassurance; an environmentally friendly Citrix product was being used as a spray disinfectant which was effective for use in areas of high traffic. Those areas would be subject to regular swabs and the product reapplied if necessary. A booking system for security had been introduced with 15 minutes between slots to help with social distancing, planning and resource management.

The Committee then considered Brad's written report which identified major issues affecting the business, with specific reference to the impact of the Covid-19 pandemic. The following issues were highlighted:

- Coronavirus – Covid 19 – like all airports, Manchester had seen a significant reduction in traffic. Between January and June the airport had handled around 4.6m passengers compared with 13.6m in the same period in 2019. In June 2020 volumes had been down by 99% and arrival passengers comprised 52% of traffic compared to 50% of traffic in June 2019. Air traffic movements between January and June 2020 were 37,339 compared to 96,571 for the same period in 2019. During this period there had been a 51% reduction in

cargo traffic. On 1st July T3 had re-opened, with T2 including the new forecourt, due to re-open on 15th July. The introduction of “flight corridors” had given increased confidence in flying.

Other measures at Manchester included a reduction in bus availability, use of screens in buses and, where available, the use of the middle doors for passengers rather than the front doors.

Brad referred to media coverage of the aviation industry and advised the approach of the Manchester Airport Group was to work in collaboration with any constructive criticism being expressed in private to relevant parties.

During the peak of the pandemic, 70% of staff had been placed on furlough with some roles continuing on furlough to October. The changes had been communicated to staff via the intranet, through staff videos and a staff handbook. It was recognised that the uncertainty could cause anxiety and support measures had been introduced for colleagues including virtual meetings, fortnightly video chats by Brad and a variety of health and wellbeing resources. The pandemic had led to a review of the organisational structure with a change to the current arrangements. The new structure recognised the need to focus on key activities to drive recovery. Further changes would need to be based on data and information to enable informed decision making and time would be needed to gather such information. This approach had been agreed with the Trade Unions and a 10% pay cut had also been agreed.

- Financial Results – an extract from the MAG statement to the London Stock Exchange was presented. The statement recognised that MAG faced “into the Covid19 crisis in a position of strength...”.
- Policy Matters – the Transport Secretary had appointed a Net Zero Transport board which MAG had been instrumental in establishing. Its role was to ensure the aviation industry did all it could to decarbonise and support the UK’s progress towards the targets set by the Paris Agreement.
- Transformation Programme – works had continued to ensure facilities were delivered to MAG at the appropriate time. The T2 Extension (T2West) had been handed over to MAG and management arrangements were in place to manage the facility, the remaining construction works and focus on preparation for Operational Readiness, Activation and Transition (ORAT). The “Wonderwall” was in place which was a focal point in the international departure lounge and would be used for information and display. Phase 1 of the new baggage system would open in October in preparation for T2West to open potentially in January 2021. On the Airfield seven new aircraft parking stands would be handed over in early August with three remaining stands and an additional three cargo remote stands available later in the year. A series of photos of works to date were presented.
- Surface Access – during lockdown public transport operators had continued to serve the

Airport on a reduced basis. The X30 Service was to be withdrawn at the end of August which was disappointing as journey times from Stockport would increase but more residential areas would be served.

- Customer Service and Security Issues – the data for immigration was presented, noting that Terminals 2 and 3 had not been used during April – June. The queue times in T3 had been impacted by social distancing measures resulting in a delay in processing passengers. For Security the SLA of at least 92% of passengers to queue 15 minutes or less had been met for the past 20 months up to May 2020.
- Community Matters – during the pandemic the Airport had worked hard to share resources with its neighbours. This had included sharing inflight meals to food banks, schools, hospices and other charitable organisations to avoid food going to waste; postcards had been sent to hundreds of people over 65 years of age in Wythenshawe, to express good wishes and offer a phone conversation if needed; over 100 goody bags had been sent to children's homes across Manchester, Stockport and Trafford; volunteer drivers had helped Wythenshawe Good Neighbours to deliver activity packs and pharmacy supplies as required. The Community Trust Fund had awarded £27,717 to twelve local organisations including £3,000 to Radio Wishing Well in Trafford towards radio equipment/mixer desks and £2,000 to 3rd Offerton Scout Group in Stockport towards windows for the Scout Hall. In May a special meeting of the Trustees had been convened to look at supporting organisations who were providing specific help for those affected by the pandemic. At this meeting a total of 15 local voluntary non-profit making groups had been helped including £3,000 to Willowood Hospice in Tameside for 10 x iPads to allow residents to stay in contact with families and £3,000 to Smart Works in Stockport for static rollers to allow athletes to train at home.

In discussing the report the following issues/questions were raised:

- How were messages around the new safety and hygiene measures being shared to give reassurance to passengers? Brad explained he had done 9 interviews so far, messages were through social media, the website, the press, posters around the site. It was important to keep reinforcing the messages and any support from the Committee was welcomed. An animation had been produced which would be shared with members who were welcome to pass it on. Adam confirmed that messages were shared with Local Authorities via the Transport for Greater Manchester Group and these would be recirculated.
- Was testing of staff carried out, especially among staff working with vulnerable passengers? Brad advised a trial of staff testing had been undertaken at East Midlands Airport. However, this did raise questions around effectiveness. The most appropriate approach was thought to be assuming everyone had Covid but was asymptomatic and to ensure all measures were undertaken – including use of hand sanitiser, PPE, allowing time to process passengers with social distancing measures where possible, enhanced cleaning regimes. There was a testing facility on site.
- Were arriving passengers disembarking aircraft in a slower and spaced manner? Brad

confirmed that during lockdown there had been greater gaps between flights with passengers held on aircraft until baggage had been taken off. Now the airport was busier this could not be continued but face coverings and hygiene measures were in place and social distancing in Terminals was advised and encouraged.

- Were e-gates in use and how could they be kept clean and hygienic? Members were advised that 4 new e-gates were introduced in T3 and increased cleaning was taking place including the Citrix product, along with advice to use hand sanitiser before and after going through e-gates.
- Did staff approach passengers not wearing face coverings? Brad advised that training had been provided but some staff were nervous of approaching passengers about wearing a face covering although he had done this. There were some spare masks available to offer to passengers. It was recognised that some passengers would be exempt from this requirement and there were examples of cards that people who were exempt could carry with them.
- If future passenger numbers rose to around 70-80% of normal capacity what configuration of Terminal use was expected? Brad explained that the business plan had not anticipated reopening T2 at this stage but there were more aircraft operating during the day and Slot 1 usage was high meaning all three Terminals were needed. In addition, the use of all Terminals increased the physical space available to support social distancing.
- With the staffing reorganisation where would central roles be based and when would specific staff structures that related to Manchester be available to share with the Committee? The Committee was advised that the redesign was still in process but use of technology meant geographical base was less significant. Some roles would have both a central and local focus. There would be further detail towards the end of August; it was recognised that staff needed clarity on their role and future.
- Information on complaints data was requested. Brad advised that most of the staff who provided such data were on furlough. There had been few complaints, most were queries and clarifications but the specific detail would be shared outside the meeting. The complaints related to past performance rather than current operations during the pandemic months.
- Members asked for an update on the Airspace Change project. This was currently paused until September at which point discussions would be held with the CAA. It was important that communication and stakeholder engagement was carried out in an effective and meaningful way.
- It was suggested that the airport, like many large organisations, was slow to act but once action was taken it had worked well. It was suggested that future plans must include planning for a possible second wave of the pandemic. Brad advised that work had been taking place behind the scenes on business resilience from January. The reduction of operations to T1 was an example of reacting to the changing situation. Members asked

why plans had not been shared with the Committee. Brad advised that information had been shared from 14th March; there was a delicate balance and an impact around closure of facilities and criticism had been made of the airport for early closures.

- Members thanked the airport for the information and actions taken to manage the pandemic and expressed support to the staff and operations.

RESOLVED: that the report be received and noted.

4 DATES FOR MEETINGS 2020 - 2022

The Assistant Secretary presented the schedule of meeting dates up to April 2022; they followed the usual pattern and avoided Bank Holidays around the Easter period.

RESOLVED: that the schedule of meeting dates be approved.

DATE OF NEXT MEETING: Friday 16 October 2020 at 10.00am, by virtual conferencing if necessary.

MINUTES OF THE MEETING OF THE TECHNICAL ADVISORY GROUP held on Friday 18th September 2020 via Microsoft Teams

PRESENT: Peter Burns (in the Chair), David Neill, Jan Nicolson, Chris Novak, Barry Winstanley

REPRESENTING MANCHESTER AIRPORT PLC

David Foote, Adam Freeman and Chris Wild

NATS

John Mayhew

SECRETARIAT

Mike Flynn, Secretary; Denise French, Assistant Secretary

ALSO PRESENT

Nick Kelly, Environmental Advisor

APOLOGIES:

Colin Booth, Steve Parish, Linda Reynolds (and her substitute Deborah Walker); and Margaret Hopley, Environmental Advisor

1 MINUTES AND MATTERS ARISING

The minutes of the Meeting held on 13 March were considered.

Peter Burns referred to Item 1 and the provision of a data sheet relating to 'Drones, fireworks, toy balloons and sky lanterns near Manchester Airport' and asked for a progress update.

Adam Freeman advised that the impact of Covid-19 had delayed production but this would be progressed by Jonathan Challis shortly and circulated to TAG members.

All other items were covered on the agenda.

RESOLVED: that the minutes of the meeting of the Group held on 13 March be approved as a correct record.

2 AERODROME OPERATIONS

The Group considered a briefing presented by Chris Wild:

- Passenger numbers for the financial year to 26th August were 5,461,828 which compared to 19,595,622 for the same period in 2019; there had been 42,836 transport movements to 26th August this year compared to 125,956 for the same period the previous year. It was estimated that passenger numbers could increase to 14 – 15million in the next financial year but these were only

projections at this stage. John Mayhew advised that there were currently around 500-600 movements per day with Friday being the busiest day.

- There were 9 Mandatory Occurrence Reports (MOR) between the period January – August and the details were outlined. Peter Burns noted that 3 incidents related to ground equipment and asked whether the apron had additional parked aircraft at the moment that made manoeuvres more difficult. Chris explained that there was a reduction year on year in ground collisions. He felt performance was good bearing in mind it was a complex site; with a variety of ground handlers and a number of aircraft on the site including 2 aircraft on the taxiway. All aircraft had their own stand and were all parked in a compliant and safe way. Audits were regularly undertaken.
- Nick Kelly asked whether there was any data on passenger predictions that could be shared to inform the Cheshire East Council review of the Site Allocations and Development Policy Document (SADPD) which was currently under review. CEC wished to include wording that relating to contours and Chris Wild agreed to keep Nick updated.
- Airfield Projects update – the rehabilitation works to Delta 5 were now complete. This was the main route into the T2 campus. An airfield view showed the delivery of the Zulu stands and new dual taxiways. These had been named blue and orange which was non-standard but there were examples in other countries. The CAA had undertaken a visit and confirmed this was satisfactory. A period of ORAT (Operational Readiness, Activation and Transition) testing was now underway. Chris advised that single runway operations off Runway 2 would take place during week commencing 5th October. Peter Burns asked whether the previously advertised programme of night closures was still valid. Chris advised that if night closures were needed they would be within the times previously advertised but the number of night closures would most likely be less.

RESOLVED: that the update be received and noted.

3 PLANNING, DEVELOPMENT AND MAN-TP UPDATE

Adam Freeman updated on Planning and Development and MAN-TP:

- Aviation Policy – the Government’s consultation document “Aviation 2050: the future of Aviation” was now expected to progress via a series of specific policy documents rather than a White Paper. A new Civil Aviation Publication – CAP 1096 – would come into force in October and was designed to provide safeguards arising from crane operations near airports. The Government had released a planning White Paper - ‘Planning for the Future’ – which would see a radical reform of the planning system. There were 5 central proposals – streamlining the Local Plan process; use of digital systems; a new focus on design and sustainability; introduction of a nationally set infrastructure levy to

replace Community Infrastructure Levy and s106; and ensuring land is available for housing and development that people and communities need. MAG was considering how to respond and this would be reported to the next meeting.

- Local Planning Policy – a 12 week consultation period would start in November on the Greater Manchester Spatial Framework. Cheshire East was currently considering the 2,700 responses received on its Site Allocations and Development Policies document. Manchester's Local Plan had undergone a consultation period in spring and the Plan recognised the role of the airport as an employer and transport hub. The Plan was closely linked to the Greater Manchester Spatial Framework. Trafford's draft Local Plan would go out for consultation in autumn.
- Section 106 – a series of technical topic based workshops had been held between Cheshire East Council and the Airport but work had been impacted by a focus on Covid-19 activity by CEC and the furlough scheme at the airport which meant unavailability of staff.
- MAN-TP – various component parts had now been handed over to MAG. The T2 extension had been handed over in March; the current thinking was that it would open in early 2021.
- Airport City – the green bridge which was a footbridge/cycleway had been lifted into place in July. Piling works for 2 new hotels had been completed and the construction works were expected to be complete in July 2021

The new parking product 'Drop and Go' had opened in August. Work to provide a new landside bussing facility and surface car parking at Clough Bank farm had been suspended.

RESOLVED: that:

- (a) the update be noted; and
- (b) the next meeting of TAG receive a progress update on the S106 discussions.

4 ENVIRONMENT/COMMUNITY RELATIONS UPDATE

The MANTIS reports for April – July were presented and the Noise Complaints summary for August. There had been no noise infringement fines during the period. There had been fewer complaints throughout this period compared to the same time period in 2019. Since March the noisier aircraft had not been operating. David Foote suggested there could be supplementary metrics introduced for future reports to TAG and proposals could be discussed at the next meeting.

There had been an increase in aircraft flying 'off track' over the period. This would be

addressed as part of the overall airspace change programme.

Nick Kelly reported that CEC had experienced a rise in noise complaints over the period from March. Members discussed this being due to far greater numbers of people working at home, overall noise being quieter due to less traffic etc. and people experiencing difficulties arising from the situation of living with lockdown and restrictions. Adam Freeman explained that there had been a number of complaints to the airport about unusual aircraft and this was partly RAF aircraft undertaking training and ordnance survey doing works from the air.

The progress with the Airspace Change project had been deferred due to Covid-19. MAG were lobbying the Government to allow those airports who wanted to progress Airspace Change to be allowed to do so. In Manchester it was hoped that the works on the project could recommence at the end of the year.

Members placed on record their appreciation for all the hard work and commitment of Wendy Sinfield, who had left her role at the Airport as Community Relations Manager.

RESOLVED: That the update be noted.

NEXT MEETING: Friday 4 December at 10.00am via Teams.

MINUTES OF THE MEETING OF THE AIRPORT USERS ADVISORY GROUP held on Friday 11th September 2020 via Microsoft Teams

PRESENT: Mrs Sandra Matlow (in the Chair)

Cllr Stuart Corris

Mr Neville Duncan

Cllr Iain Macfarlane

Mr Kieran McMahon

Cllr Sam Naylor

Cllr Elizabeth Patel

Mr Jack Thomas

Mr Rob Thompson

Mr Keith Whitmore

REPRESENTING MANCHESTER AIRPORT PLC

Lisa Cleminson, Chris Hughes, Louise Hughes, Hardik Modha, Smit Patel, Emma Porter

ALSO PRESENT

Louise Deakin, UKBF

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

APOLOGIES:

Mr G Ellis and Mrs K Hulme

1 MINUTES AND MATTERS ARISING

The minutes of the Meeting held on 6 March were considered.

All matters arising were covered on the agenda.

RESOLVED: that the minutes of the meeting of the Group held on 6 March be approved as a correct record.

2 UK BORDER FORCE

Louise Deakin updated on Border Force:

- On 8 June a number of health measures had been introduced into Manchester Airport. There had been close liaison with the Airport and the measures had included QR Codes, checkpoints at each Terminal, social distancing measures. The information on the new measures had been shared on the Airport's social media platforms.
- Staffing – between March and May there had been reduced staffing. The downturn in passenger numbers meant resources could be redeployed. There had been a focus on review of policies, introduction of PPE and screens and consideration was being given to introducing work bubbles.
- Passenger locator forms – these forms were required to be completed prior to arrival and could be online or in paper form. Those not completing the forms risked a £100 fine. The forms were submitted electronically to Public Health England. Border Force staff could provide tablets for passengers to complete the forms at the airport if necessary.
- E-gates – there were 9 e-gates currently operating in T3. Members asked about cleaning regimes for the e-gates and use of hand sanitiser. Lisa Cleminson explained that the airport used a product called 'Citrox' across the site which was a spray that gave 6 months barrier protection to places of high touch frequency. The product was used by Mitie who placed discs on the areas to indicate when they had been sprayed and the areas were swab tested to ensure the protective barrier was still effective. There was no hand sanitiser located at the e-gates but sanitiser was located at various points across the airport site.

RESOLVED: that the update on Border Force be received and noted.

3 AIRPORT OPERATIONS UPDATE

The Group considered a report and update on current operations.

Terminal operations - Lisa Cleminson updated:

- The senior management structure was presented with Charlie Cornish remaining as the Manchester Airports Group (MAG) Chief Executive and Andrew Cowan the MAG Chief Operating Officer. The role of MD of Manchester Airport was now undertaken by Karen Smart, formerly of East Midlands Airport with Brad Miller moving to MAG-O. There were 4 Senior positions reporting into Karen including Lisa as Head of Terminal Customer Operations. Lisa would have 2 Customer Liaison Manager posts reporting into her and Ashley Horsfall as PRM Manager would also report directly to Lisa. Lisa explained that there had been a 25% reduction in management positions across all 3 MAG Airports. The Commercial Team was now a Group wide team rather than airport based. Members expressed their appreciation to staff who had now left, particularly Michelle Foster who had attended regularly at meetings to update on improvements to the PRM service.
- Smit Patel and Lisa explained that the Government's furlough scheme had been used as widely as possible but represented only a small part of the Airport cost base.

- The Airport had previously been predicting around 30m passengers for Financial Year 21 (ending on 31 March 2021) but this prediction had been reduced to around 4.5 – 6m passengers. It was hoped that this might increase to 15m in the following financial year.
- In March the Airport had operated out of one Terminal only. The time had been used to implement measures to make Terminals Covid secure including undertaking Risk Assessments, carrying out enhanced cleaning, sourcing PPE and introducing screens in various locations. MAG had not received any guidance from Government around how to make an airport Covid safe.
- In March there had been a number of repatriation flights arriving at Manchester particularly passengers from Australia arriving via Qatar. The quietest day had seen 16 passengers processed. During April and May the Customer Services Team had been split into 2 groups to work in rotation, with one group working and the other on furlough.
- There had been an increase in passenger numbers in July as travel restrictions were lifted but numbers had subsequently reduced as countries were added to the quarantine list. Overall the strategy was to keep the Airport viable until business and volumes returned to more normal levels in the longer term.
- Passenger locator forms had caused some queuing issues at the Border and areas had been set up where they could be completed. Social distancing measures had been set up in Baggage Reclaim with alternate belts used where possible and Tannoy announcements. There were challenges with passenger behaviour such as not wearing masks and family members who were not getting on a flight but accompanying passengers into the Terminal. There were Tannoy announcements to try to discourage this behaviour. There was a similar issue in Arrivals with some families trying to wait in the Terminal for arriving family members; there was signage in various languages, barriers, Tannoy announcements and Customer Services staff. Some staff had experienced verbal abuse when asking people to wait outside for passengers. The message was clear that people should not enter the Terminal unless they were travelling as the area was enclosed; unless accompanying a PRM or pregnant passenger or to use the toilets.
- The airport had recently closed T2 again and was looking at capacity for the winter season. A number of airlines had not flown out of Manchester since March but Virgin were to commence 4 x weekly flights to Islamabad

Landside operations, Emma Porter, Head of Car Parks, updated on car parking:

- Demand for car parking had been reduced and the Meet and Greet service had closed in April and then reopened in August for a temporary period. It had subsequently closed in T2 and T3 with T1 M&G closing soon with no M&G services likely to reopen during the remainder of the financial year.
- The Multi Storey Car Parks at T1 and T3 would remain open. A number of external staff car parking facilities had been closed.

- The new 'Drop and Go' car park had been opened serving T1 and T3; passengers would drop off their car and then take a bus to T1 or walk to T3. The car would then be parked in a purpose built car park.

Members asked how the name 'Drop and Go' had been chosen and Emma explained that this had been after research by the Commercial Team.

Members queried why car parking prices had increased. Emma explained that pricing was based on demand and costs of providing the service and prices were therefore dynamic.

Hardik Modha updated on the bussing product:

- The focus over recent months had been on making the bus service Covid safe. This had included use of the CitroX product, increased cleaning regimes, installation of screens, introduction of separate entry and exit doors on busses and reduced capacity.
- Buses were currently only operating from Jet Park 3 and the Car Rental Village but this was subject to ongoing review.
- The flexi furlough scheme had been used and the downtime had been used to train more drivers to operate airside bussing.
- A system called 'Greenroute' was in use to monitor drivers on the safety and efficiency of their driving; it also provided information on the environmental impact which had seen a reduction in engine 'idling'.

Members asked about the provision of real time information for bus journeys. Hardik explained that the technology had been installed where this was possible, including in Terminal 2 where Information Screens had been provided, but it had not been possible to undertake any live trials. The technology could be installed at Terminals but not at all car parks due to lack of infrastructure, for example, Jet Parks 3 did not have any bus stops where the technology could be located.

Members asked about ground transport and were advised that information would be shared after the meeting. The Airport was however in regular dialogue with public transport operators about levels of demand for both passengers and staff.

MAN-TP - Louise Hughes updated:

The programme was split in 2 phases with Phase 1 including Pier 1, Multi storey car park, new forecourt and T2 extension plus related matters. The opening of the T2 extension had been postponed to early 2021. Terminal 2 had closed to enable trials to be carried out. The new forecourt had opened in July 2020 and photos were displayed of the forecourt and new Terminal. The photos showed signage and information points. There were new facilities for bus drivers which had now opened. Members asked about provision of litter bins which Louise agreed to find out and circulate outside the meeting. The airfield would have dual taxi ways and new colour coding.

It was hoped that AUAG Members might undertake a "socially distanced" visit to T2 at some stage in the future and participate in trials of the new facilities.

Members asked if a future meeting could include information on signage in both phases of MAN-TP?

Members asked about provision of retail in the new Terminal. Louise explained that discussions were ongoing with retail around the commercial agreements. Some retailers were undertaking fit outs and some may postpone opening until Phase 2; any stock had been removed by retailers. An update could be made to the next meeting.

Members asked if T2 was viable with reduced overall passenger numbers or if it could be the only Terminal in use? Lisa explained that T2 gave the best passenger experience but needed 11m passengers to be viable; however there were a lack of facilities for smaller carriers at T2 hence the need for either T1 or T3 to also be in use. There was also a need to be able to offer a Transfer product.

Special Assistance Services

Lisa updated that work continued with ABM and they had undergone a restructure to ensure the right skills were in place for the current provision. The CAA had attended and been shown the work carried out to provide Special Assistance services. The ECAC standards used to measure provision suggested a score of 3.96/5.00 which was in the 'good' category with a score of 4 being categorised as 'very good'. The work of ABM and Michelle Foster was recognised, and it was expected that the Airport would receive a "good" rating this year. A further update would be made to the next meeting.

In relation to missed flights there had been 1 PRM passenger who had missed their flight since April and this was due to a staffing issue. Members asked if any progress had been made in producing an information leaflet for Assistance passengers who missed their flights to explain the process. Lisa explained that she would update outside the meeting but the responsibility for PRM and Assistance Services had only recently become part of her remit. Members were pleased to note that response times were high and well within targets. Lisa explained that there had been an increase in non-notification which was now around 40% compared to around 30% previously, which despite currently lower than usual Special Assistance numbers, did not help performance levels.

Facilities Management

Members asked about the background to the 'Citrox' product which was set out in detail in the Report. Lisa explained that Mitie, who provided cleaning services to the airport, had gone out to tender and had an exclusive supply. Surfaces were still being wiped down between applications of Citrox.

Customer Feedback

In March surrounding lockdown the Airport had experienced a huge volume of contacts. From April – June the contacts had mainly focused on seeking information about options to amend bookings. Complaint figures per 10,000 passengers showed high particularly for June but this was due to significantly reduced passenger numbers and the way the averages were calculated.

In June T3 received 2 complaints and processed 39 passengers which meant the average complaint per 10,000 passengers was inflated at 50.55 across all Terminals.

The Customer Care Team had been reduced in number and were largely working from home. However they had responded well and effectively throughout this difficult period. Chatbot in particular had been very well utilised and the Sales Team responses continued to be good. There had been increased cross – Team working, and the levels of demand from the public outside of normal office hours continued to be kept under review. These arrangements might be affected by future management change.

NPS scores – Chris Hughes updated that the survey had been paused from March as the system meant that surveys were being sent out to passengers who had made car park bookings which were cancelled and therefore no appropriate information would be received. MAG-O had managed to address this issue which meant the NPS surveys were now operating. The downturn in passenger numbers meant that 30 NPS surveys had been sent out that week compared to 1800 in the same period last year. The PRM surveys had also resumed this week and positive feedback received to date. Market research was not yet back in Terminals due to reduced passenger numbers, but social media data remained active with the details fully set out in the Report. The Feedback Now buttons had been removed on hygiene grounds and would be reinstated at the appropriate time.

RESOLVED: That:

- (a) the update be noted; and
- (b) the next meeting include an update on signage strategy (from Andy Depp) and retail for MAN-TP; and further information on the CAA's annual evaluation of Special Assistance Services.

NEXT MEETING: Friday 27 November at 10.00am via Teams.

MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

FINANCE REPORT - BREAKDOWN OF EXPENDITURE OF CURRENT ACCOUNT FOR THE PERIOD 1 JULY 2019 TO 16 OCTOBER 2020

Date 2019	Details	Add £	Deduct £	Balance £
1 July	Balance Brought Forward			14463.59
26 July	Lunch in the City – catering July MACC		288.64	14174.95
26 July	Secretary's expenses UKACCs Annual Meeting at Inverness 12 -13 June		297.55	13877.40
2 Aug	Chairman's expenses UKACCs Annual Meeting at Inverness 12 – 13 June		436.47	13440.93
30 Sept	UKACCS Subscription April 2019 – March 2020		1125.00	12315.93
19 Nov	K. Whitmore attendance at Transport Forum at Radisson Hotel on 11 June 2019		9.00	12306.93
2020				
5 Feb	Costello – catering January MACC		288.64	12018.29
17 July	Manchester Airport Payment 2020 - 21	3500		15518.29
		Current Balance		15518.29
		Reserve Accs.		1593.60

Estimated expenses to 30 September 2021 (subject to covid impacts):

April and July 2021 MACC Meetings Catering (£600)

UKACCs Annual Conference 2021 (Bristol) – travel and accommodation (£750)

Attendance at CAA (Community Discussion Forum) meetings in London (£400)

Attendance at other DfT/CAA/UKACCs Consultation meetings (£500)

UKACCs Annual Subscription April 2020 – March 2021 (£1125) (Invoice received on 29 September 2020 and payment being processed)

UKACCs Annual Subscription April 2021 – March 2022 (£1125 but could be less)

Total: £4500

Income:

Manchester Airport: **£3500**

MANCHESTER AIRPORT

Manchester Airport Consultative Committee

16 OCTOBER 2020

REPORT OF THE MANAGING DIRECTOR -OPERATIONS MANCHESTER

1. INTRODUCTION

This paper has been produced ahead of a virtual meeting of the Manchester Airport Consultative Committee. I have covered the usual topics with particular emphasis on the impact of the COVID-19 pandemic. In the July and April Reports we had to omit some regular items, because of limited resource. In this Report we have brought you up to date.

2. CORONAVIRUS - COVID-19

Restrictions and quarantines

Following the introduction of its quarantine policy, the Government published a list of countries with which it had agreed “travel corridors”, meaning those returning from them do not have to self-isolate for 14 days. In September, the Government introduced a more regionalised approach, it said that with increased testing capabilities and data available it was able to pinpoint risk and make a distinction between, for example, individual islands and the mainland.

Although we welcomed the change, to this regionalised approach, it came very late in the summer season, and meant many passengers who might have safely travelled to markets with a lower infection rate were unable to do so. The first thing the Government did with this new regional approach to quarantine was remove seven Greek islands from the list of travel corridors without reintroducing any other islands with lower rates.

The Government’s new national COVID restrictions have meant Airport Food and Beverage outlets are unable to open before 5am and must close by 10pm. This change has reduced the floorspace available (with outlets closed) and is causing unnecessary crowding in terminals between 3am and 5am restricting the space with which people can socially distance. We are working with Government to establish an exemption for airports, like that enjoyed by Motorway Service Stations.

The Government announced the creation of a joint taskforce between the DfT and Department for Health and Social Care to look at how a testing regime might help reduce the length of quarantine for arriving passengers. While this is a step in the right direction, there is still a long way to go and we will continue engaging with government as they develop their proposals

Impact on flying programme

Like all airports globally, Manchester Airport has seen a significant reduction in traffic because of the pandemic.

Between April and September 2020:

- ➔ We handled around 1.7m passengers, compared with 17.4m in the same period in 2019.
- ➔ Air Traffic Movements stood at 20,646 compared to 115,271 in 2019, a reduction of 82%.
- ➔ Cargo amounted to just 14,344 tonnes handled down 75% from 57,228 during the same period in 2019.

Business Impact

COVID -19 has had a significant impact to the aviation industry with airports around the world seeing passenger numbers drop by over 90% between March and July. The recovery of our sector has been stifled by the removal of ‘safe’ status of key markets.

Having been through a process of reducing costs throughout the business, including an operating model change that reduced our leadership population by over 25%, we are now having to take further action.

A formal group wide consultation process has begun with airport employees and our recognised Trade Unions to explore several additional measures that are needed in order to protect the future of the business.

The proposals will match resource to demand, help to provide financial stability and ensure that the business is best placed to accommodate growth when it returns.

Subject to the outcome of this consultation process, there is potential for up 465 Full Time Equivalent roles to be removed from Manchester Airport.

COVID-19 measures

COVID-19 workplace risk assessments have been carried out for all office based and non-office-based work environments. Measures to conform to Government policy, COVID-19 guidelines, and aviation best practice, have been put in place. In the public areas changes have included:

- Five-minute loop public address system announcements encouraging distancing and outlining that face covering is mandatory, as well as requesting only one member of a travelling party attends the reclaim belt for baggage collection.
- Perspex screens installed at all check-in desks and most gates (all gates were completed by the end of September).
- COVID-19 safety advisory posters in all customer journey locations.
- Hand sanitizer in all customer journey locations; some with targeted floor markings.
- Some seating has been taken out of the departure lounges to provide more space for distancing.
- Mandatory face coverings and provision of vending machines to purchase masks.
- Introduction of a facility for guests to book a 15-minute slot for security screening, through a separate lane, to reduce dwell time. This is a trial and slots can be booked free of charge via our website.
- Introduction of UV light sanitisers to disinfect security trays.
- One-way systems implemented (where possible).
- Provision of 'health declaration stands' in immigration.

These measures are of course underwritten by an enhanced cleaning regime delivered by Mitie. Mitie have been working with Citrox Bio Science to sanitise our buildings, clean, seal and protect all touchpoint surfaces for six-months. This has been achieved using two products:

1. Citrox -A natural product used as a disinfectant deployed using a misting machine to cover the whole area of a room.
2. CitroxProtect -A combination product used for sealing non-porous surfaces.

The Mitie team have deployed all the required people, supervision, products, materials, and equipment to complete the job. In Terminal 2 and Terminal 3 Mitie sanitised and sealed all areas in advance of them being handed back to operations. In Terminal 1 they sanitised and sealed all areas during normal operations. Pop up banners are positioned throughout the Airport and 'sanitised' stickers are used for all protected areas.

Passenger facilities

During the pandemic we have closely monitored the flow and number of passengers/airlines using our site and matched the Terminal/Airfield facilities open/available to the demand at any one time. We reduced operations to a single terminal (Terminal 1) for April, May, and June. As the operations increased Terminal 3 re-opened on 1st July and Terminal 2 reopened on 15th July. In September a change in the spread of passengers across the day allowed the consolidation of all operations in Terminals 1 and 3 and the closure of Terminal 2.

Since the lifting of some restrictions we have been able to reopen the Escape Lounges in Terminals 1 and 3. JD Sports, Travel Bureau, Burger King, Grain Loft, Giraffe, Bar MCR, Starbucks, Greggs, KFC, Fat Face, Dixons, Pret a Manger and Caffè Nero have all reopened now too. It has been fantastic to see a 'buzz' coming back with people returning to their jobs and passengers able to enjoy their journeys again, after the rather austere facilities we were forced to offer our guests in April, May, and June.

Organisational restructure

As we reported last quarter in response to the impact of Covid-19, MAG has conducted a review of its current organisational design and restructured to a new operating model. My team and I will update Members on the new operating model at the meeting.

3. POLICY MATTERS

Manchester Airport – MP Visits

We have continued to engage with stakeholders throughout the COVID-19 pandemic. The Corporate Affairs team hosted the Shadow Transport Secretary, Jim McMahon, and Shadow Aviation Minister, Mike Kane, on 18th August to discuss our current asks and tour MAN-TP. The team have also hosted northern Conservative MPs Robert Langan, MP for High Peak, on 14th August and Andy Carter, MP for Warrington South on 4th September.

These in-person visits have been supported by additional 'virtual' briefings, by Group Chief Executive Officer Charlie Cornish, for other regional MPs including David Rutley, MP for Macclesfield, Mary Robinson, MP for Cheadle, Nigel Evans, MP for Ribble Valley, Fiona Bruce, MP for Congleton, and Yvonne Fovargue, MP for Makerfield.

Government appointments

There was a small ministerial reshuffle following the resignation of Simon Clarke, MP for Middlesbrough South and East Cleveland, in his role as Minister for Regional Growth and Local Government. Luke Hall, MP for Thornbury and Yate replaced Simon Clarke as Minister for Regional Growth and Local Government. Kelly Tolhurst, MP for Rochester and Strood was moved from Aviation Minister, being replaced by Robert Courts, MP for Whitney. Robert Courts was previously Parliamentary Private Secretary to Grant Shapps.

Winter Economy Plan

The Chancellor delivered the Government's 'Winter Economy Plan' on 24th September, which is designed to help support the economy throughout the winter period. The plan comes as this year's budget has been delayed while the Government seeks to handle the fallout from COVID-19. The Chancellor's Winter Economy Plan was designed to match the Prime Ministerial announcements, earlier in the week, of protective measures to prevent/restrict transmission with economic measures of support.

The Chancellor confirmed the Coronavirus Job Retention Scheme will end on 31st October. A new Job Support Scheme will be taking its place from November for a period of six months. The Chancellor's statement did not reference any specific support package for the aviation industry.

The Government has proposed to remove the VAT exemption for airside products and the VAT Retail Export Scheme (VATRES). This would mean UK airside retail would be unable to compete with other European airports and operators would lose a key revenue stream. Manchester's retail sector alone benefits from £60m in VATRES sales, primarily from wealthy overseas visitors flying through Manchester Airport. Across the North the figure is £120m. A decision to extend duty free shopping to anyone travelling from the UK would have some benefits for UK airports. However, the removal of VAT sales airside and VATRES has the potential to undermine the attractiveness of the North and disadvantage the region.

The Environment

Membership of the Jet Zero Council, launched in June, has been announced with Group Chief Executive Officer Charlie Cornish being appointed to the council, as one of only two airport representatives, alongside other senior representatives from the aviation sector. The Jet Zero Council (JZC) will be chaired by Transport Secretary, Grant Shapps and Business Secretary, Alok Sharma. The JZC will focus on developing UK capabilities to deliver net zero-emission commercial flight. This would need the development of zero-emission aviation and aerospace technologies, establishing UK production facilities for sustainable aviation fuels and, developing a coordinated approach to the policy and regulatory framework needed to deliver net zero aviation by 2050.

MAG joined Manchester City Council's arm's length organisation, the Manchester Climate Change Partnership. Manchester Airports Group has joined as MAG rather than Manchester Airport as it reflects Manchester City Councils combined interest in local emissions, and their shareholding. The first meeting took place on 24th September with Neil Robinson attending on behalf of MAG. The Manchester Climate Change Partnership are positive about MAG joining, and well aligned with MAG's approach to emissions from the Airport and more broadly in aviation. The Manchester Climate Change Partnership is responsible (alongside the Manchester Climate Change Agency) for overseeing and championing climate change action in the city. The Partnership was established in February 2018, following from the original steering group.

Planning

Government are consulting on a Planning White Paper, putting forward a radical reshaping of the English planning system. We are preparing a response, details of which we will share at the January meeting. Similarly, by the time of the next meeting the final draft of the Greater Manchester Spatial Framework will be published for consultation and our response to that will also be shared.

4. MANCHESTER TRANSFORMATION PROGRAMME

Construction work on the new Terminal 2 extension, forecourt, airfield apron expansion and the first phase of Pier 2 are now substantially complete. We plan to open Terminal 2, for passengers, with these new facilities in February 2021. The later phases of MAN-TP work, incorporating the completion of the Terminal

2 reconfiguration, baggage system, airfield and the second and third piers, have been deferred pending recovery of passenger volumes.

Over the next few months work will continue onsite with the fitout of food and beverage facilities, see latest progress photos below.



5. DEVELOPMENTS

A2 Drop & Go car park

The new A2 Drop & Go car park opened in August. This new product provides 8,000 car park spaces over six levels (150,000m²). The facility serves all three terminals, unlike our other Meet & Greet products which are terminal specific. All guests need to do is leave their keys at the brand-new reception area, where they can self-check-in and our drivers will park-up for them.

Customer Transport Airfield Centre

The new Customer Transport Airfield Centre (CTAC) opened in August. CTAC, for the first time, provides a dedicated base for all the airside bussing fleet, as well as brand new colleague welfare facilities. The opening was preceded by a period of familiarisation and training.

6. OPERATIONAL ENVIRONMENT – ROUTES AND SERVICES UPDATE

After the repatriation flights and the winding down of services during April and May operations began to pick up again in July with 169 routes, rising to 193 destinations served by September. This month with a change to winter schedules some operators will naturally scale back some of their capacity and services. We have formed a table with an overview of airline operations and a list of new or returned services below.

- ➔ **Eastern Airways** returned to Manchester on Thursday 16th June with a seven-times-a-week service to Southampton (BAe Jetstream J41), replacing a destination previously served by FlyBe.
- ➔ **Iran Air** began a weekly service on Tuesday 4th July, to Tehran with an Airbus A330-200, a new destination and operator for Manchester.
- ➔ **Blue Islands** started flights to Exeter on Tuesday 1st September, operating three flights a week with Avions de Transport Régional 72-500 aircraft, replacing a destination previously served by FlyBe.
- ➔ **Aer Lingus Regional** started multiple daily flights to Belfast City Airport on Monday 14th September, with Avions de Transport Régional 72-600 aircraft, taking the opportunity to backfill lost FlyBe capacity.
- ➔ **Eastern Airways** will commence a four-times-a-week service to Newquay (increasing to daily in summer 2021) on Friday 23rd October with a BAe Jetstream J41, replacing a destination previously served by FlyBe.
- ➔ **Blue Islands and Loganair** will commence a codeshare arrangement on Monday 26th October. The codeshare will enable customers to seamlessly book connecting flights with just one booking and one transaction, with all hold luggage checked through to the final destination. Initial connecting destinations from Exeter/Southampton are Aberdeen/Inverness via Manchester.
- ➔ **Virgin Atlantic Airways** will commence a four-times-a-week service to Islamabad on Friday 11th December using Boeing 787-900s.

		Number of Routes served			
		Jul	Aug	Sep	
No frills short haul	Ryanair	63	66	60	Began flying again in July and the number of routes peaked in August with 66 destinations. As normal the number of destinations will reduce further into winter.
	easyJet	33	45	54	Recommended services in July and have been steadily rebuilding their Manchester programme serving a variety of business, VFR (Visiting Friends & Relatives) and leisure markets.
	Jet2.com	31	43	29	Ramped up operations to match the 'pent up' leisure demand. As normal the number of destinations will reduce further into winter.
	TUI Airways	13	24	17	Like Jet2.com the airline resumed operations in July and will fly less in the winter season.
	Pegasus Airlines	2	2	2	Recommended daily services to Istanbul and a weekly service to Dalaman in July. The Istanbul service will continue through the winter season.
	Eurowings	1	1	1	The airline resumed their Düsseldorf service and will continue through the winter.
	Vueling Airlines	1	1	1	Recommended services in July operating a four times weekly service to Barcelona. For Winter, the service will reduce to twice weekly.
Full service short haul	Scandinavian Air System (SAS)	2	3	3	Continue to operate to the Scandinavian capitals Stockholm, Copenhagen and Oslo on a reduced schedule which will continue through the winter months.
	Lufthansa German Airlines	2	2	2	A smaller operation has been reintroduced with services to both Frankfurt and Munich. It is planned to slowly increase frequencies over the winter.
	Aer Lingus	1	1	2	Continued to operate weekly services to Dublin through the pandemic and in September added a new service to Belfast (City Airport). It is expected services to Cork will return in November.
	Air France	1	1	1	Continue to operate daily flights to Paris and will introduce a new night stopping service from winter that will offer a new early morning departure from Manchester.
	British Airways	1	1	1	Continued to operate a connection to London Heathrow through the pandemic and are increasing services monthly, a double daily service has operated in September.
	Finnair	1	1	1	Resumed their Helsinki operation, but only two per week. Winter tickets are on sale with a higher weekly frequency, but we expect some cancellations.
	KLM Royal Dutch Airlines	1	1	1	Have continued ramping up their daily services to Amsterdam and will operate up to four daily departures for winter.
	Swiss Air Lines	1	1	1	Resumed their Zurich service, but on a part weekly basis.
	Turkish Airlines	1	1	1	Operated a daily service to Istanbul since July and will continue through winter.
	Air Malta		1	1	Have operated a twice weekly service from August.
	Brussels Airlines	1	1		Resumed their service after lockdown was released but have again suspended their service due to UK Government travel restrictions.
	Aegean Airlines		1	1	
UK domestic	TAP Air Portugal		1	1	Resumed services to Lisbon, but with a part weekly service, compared to the normal twice daily.
	Loganair	4	3	4	Flying domestic services to Scotland and the Isle of Man.
	Eastern Airways	1	1	1	Commenced a Southampton service, as backfill for lost FlyBe connectivity.
Long Haul	Blue Islands			1	After a number of postponements, an Exeter service was launched in September to backfill lost FlyBe connectivity.
	Emirates	1	1	1	Recommended a daily Dubai service in June operated by a Boeing 777-300 and will continue operations through the winter.
	Ethiopian Airlines	1	1	1	Recommended services to Addis Ababa (via Brussels) in late July and will continue to operate three times a week through the winter.
	Etihad Airways	1	1	1	Recommended services in July to Abu Dhabi and have increased to a daily service from September that will operate through the winter.
	Air Transat	1	1	1	Recommended a twice weekly Toronto service which will continue through the winter.
	Hainan Airlines	2		1	Operated a number of charter operations, to bring in Chinese students. It is not known when the scheduled Beijing service will recommence.
	Iran Air	1	1	1	Commenced a Tehran service in July.
	Qatar Airways	1	1	1	Continued to operate a daily service throughout and will increase to a double daily service for the winter season.

7. OPERATIONAL DATA

On Time Performance (OTP)

On Time Performance (OTP), by departing aircraft, is determined by many factors; these may be airline, weather, airport related, en-route or from the destination airport. On a month-by-month basis performance was as follows:

- April -On time performance for all flights was 93.2% and 100% for first wave.
- May -On time performance for all flights was 92.5% and 94.7% for first wave.
- June -On time performance for all flights was 89.4% and 91.4% for first wave.
- July -On time performance for all flights was 93.5% and 95.1% for first wave.
- August -On time performance for all flights was 92.8% and 95.6% for first wave.
- September -On time performance for all flights was 95.0% and 94.5% for first wave.

8. SURFACE ACCESS

Rail

On 1st March the Operator of Last Resort (OLR) took over the Northern Rail franchise with the initial aim to rebuild passenger confidence.

The Pandemic effectively paused other rail franchises with rail services continuing under an Emergency Measures Agreement (EMA). The normal financial arrangements of the rail franchises were suspended, and all revenue and cost risk has been transferred to the Government. On 21st September a new Emergency Recovery Measures Agreement (ERMA) was brought into force extending the emergency funding for the next six to eighteen months.

On 14th September a timetable update saw Northern services restored to around 85% of pre-Covid levels. The timetable directly impacts Manchester Airport services, splitting of some Northern Cumbria services, which now operate to/from Preston to/from Barrow/Windermere (instead of the Airport). Liverpool/Newton services were re-instated, through to Crewe, restoring southbound links to Wilmslow/Crewe.

We have been in discussions with the DfT, Network Rail and TfN about proposals for service recovery and medium-term service improvements, these include new service patterns bolstered by infrastructure investment. Further details on these proposals will be shared subject to approval from Ministers. These proposals are intended to be medium-term interventions whilst longer-term transformational investments, such as Northern Powerhouse Rail and HS2 are developed and delivered. We are inputting into the work of the National Infrastructure Commission that is informing the development of the Government's Integrated Rail Plan for the North and Midlands.

Bus and Coach

Long distance coach operations have been decimated by the pandemic. National Express are working on a restart timetable, although this is hampered by the lack of clarity on the number of flights that will be operating in the coming months.

Stagecoach have reduced the frequency of some of their services. Additionally, the X30 express between Stockport and the Airport has been withdrawn.

Ground Transport Interchange (GTI)

Work on the updated ticketing and information area at the GTI is currently suspended although it remains a key project for both MAG and TransPennine Express.

Green bridge

A new £6m pedestrian and cycle bridge was constructed on site and moved into place across the M56 spur in July. The bridge will provide a new high quality, segregated and safe route between the Airport station, Airport City and Woodhouse Park. This will greatly improve access to the station and Terminals for residents and staff. Construction was funded by Airport City and the Greater Manchester Sustainable Transport Fund. Works to connect the bridge at either end to the new public realm and footpath/cycle routes continue.

Travel Plan & Staff Travel

Works have been suspended pending completion of the MAG organisational restructure.

9. CUSTOMER SERVICE

In March the time taken to make first contact with guests increased to nine working days, however, this was reduced to five working days within four weeks. As the volume of passengers decreased, we reduced the response time to one working day, and we were able to furlough 80% of our handling team.

From July operations gradually increased and we have increased the number of colleagues available to resolve cases. We found that bookings (for car parks, lounges etc) have continued to be the greatest source of frustration and so complaint. We have also received a series of concerns that other passengers were not abiding by the social distancing measures set out by Government. In a similar vein, whilst the Airport is relatively quiet, in comparison to the same period last year, a growing source of discontent for customers is that they continue to receive £100 fines for picking up in the drop off area.

Measures we have taken to match demand to available resources, such as the transfer of bookings from Terminal 2 Multi-Storey West to Terminal 2 Multi-Storey East and from Terminal 1 Meet & Greet into our new Drop & Go product have regrettably caused some angst.

	April 2020		May 2020		June 2020	
	Number	% of all	Number	% of all	Number	% of all
Complaints	256	66.5%	186	65.7%	231	78.0%
Per 10k passengers	2.7		77.8		57.5	
Complaint handling SLA (SLA: 95% in 10 days)	98%		100%		100%	
Compliments	11	2.9%	4	1.4%	5	1.7%
Suggestions & Comment	118	30.7%	93	32.9%	60	20.3%
Service Recovery	0	0.0%	0	0.0%	0	0.0%

	July 2020		August 2020		September 2020	
	Number	% of all	Number	% of all	Number	% of all
Complaints	390	74.6%	528	76.5%	586	71.8%
Per 10k passengers	11.7		7.8		9.3	
Complaint handling SLA (SLA: 95% in 10 days)	100%		100%		100%	
Compliments	18	3.4%	24	3.5%	46	5.64
Suggestions & Comment	115	21.9%	137	19.9%	181	22.2%
Service Recovery	0	0.0%	1	0.1%	3	0.4%

Overall, feedback sentiment has been balanced and we have received 88 compliments over the last three months and three are included below:

- *I just wanted to leave a big thank you and well done, Manchester Airport! I came back from Germany, where I visited family, and had been through several German airports (Dresden, Berlin, Düsseldorf) in the previous weeks. The first thing that caught my attention upon arrival at Manchester, however, was the many sanitising stations. I was also very pleased with the friendliness of the border forces and with how fast my luggage appeared on carousel. All these things I had been missing dearly at the above German airports! So, a big well done again and thank you for this great experience.*
- *It was fabulous, someone was looking for me to ensure I boarded safely, I was so calm and felt safe, with my depression and crippling anxiety this meant everything. Thank you.*
- *We booked the lounge but were uncertain what the experience would be like, due to C19. We were blown away. The staff could not be more attentive and on the ball. The food and drink were of great quality. Was very impressed when a family moved tables and was asked politely to go back to their original seats as the table had not been cleaned as I've seen many examples throughout the past months of staff in other organisations not being "bothered". Well done to the team.*

Special Assistance Services update

Aligned to the Airport overall, we have seen a significant drop in demand for the special assistance service, with numbers down 89% versus previous year for the same period.

Month	Total Passengers	PRM's	% of Total
April 2020	23,902	557	2.3%
May 2020	42,768	355	0.8%
June 2020	83,073	690	0.8%
July 2020	332,421	3,584	1.1%
August 2020	667,284	6,309	0.1%
September 2020	630,943	7,973	1.3%

Performance throughout the period has remained consistently above the required European Civil Aviation Conference (ECAC) standards despite the challenges presented in this new environment.

Whilst performance has remained strong, it has not been without challenges, given the multiple changes to airline flight schedules, terminal consolidations, and a drop in pre-notification. ABM have had to react quickly bringing staff back from furlough to be inducted into the new ways of working, changing staff rosters, and moving people across terminals to optimise service levels. At the commencement of the Job Retention Scheme it was agreed with ABM that they should retain in their operation their highest skilled Customer Care Agents and Drivers, allowing them to furlough other colleagues. Structuring in this way enabled ABM to support both terminal and ramp assistance requirements and a quick response to terminals re-opening (particularly with Terminal 3 where, ramp activity is the highest).

In support of the wider Airport commitment to ensure the safety of our guests, ABM have implemented changes to protect against COVID-19, including:

- Equipment sanitisation processes 'built into task' times' to ensure a safe environment for guests and colleagues. These include the use of the long-term solution, Zoono, and the use of OdorBac before and after each use -including vehicle driver touch points, wheelchairs etc.
- Personal Protective Equipment in place for all colleagues. Wearing of masks is mandatory, as per MAG policy. Disposable gloves and aprons are provided for colleagues where social distancing cannot be maintained, such as with wheelchair ramp guests.
- 'New normal' training has been conducted with every ABM colleague, prior to their return from furlough.
- The installation of Perspex screens within all reception points.

On 17th August we hosted a visit by the Civil Aviation Authority Consumer Policy and Enforcement Manager. We took the opportunity to demonstrate the changes implemented because of COVID-19, updated him on MAG's restructure and on ABM's operational performance through the preceding four months. This was also an opportunity to discuss the previous year's performance across the key areas assessed as part of the CAA's Quality Standards guidance. Operational performance has met the required ECAC standard which is supported by our guest surveying metrics which ended the year with overall satisfaction at 3.96 out of 5 based on 2,077 responses. This score is well within the 'Good' category aligned to the CAA standards and just 0.04 short of 'Very Good'. Throughout the year our concierge team collected a total of 28,645 emails resulting in a conversion rate of 7.8% responding to the ask for feedback.

Security Performance

The following data illustrates the percentage of passengers queuing 15 mins or less in security; target 92% or better. Terminal 3 was not used in April/May/June and Terminal 2 was not used in April/May/June/September. We have hit our Service Level Agreement for the past 23 months:

	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
T1 A	96.1%	97.5%	95.7%	96.3%	99.6%	99.6%	96.3%	100%	97.5%	98.6%	99.7%	99.7%	99.6%
T1 B	96.4%	97.5%	99.1%	96.3%	99.1%	99.1%	96.7%	n/a	n/a	n/a	99.3%	99.3%	100%
T1 Total	96.3%	97.5%	96.6%	96.3%	99.4%	96.6%	96.4%	100%	97.5%	98.6%	99.6%	99.7%	99.7%
T2	93.8%	97.6%	99.3%	99.3%	99.4%	98.4%	95.5%	n/a	n/a	n/a	100%	100%	n/a
T3	99.3%	97.6%	99.1%	98.2%	99.6%	97.9%	98.5%	n/a	n/a	n/a	100%	99.5%	100%
Total	96.5%	97.6%	98.1%	97.6%	99.5%	96.7%	96.9%	100%	97.5%*	98.6%	99.8%	99.6%	99.8%

Immigration Queue Measurement

An immigration queue measurement system is running in all three Terminals, but Terminal 3 was not used in April/May/June and Terminal 2 was not used in April/May/June/September:

		Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
		25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA
EU	T1	99.0%	99.9%	99.8%	99.0%	99.9%	99.6%	100%	100%	100%	94.7%	98.4%	99.4%	96.6%
	T2	98.0%	99.6%	99.8%	99.6%	98.9%	98.2%	100%	n/a	n/a	n/a	100%	98.0%	n/a
	T3	99.8%	99.9%	99.9%	100.0%	100.0%	100.0%	100%	n/a	n/a	n/a	100%	100%	100%
	Total	99.0%	99.8%	99.8%	99.5%	99.7%	99.2%	100%	100%	100%	94.7	99.1%	99.2%	97.6%
E-Gates	T1	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%
	T2	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	n/a	n/a	n/a	100%	100%	n/a
	T3	99.8%	99.6%	99.3%	99.7%	99.7%	99.9%	99.7%	n/a	n/a	n/a	99.2%	100%	99.9%
	Total	99.9%	99.9%	99.8%	99.8%	99.8%	100.0%	99.9%	100.0%	100%	100%	99.6%	100%	99.9%
Non-EU		45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA
	T1	91.5%	99.4%	100.0%	98.3%	98.7%	98.9%	100%	100%	100%	98.3%	100%	99.7%	92.9%
	T2	84.4%	96.0%	98.1%	97.0%	94.4%	95.7%	97.3%	n/a	n/a	n/a	96.5%	98.2%	n/a
	T3	98.3%	100.0%	100.0%	99.9%	99.9%	99.8%	99.8%	n/a	n/a	n/a	99.9%	100%	100%
	Total	90.3%	98.3%	99.4%	98.2%	98.0%	99.0%	99.4%	100%	100%	98.3%	99.6%	99.4%	94.4%

10. STAFFING CHANGES

	Jun-20	Jul-20	Aug-20	Sep-20	Our colleagues as of September 2020 (corrected for leavers/starters listed left)	
Starters Permanent	1	2	1	2	Permanent	3,723
Starters Temporary	0	0	1	2	Temporary	51
Leavers Permanent	20	40	71	59	Casual	4
Leavers Temporary	4	18	8	7	TOTAL	3,778

The numbers above show progression towards the new MAG structure and a reduction in resources designed to meet the reduced passenger demand seen now and expected in future years.

Supporting our people, on shift, in the office, working from home or on furlough, has been an integral part of our response to COVID-19. Looking after the mental health of our colleagues and providing the support they need has been more important than ever, as we have all sought to adjust to life during the pandemic. We have provided colleagues with a range of support, including a dedicated Wellbeing Intranet page, Mental Health First Aiders, Wellbeing Champions and an Occupational Health and Wellbeing Service. These services, and regular opportunities for teams to keep in touch, have provided contact, essential advice, and support to our colleagues to help them manage their physical and mental health.

11. CORPORATE SOCIAL RESPONSIBILITY

Future Airspace

The process regulating changes to airspace is published by the CAA, as CAP1616. The process requires a change sponsor to pass four gateway assessments as stages towards full approval of a change. In December 2019, we were pleased to pass the first of these gateway assessments. At this first gateway, the CAA approved the design principles, that will be used to inform our flight path designs.

Working with Osprey, our appointed airspace designers, we then began to consider the flight path designs that might be available to us. Unfortunately, due to the impact of the pandemic, it has been necessary to pause this work for the time being.

The case for a national programme of airspace change remains very strong and the government, the CAA and airport operators, including MAG, remain committed to delivering the necessary changes. However, most airspace change projects are currently paused and we are discussing with stakeholders how we can remobilise the team and recommence work. This is best done in a coordinated way with other airports and we anticipate that we will be able to recommence works towards the end of the (calendar) year.

We will, of course, ensure that we keep the Committee updated.

Community Matters

As we commented last quarter, we have shared the challenges brought by COVID-19 with those neighbouring our site and done our best to share resources with those living nearby. We have continued to support the volunteer work of our colleagues outlined in July. Many people have been left isolated and lonely by the COVID-19 emergency and deliveries of food and cheer or a friendly chat on the phone continue to be amongst the most highly valued of the services provided.

Over the coming months we will continue to monitor the situation, to ensure our Community programme continues to support local communities where we are able to. We know this approach will enable us to respond to the challenges our people, communities and industry face and to seize opportunities to accelerate our programmes or provide bespoke help, where this is appropriate.

Airport Academy

An example of our flexible approach to the delivery of our programme can be found with our Airport Academy. In March the Airport Academy team switched provision to a virtual platform for our colleagues and adults across Greater Manchester. Qualifications offered include:

- Business Administration
- Digital Skills
- Employability Skills
- Team Leading
- Mental Health Awareness
- Customer Service
- Business Improvement Techniques
- Health and Social Care qualifications

Between March and July 290 learners enrolled, and overall, the courses enjoyed 97% retention rates and we expect over 97% of those to complete the courses. At the completion of their first course 91% moved onto another distant learning course. Participation allowed adults to stretch and challenge their capabilities, to enhance their career opportunities and the activity supported their mental wellbeing.

The Academy reopened its offices, at the Station, in September and has been providing both virtual and face to face delivery. In October it is planned to offer further virtual learning support for unemployed adults to secure work in and around the Airport site.

Community Garden Volunteering

Colleagues from Assets, Customer Transport, T3 Escape Lounge and Fire helped to get a community garden scheme in neighbouring Woodhouse Park, Wythenshawe off the ground. The Friends of the Dandelion Garden scheme was set up to encourage residents to grow and pick their own fresh vegetables. Our amazing volunteers contributed over 360 hours to clear the ground ready for planting.

12. MANCHESTER AIRPORT IN THE NEWS APRIL-SEPTEMBER 2020

Throughout the pandemic our press and media teams have worked to support the operation. This has included providing the details of the safe travel measures in place and how everyone can do their part to keep themselves safe. We have also sought to raise awareness of changes to Terminal usage and destinations available. Below we have listed just some examples.

Media day

In July we hosted teams from ITV Granada, BBC Northwest, Global Radio Heart/Capital FM, BBC Radio Manchester, Hits Radio and the *Manchester Evening News*; for a special 'media day'. The day was designed to boost customer confidence by showcasing the changes made to make it safe to fly in the time of COVID-19. The reporters were shown our enhanced cleaning regime, measures to ensure social distancing and revised passenger processing methods. There was then the opportunity to interview Brad. After this the media then spoke to passengers with most of them being very positive and expressing their confidence in

the changes made. The activity generated a wealth of coverage, with a good deal of broadcast visually highlighting everything we have in place. In addition, the *Manchester Evening News* produced about half a dozen articles (online and print) off the back of the visit.

Manchester Airport Tunnel

LancsLive and the *Manchester Evening News* both ran a feature on the Runway 2 tunnel that spans the River Bollin. The stories capitalised on the interest in walking/outdoor activities that the pandemic has seen. Pleasingly the features showcased the environmental works we have invested in and maintained for more than 20 years as well as the public amenity provided by our 'Runway Trail'.

Virgin Atlantic Airways retire Boeing 747s

The Boeing 747 has been the prime mover for Virgin Atlantic Airways' Manchester services for many years. Several enthusiast titles featured the retirement, to be broken up for parts, of Virgin's seven Boeing 747-400 aircraft. Our social media channels also saw many photographs of their final Manchester departures, reminiscences of the earlier 200 series airframes and of route launches they had featured in.

Bridge lifting operation

The overnight procedure, to lift into place, the new pedestrian and cycle bridge over the M56 slip road, received coverage from local television, regional and engineering specialist titles. We were able to emphasise the importance of this structure in delivering connectivity to the Airport City development and in improving pedestrian/cycle access to the Airport from Wythenshawe.

ITV Granada interview

In early August I gave my first interview, as Managing Director of Manchester Airport, to Granada News, BBC Radio Manchester, and BBC Northwest Tonight. I called on Government to work more with the private sector on travel corridors suggesting a regional led approach to quarantine.

Comment piece in *The Times*

A comment piece from the Group Chief Executive Officer Charlie Cornish in *The Times*, on Thursday 27th August, led to high profile media attention for MAG and its individual Airports. The piece (and resulting coverage) was quite bullish and landed well with media and stakeholders. We were able to engage with all other key regional and trade media titles and there was a wealth of broadcast and online/hard copy coverage. The item featured as the top story on BBC North West News and *The Times* piece led to the BBC Radio 4 Today Programme putting Charlie's comments directly to the Secretary of State.

Media campaigns

Working closely with other airports we have continued to campaign for the Government to change their approach to quarantine and work more collaboratively with the aviation industry. This has led to a wealth of regional coverage (mainly broadcast) in September. The *Daily Mail* then started their own campaign to make Government wake up to what is happening in the aviation industry with front page and interior articles.

Manchester Airport

Monthly Traffic Statistics for 20/21



JULY 2020

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR		
	AIRCRAFT MOVEMENTS							
DOMESTIC	3,047	297	-90.25	11,842	584	-95.07	20,348	-42.7
SCHED INT	14,915	3,186	-78.64	54,982	4,116	-92.51	92,368	-36.8
CHARTER	1,533	115	-92.50	4,779	264	-94.48	6,966	-41.9
PRIVATE/MISC	860	721	-16.16	3,305	1,885	-42.97	8,068	-13.2
TOTAL	20,355	4,319	-78.78	74,908	6,849	-90.86	127,750	-37.1
	TERMINAL PASSENGERS							
DOMESTIC	227,228	14,728	-93.52	869,871	18,026	-97.93	1,433,229	-43.9
SCHED INT	2,633,541	305,615	-88.40	9,299,954	377,970	-95.94	14,594,580	-39.5
CHARTER	315,257	11,297	-96.42	983,716	17,584	-98.21	1,443,577	-41.0
PRIVATE/MISC	1,888	781	-58.63	5,923	1,914	-67.69	14,586	-12.9
TOTAL	3,177,914	332,421	-89.54	11,159,464	415,494	-96.28	17,485,972	-40.0
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	3,184,924	332,421	-89.56	11,186,533	415,494	-96.29	17,524,476	-40.0
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	10,814	2,863	-73.52	38,630	7,052	-81.75	75,808	-34.2

Manchester Airport

Monthly Traffic Statistics for 20/21



AUGUST 2020

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR		
	AIRCRAFT MOVEMENTS							
DOMESTIC	3,018	442	-85.35	14,860	1,026	-93.10	17,772	-49.7
SCHED INT	15,389	5,534	-64.04	70,371	9,650	-86.29	82,513	-43.9
CHARTER	1,567	352	-77.54	6,346	616	-90.29	5,751	-51.7
PRIVATE/MISC	817	661	-19.09	4,122	2,546	-38.23	7,912	-14.4
TOTAL	20,791	6,989	-66.38	95,699	13,838	-85.54	113,948	-44.0
	TERMINAL PASSENGERS							
DOMESTIC	230,304	28,082	-87.81	1,100,175	46,126	-95.81	1,231,930	-51.7
SCHED INT	2,763,624	575,405	-79.18	12,063,578	953,375	-92.10	12,406,654	-49.0
CHARTER	336,775	72,585	-78.45	1,320,491	90,169	-93.17	1,179,381	-51.6
PRIVATE/MISC	980	1,212	23.67	6,903	3,145	-54.44	13,645	-21.1
TOTAL	3,331,683	677,284	-79.67	14,491,147	1,092,815	-92.46	14,831,610	-49.4
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	3,336,794	678,189	-79.68	14,523,327	1,093,821	-92.47	14,865,908	-49.4
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	9,609	3,614	-62.39	48,239	10,666	-77.89	69,814	-38.9

Manchester Airport

Monthly Traffic Statistics for 20/21



SEPTEMBER 2020

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR		
	AIRCRAFT MOVEMENTS							
DOMESTIC	2,875	568	-80.24	17,735	1,594	-91.01	15,465	-55.9
SCHED INT	14,227	5,352	-62.38	84,598	15,002	-82.27	73,638	-50.2
CHARTER	1,458	369	-74.69	7,804	985	-87.38	4,662	-60.6
PRIVATE/MISC	1,012	520	-48.62	5,134	3,065	-40.30	7,419	-21.6
TOTAL	19,572	6,809	-65.21	115,271	20,646	-82.09	101,184	-50.5
	TERMINAL PASSENGERS							
DOMESTIC	202,202	32,713	-83.82	1,302,377	78,842	-93.95	1,062,818	-58.1
SCHED INT	2,429,262	522,254	-78.50	14,492,840	1,475,629	-89.82	10,499,769	-57.0
CHARTER	314,203	74,269	-76.36	1,634,694	164,438	-89.94	940,002	-61.5
PRIVATE/MISC	2,079	1,707	-17.89	8,982	4,851	-45.99	12,220	-33.3
TOTAL	2,947,746	630,943	-78.60	17,438,893	1,723,760	-90.12	12,514,809	-57.5
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	2,951,743	631,394	-78.66	17,475,070	1,725,217	-90.17	12,545,561	-57.5
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	8,989	3,677	-59.09	57,228	14,344	-74.94	64,502	-43.0



OUTCOME & PROGRESS KEY

	Activity taken place or ongoing		Secure future workforce pipeline		On target
	Activity could not be completed due to COVID-19		Support our future growth		Behind target
			Host neighbourhood events		Substantially behind target
			Demonstration of economic contribution		

EDUCATION	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Total number of children benefiting	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible							5,000		0
High Quality Key Stage 1 & 2 Activities	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible							1,200		0
High Quality Key Stage 4 & 5 Activities	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible							550		0
Work Experience	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible							60		0
International culture project with Schools										Planned	Planned		6		0
COLLEAGUES															
Contribute volunteer hours to Community													6,750		3,900
Number of volunteers													884		53
Volunteers as a % of colleagues													22%		1.3%
% of Volunteers that are shift-based													✓		48%
Host 'Bring Your Child to work Day'	Not possible												✓		0
Host volunteer roadshows										Planned	Planned		5		0
EMPLOYMENT															
Attend & Support Jobs & Careers Fairs	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible							10		0
Training to young people with learning difficulties	Not possible	Not possible	Not possible	Not possible	Not possible								10		10
Jobs for young people with learning difficulties	Not possible	Not possible	Not possible	Not possible	Not possible								✓		0
Training to unemployed	Not possible	Not possible	Not possible	Not possible	Not possible								400		0
Airport Academy jobs	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible							500		0
COMMUNITY															
Outreach Mobile & Knutsford	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible				Planned	15 & 35		0
Bi-Annual Cllr visits						Not possible						Planned	8		0
Annual Council Clerks & Officers meeting											Planned		1		0
No. of complaints													<1,200		167
Movements per complaint													>130		123
Response to complaints													97% <Five Working days		65%
Impact Study								Planned	Planned				1 in Knutsford & Mobberley		0
ENTERPRISE & CULTURE															
Share benefits of M.A.G arts sponsorship	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible						65 Organisations		0
Showcase community art in our business	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible						3		0
Community Trust Fund Grants Awarded								Planned		Planned			>£100,000		£49,417
Social events for the community	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible		Not possible					3		0

Manchester Airport Consultative Committee

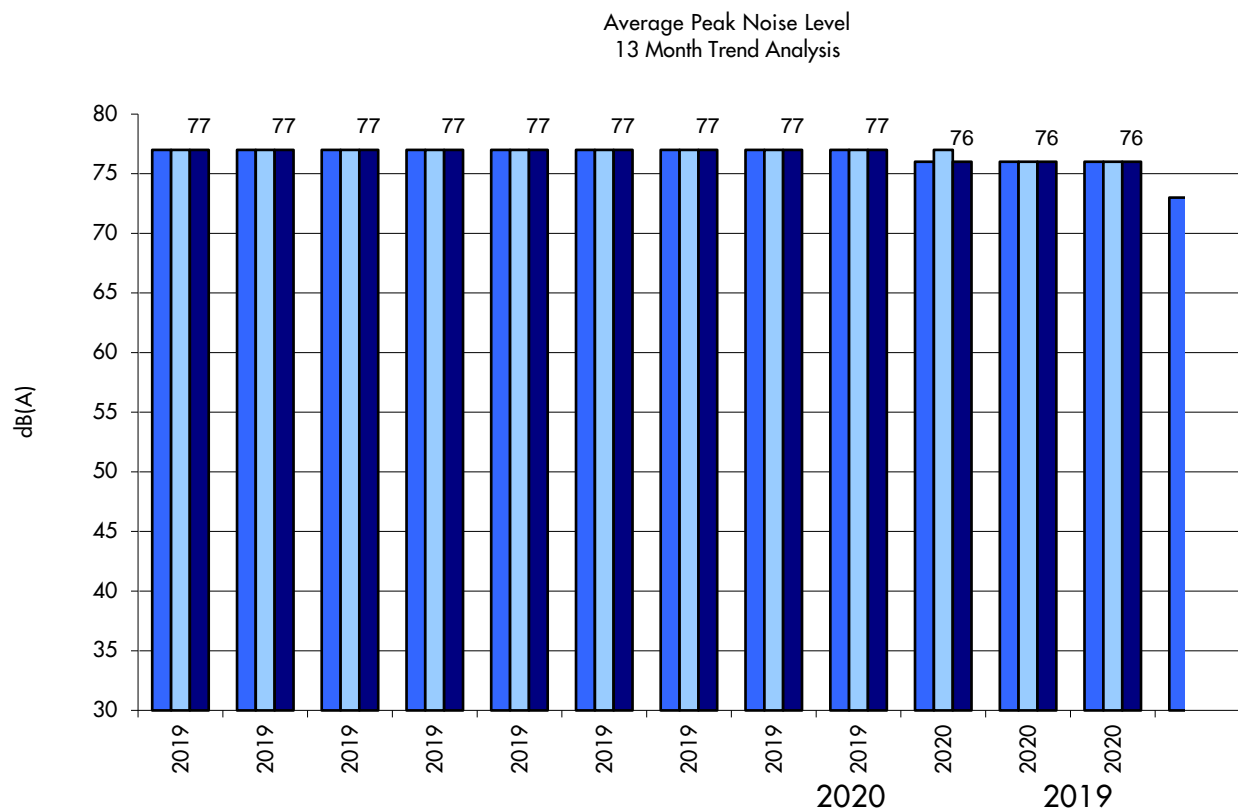
MANTIS Monthly Summary Report

April 2020

Total Movements 722

Movements Monitored 661 Detection Rate (%) 92

Noise



Daytime Average Peak Noise Level	73 dB(A)	77 dB(A)
Night-time Average Peak Noise Level	*75 dB(A)	77 dB(A)
Overall Average Peak Noise Level	73 dB(A)	77 dB(A)
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	0	4
Total Noise Infringements	0	4

*3 departures

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	163	198
Total MANTIS Correlated SIDs	139	186
Total Extreme Deviations	0	0
Total Overall Deviations	1	16
Percentage Deviation	0.7	8.6

Operator	Departures	Ext Deviations	Percentage
----------	------------	----------------	------------

None

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
----------	-------	----------	---------	-----------

None

Community Complaints

Total number of complaints received during April 2020 15
A further 2 complaints were received from an Ashley resident

Total number of complainants during April 2020 13

Total number of complaints received during April 2019 116

Area	Noise	Track	Odour	Airspace	Engine testing	Other	Total	Complainants	Complaints per complainant	Night complaints
Broomedge		1					1	1	1	0
Denton	2						2	1	2	0
Hale					1		1	1	1	1
Hale Barns	1						1	1	1	0
Handforth		3					3	2	1.5	0
Heald Green		1					1	1	1	0
Knutsford	1						1	1	1	0
Lower Withington		1					1	1	1	0
Mobberley		1					1	1	1	0
Styal						1	1	1	1	0
Wilmslow		2					2	2	1	0
Total	4	9			1	1	15	13	1.2	1

NSD Information

Runway 05

	Last year	Percentage	This year	Percentage
Monthly SIDs	4918		163	
Monthly NSDs	9	0.2	0	0.0
Monthly early turns	0	0	0	0.0
Quarterly SIDs	5533		756	
Quarterly NSDs	9	0.2	6	0.8
Quarterly early turns	0	0	0	0.0

Runway 23

	Last year	Percentage	This year	Percentage
Monthly SIDs	3346		198	
Monthly NSDs	41	1.2	1	0.5
Monthly early turns	0	0	0	0.0
Quarterly SIDs	16909		10429	
Quarterly NSDs	180	1.1	161	1.5
Quarterly early turns	2	0	0	0.0

Overall

	Last year	Percentage	This year	Percentage
Monthly SIDs	8264		361	
Monthly NSDs	50	0.6	1	0.3
Monthly early turns	0	0	0	0.0
Quarterly SIDs	22442		11185	
Quarterly NSDs	189	0.8	167	1.5
Quarterly early turns	2	0	0	0.0

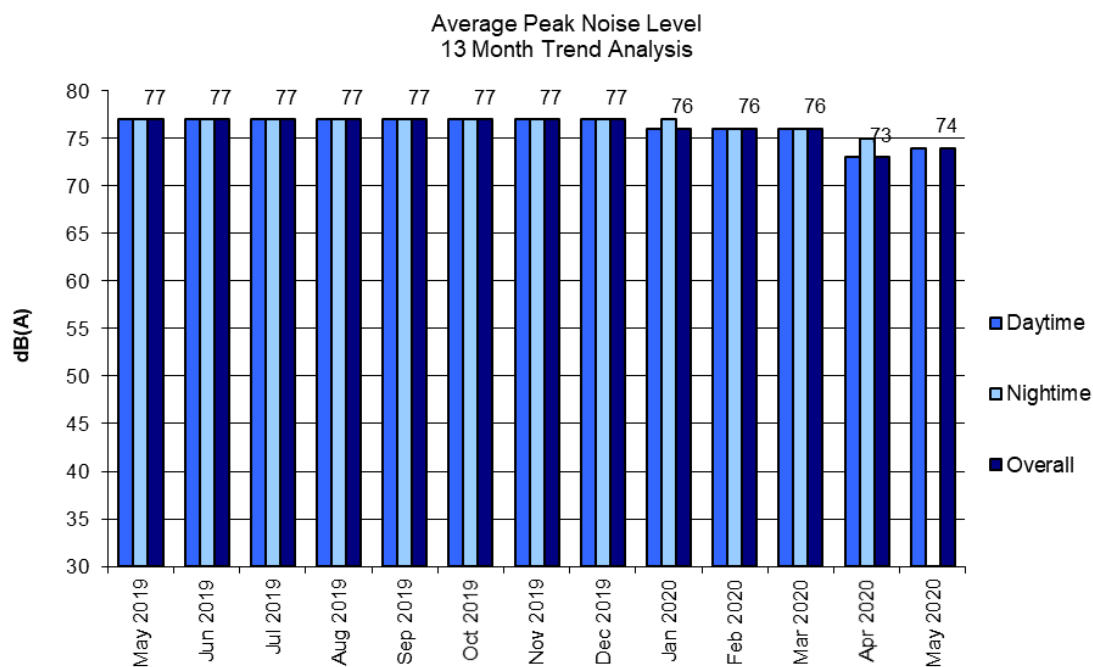
Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

May 2020

Total Movements	737		
Movements Monitored	678	Detection Rate (%)	92

Noise



	2020	2019
Daytime Average Peak Noise Level	74 dB(A)	77 dB(A)
Night-time Average Peak Noise Level	*	77 dB(A)
Overall Average Peak Noise Level	74 dB(A)	77 dB(A)
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	0	4
Total Noise Infringements	0	4

*No departures

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	120	244
Total MANTIS Correlated SIDs	99	221
Total Extreme Deviations	0	0
Total Overall Deviations	1	26
Percentage Deviation	1	11.8

Operator	Departures	Ext Deviations	Percentage
----------	------------	----------------	------------

None

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
----------	-------	----------	---------	-----------

None

Community Complaints

Total number of complaints received during May 2020	13
A further 3 complaints were received from an Ashley resident	
Total number of complainants during May 2020	12
Total number of complaints received during May 2019	46

Area	Noise	Track	Odour	Airspace	Engine testing	Other	Total	Complainants	Complaints per complainant	Night complaints
Bowdon	1						1	1	1	
Broomedge		1					1	1	1	
Chelford	1					1	2	2	1	
Knutsford	3						3	3	1	
Lymm		1					1	1	1	
Nether Alderley	2						2	1	2	
Over Peover		2					2	2	1	
Wilmslow		1					1	1	1	
Total	7	5				1	13	12	1.1	

NSD Information

Runway 05

	Last year	Percentage	This year	Percentage
Monthly SIDs	1890		120	
Monthly NSDs	1	0.1	0	0
Monthly early turns	0	0	0	0
Quarterly SIDs	7097		876	
Quarterly NSDs	10	0.1	6	0.7
Quarterly early turns	0	0	0	0

Monthly SIDs	7419		244	
Monthly NSDs	118	1.6	2	0.8
Monthly early turns	0	0	0	0
Quarterly SIDs	18040		4074	
Quarterly NSDs	204	1.1	38	0.9
Quarterly early turns	0	0	0	0

Monthly SIDs	9309		364	
Monthly NSDs	119	1.3	2	0.5
Monthly early turns	0	0	0	0
Quarterly SIDs	25137		4950	
Quarterly NSDs	214	0.9	44	0.9
Quarterly early turns	0	0	0	0

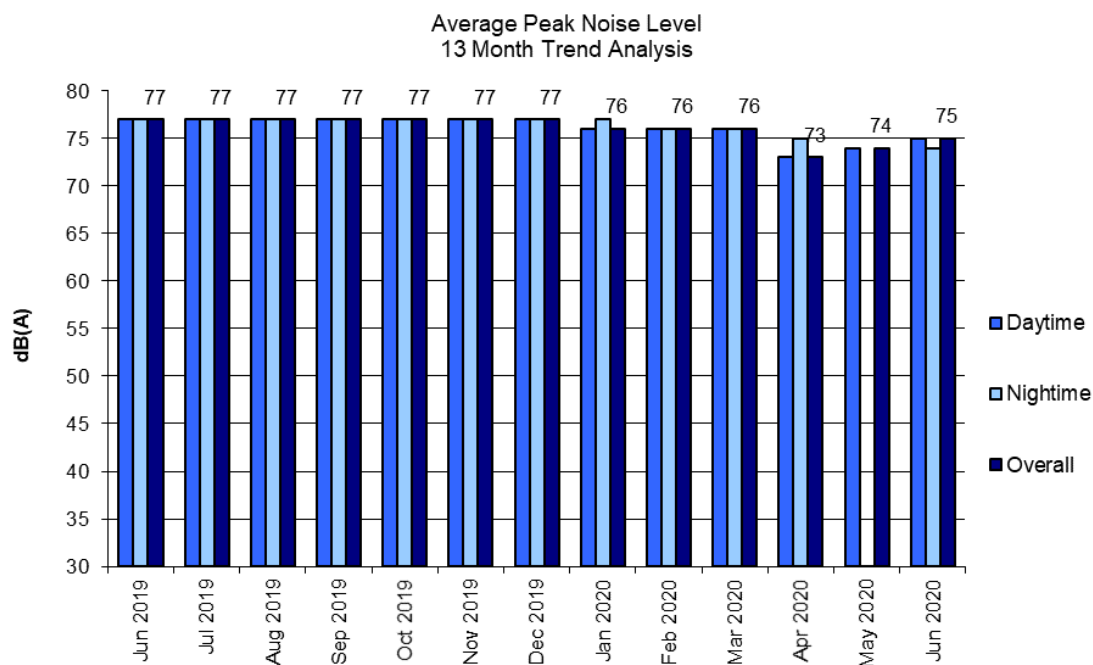
Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

June 2020

Total Movements	1062		
Movements Monitored	1009	Detection Rate (%)	95

Noise



	2020	2019
Daytime Average Peak Noise Level	75 dB(A)	77 dB(A)
Night-time Average Peak Noise Level	74 dB(A)	77 dB(A)
Overall Average Peak Noise Level	75 dB(A)	77 dB(A)
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	0	4
Total Noise Infringements	0	4

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	156	376
Total MANTIS Correlated SIDs	155	334
Total Extreme Deviations	0	0
Total Overall Deviations	4	34
Percentage Deviation	2.6	10.2

Operator	Departures	Ext Deviations	Percentage
----------	------------	----------------	------------

None

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
----------	-------	----------	---------	-----------

None

Community Complaints

Total number of complaints received during June 2020 17
A further 1 complaint was registered by an Ashley resident

Total number of complainants during June 2020 10

Total number of complaints received during June 2019 76

Area	Noise	Track	Odour	Airspace	Engine testing	Other	Total	Complainants	Complaints per complainant	Night complaints
Bowdon		1					1	1	1	
Hale	6	2					8	3	2.7	
Hazel Grove	1						1	1	1	
Knutsford	1	2					3	2	1.5	
Merseyside	1						1	1	1	
Northwich	1						1	1	1	
Wythenshawe		2					2	1	2	
Total	10	7					17	10	1.7	

NSD Information

Runway 05

	Last year	Percentage	This year	Percentage
Monthly SIDs	3336		156	
Monthly NSDs	8	0.2	0	0
Monthly early turns	1	0	0	0
Quarterly SIDs	10144		439	
Quarterly NSDs	18	0.2	0	0
Quarterly early turns	1	0	0	0

Monthly SIDs	6358		376	
Monthly NSDs	113	1.8	4	1.1
Monthly early turns	0	0	0	0
Quarterly SIDs	17123		818	
Quarterly NSDs	272	1.6	7	0.9
Quarterly early turns	0	0	0	0

Monthly SIDs	9694		532	
Monthly NSDs	121	1.2	4	0.8
Monthly early turns	1	0	0	0
Quarterly SIDs	27267		1257	
Quarterly NSDs	290	1.1	7	0.6
Quarterly early turns	1	0	0	0

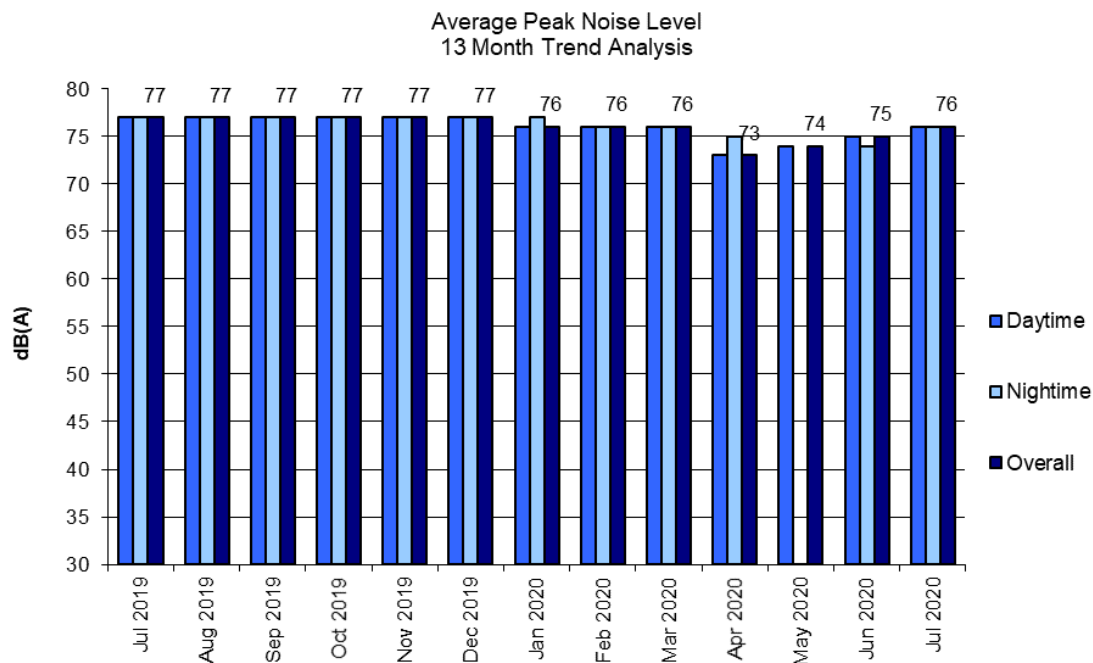
Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

July 2020

Total Movements	4319		
Movements Monitored	4284	Detection Rate (%)	99

Noise



	2020	2019
Daytime Average Peak Noise Level	76 dB(A)	77 dB(A)
Night-time Average Peak Noise Level	76 dB(A)	77 dB(A)
Overall Average Peak Noise Level	76 dB(A)	77 dB(A)
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	0	0
Total Noise Infringements	0	4

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	121	2037
Total MANTIS Correlated SIDs	119	1982
Total Extreme Deviations	0	0
Total Overall Deviations	0	336
Percentage Deviation	0	17.0

Operator	Departures	Ext Deviations	Percentage
----------	------------	----------------	------------

None

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
----------	-------	----------	---------	-----------

None

Community Complaints

Total number of complaints received during July 2020	22
Total number of complainants during July 2020	15
Total number of complaints received during July 2019	123

Area	Noise	Track	Odour	Airspace	Engine testing	Other	Total	Complainants	Complaints per complainant	Night complaints
Bowdon	4						4	2	2	1
Broomeedge		1					1	1	1	
Congleton	2						2	1	2	2
Cuddington	1						1	1	1	
Hale Barns	1						1	1	1	
Heald Green	1						1	1	1	
High Legh		1					1	1	1	
Hyde	1						1	1	1	1
Plumley	4						4	1	4	4
Stockport	3	2					5	4	1.3	1
Yorkshire	1						1	1	1	
Total	18	4					22	15	1.5	9

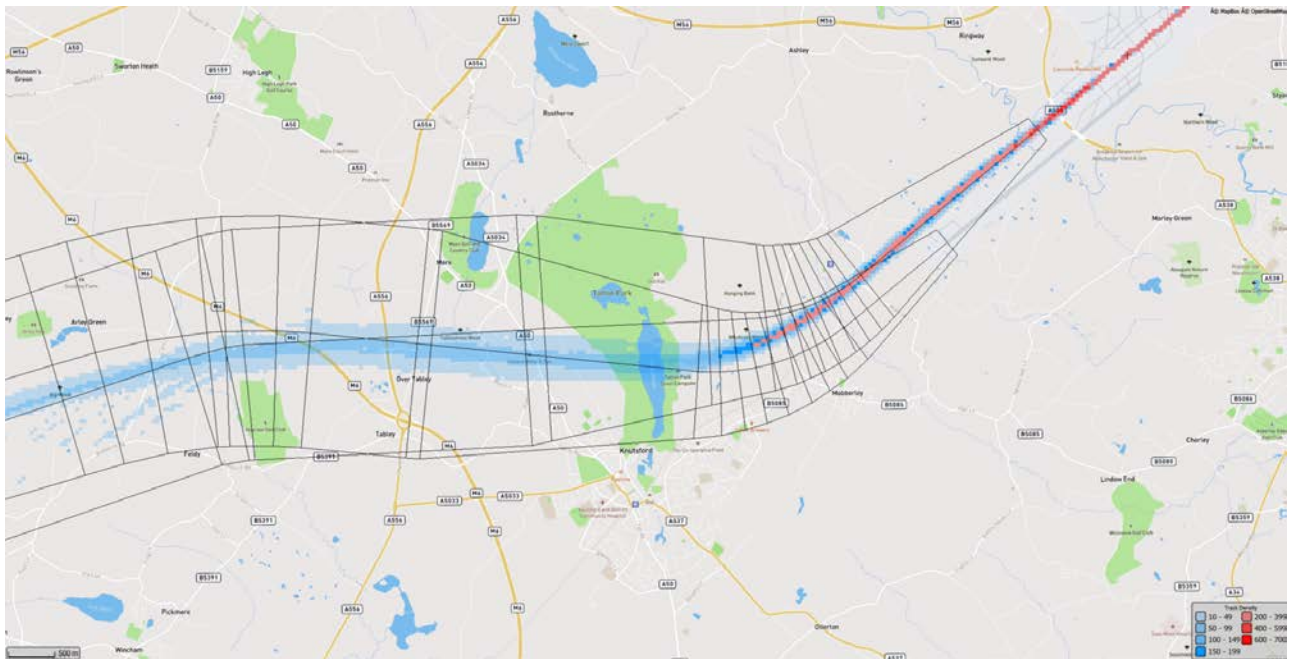
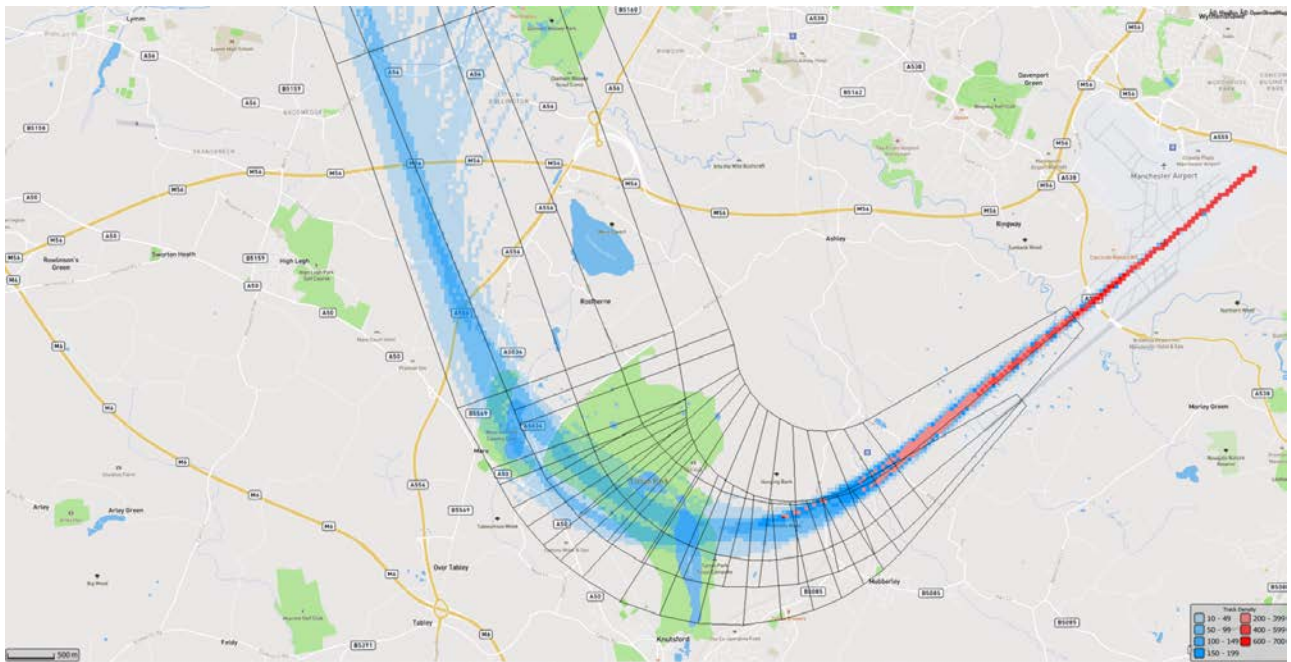
NSD Information

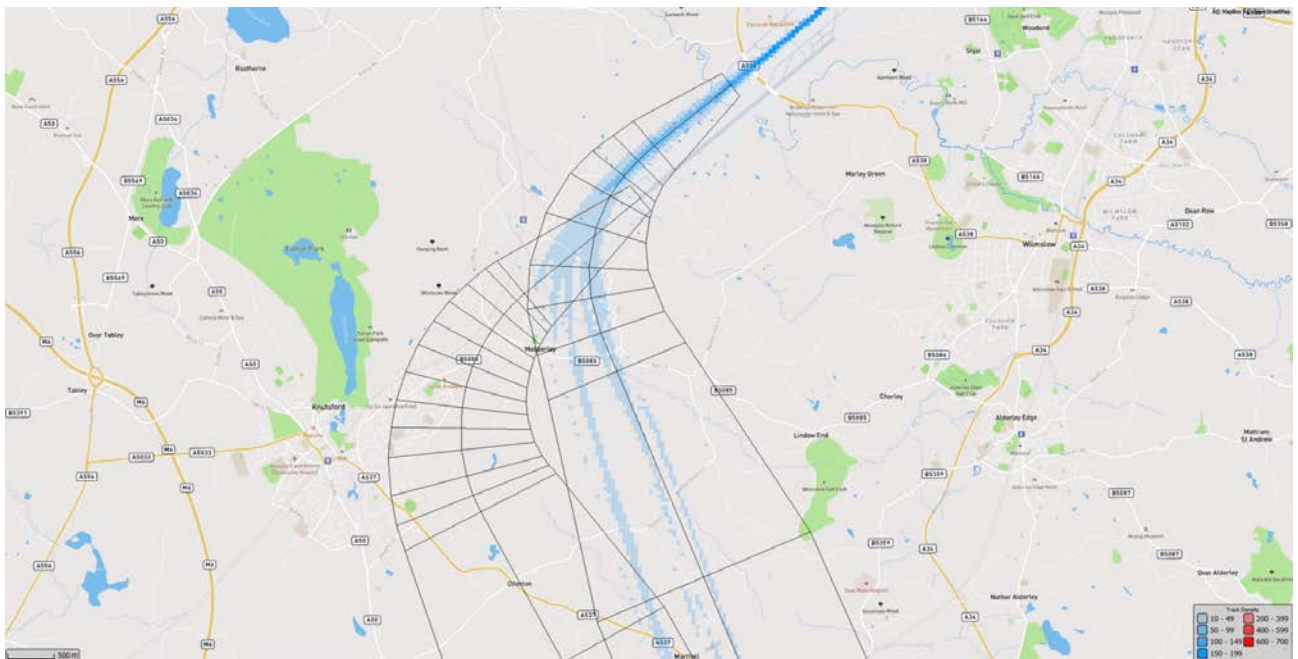
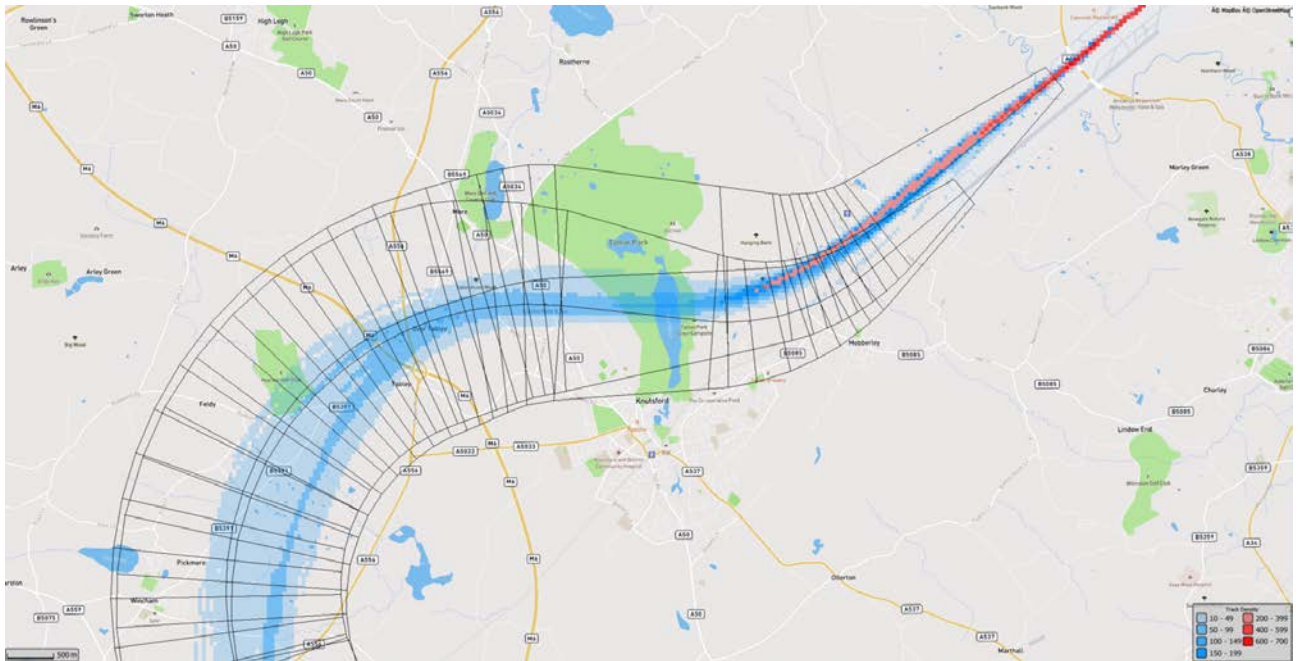
Runway 05

	Last year	Percentage	This year	Percentage
Monthly SIDs	790		121	
Monthly NSDs	7	0.9	0	0
Monthly early turns	0	0	0	0
Quarterly SIDs	6016		397	
Quarterly NSDs	16		0	0
Quarterly early turns	1		0	0

Monthly SIDs	9391		2037	
Monthly NSDs	94		15	0.7
Monthly early turns	1		0	0
Quarterly SIDs	23168		2657	
Quarterly NSDs	325		21	0.8
Quarterly early turns	1		0	0

Monthly SIDs	10181		2158	
Monthly NSDs	101		15	0.7
Monthly early turns	1		0	0
Quarterly SIDs	29184		3054	
Quarterly NSDs	341		21	0.7
Quarterly early turns	2		0	0





There were insufficient Easterly departures in July to create track density images.

NOISE COMPLAINTS

Between 01 August and 31 August 2020

Overall	Complaints					Complainants			
	76					55			
	Noise	Odour	Off Track	Engine Testing	Other	Complaints	Complainants	Daytime	Night
Bowdon	3	0	3	0	0	6	3	3	3
Bramhall	5	0	2	0	0	7	5	4	3
Burnage	1	0	0	0	0	1	1	0	1
Cheadle	1	0	0	0	0	1	1	0	1
Cheadle Hulme	3	0	2	0	0	5	5	3	2
Denton	4	0	0	0	0	4	1	1	3
Didsbury	2	0	1	0	0	3	3	3	0
Edgeley	4	0	0	0	0	4	4	1	3
Gatley	4	0	0	0	0	4	1	4	0
Hale Barns	1	0	0	0	0	1	1	0	1
Handforth	1	0	0	0	0	1	1	0	1
Heald Green	3	0	0	0	0	3	3	2	1
Heaton Mersey	2	0	0	0	0	2	1	0	2
Knutsford	7	0	0	0	0	7	3	6	1
Lostock Green	2	0	0	0	0	2	2	1	1
Macclesfield	1	0	0	0	0	1	1	1	0
Middlewich	1	0	0	0	0	1	1	1	0
Mobberley	1	0	0	0	0	1	1	0	1
Morley Green	1	0	0	0	0	1	1	1	0
Northwich	1	0	0	0	0	1	1	0	1
Over Peover	3	0	2	0	0	5	3	5	0
Plumley	2	0	0	0	0	2	2	2	0
Prestbury	0	0	1	0	0	1	1	1	0
Romiley	1	0	0	0	0	1	1	1	0
Sandbach	2	0	0	0	0	2	2	1	1
South Reddish	2	0	0	0	0	2	1	2	0
Stockport	1	0	1	0	0	2	2	1	1
Stoke-On-Trent	2	0	0	0	0	2	1	1	1
Wythenshawe	1	0	0	0	0	1	1	1	0
Yorkshire	2	0	0	0	0	2	1	2	0
Total	64	0	12	0	0	76	55	48	28



Repeat complainants

	Noise	Odour	Off Track	Engine Testing	Other	Complaints	Complainants	Daytime	Night
<i>Ashley</i>	13	0	0	0	0	13	1	12	1
<i>Total</i>	13	0	0	0	0	13	1	12	1



NOISE COMPLAINTS

Between 01 September and 30 September 2020

Overall	Complaints 25					Complainants 15			
---------	------------------	--	--	--	--	--------------------	--	--	--

	Noise	Odour	Off Track	Engine Testing	Other	Complaints	Complainants	Daytime	Night
Altrincham	0	0	1	0	0	1	1	1	0
Bowdon	1	0	0	0	0	1	1	0	1
Bramhall	2	0	0	0	0	2	2	0	2
Broomedge	0	0	7	0	0	7	1	7	0
Cheadle	1	0	0	0	0	1	1	0	1
Denton	2	0	0	0	0	2	1	0	2
Gatley	1	0	0	0	0	1	1	0	1
Heaton Mersey	0	0	1	0	0	1	1	1	0
Knutsford	4	0	1	0	0	5	2	3	2
Manchester	1	0	0	0	0	1	1	0	1
Mobberley	1	0	0	0	0	1	1	1	0
Over Peover	1	0	0	0	0	1	1	1	0
Wilmslow	1	0	0	0	0	1	1	0	1
Total	15	0	10	0	0	25	15	14	11

Repeat complainants

Ashley	2	3	0	0	0	5	1	4	1
Total	2	3	0	0	0	5	1	4	1

