

Independent Consultative Committee (ICC)

General Meeting

Friday 21st April 2023 - 1000 – 1200

Venue – Castle Donington Hub, 101 Bondgate, Castle Donington, Derby DE74 2NH

MEMBERS ARE WELCOME TO ARRIVE FROM 9.30 IN ORDER TO SET UP FOR A PROMPT START

| <i>Timings</i> | | Lead | Paper |
|--------------------------|---|--|---------------|
| 5 <i>Note</i> | 1. Welcome and apologies | Chair | |
| 5 <i>Note</i> | 2. Declaration of Interests | Chair | |
| 5 <i>Agree</i> | 3. Minutes of the last meeting <ul style="list-style-type: none"> 25 November 2022 accuracy Matters arising | Chair | Draft Minutes |
| 10 <i>Note</i> | 4. An update by the Chair to include update on ICC Constitution | Chair | |
| 25 <i>Discuss</i> | 5. Managing Director's Report | EMA MD | Paper |
| 20 <i>Discuss</i> | 6. UPS Update (to be deferred) | Richard Currie/Teresa Leivars | Presentation |
| 5 <i>Discuss</i> | 7. Freeport Update | EMA MD | Verbal update |
| 10 <i>Discuss</i> | 8. Future Airspace and SRG | Neil Robinson | Presentation |
| 15 <i>Note / Discuss</i> | 9. Airport update <ul style="list-style-type: none"> a) Environment b) Planning c) Community Engagement | Adam Freeman / Tom Rix Jon Bottomley Colleen Hempson | Papers |
| 10 <i>Note / Discuss</i> | 10. Melbourne Civic Society Paper | Dr Paul Grimley | Paper |
| 5 <i>Discuss</i> | 11. AOB <ul style="list-style-type: none"> Future planned or proposed items | Chair | |
| 5 <i>Note</i> | 12. Date of the next meeting(s) <ul style="list-style-type: none"> 21st July 2023 | Chair | |

EAST MIDLANDS AIRPORT

INDEPENDENT CONSULTATIVE COMMITTEE

GENERAL MEETING – 21 APRIL 2023

MANAGING DIRECTOR'S REPORT

1. Business Update

- 1.1 EMA has seen a strong recovery in passenger operations during the year April 2022 to March 2023. Total passenger numbers in the year of 3.3 million, is approximately 75% of pre-COVID levels. This is comparatively slightly lower than a number of the larger UK airports, as airlines initially focussed on reintroducing capacity into their larger bases where they would benefit from greater economies of scale.
- 1.2 As we move into the Summer 2023 season, passenger numbers are expected to grow further at EMA. During the peak summer months, it is anticipated that passenger numbers will be in the region of 95% of 2019 levels. This is supported by growth in capacity by each of EMA's based operators, with Ryanair, Jet2.com and TUI all increasing the number of aircraft they are basing at the airport compared to the previous summer. In addition to this, Eastern Airways and Emerald are also introducing new operations at East Midlands.
- 1.3 Recruitment of resources to ensure the delivery of strong customer service levels and operational standards has been a key focus of EMA management over the winter period. At the time of this report, recruitment of all core roles is substantially complete, with a high confidence of being fully recruited in line with requirements for summer peak periods.
- 1.4 In addition, a number of works have taken place within the terminal building in readiness for the increase in the level of passengers using the airport during the coming summer period. The majority of the restaurants and bars within the departure lounge have undergone a refit, providing a more modern and refreshed ambience to the facilities.
- 1.5 As noted in previous reports, cargo operations increased significantly over the pandemic period, with strong volume growth during 2020 and 2021 as freight capacity shifted from the belly-hold of long-haul passenger aircraft to dedicated freighter aircraft. 2022 saw a normalisation of pure cargo volumes, resulting in a reduction of around 10% at EMA, although it remains ahead of pre-COVID levels and demand for express air cargo remains strong. We expect in the short to medium term that volume growth at EMA will be single digit percentage growth.
- 1.6 On 30 March 2023 the East Midlands Freeport was officially approved by UK Government. EMA's role remains as the port and enabler of the Freeport and will help facilitate additional trade; as well as landowner of a small tax site within the broader EMAGIC proposal, specifically to support the airport's cargo strategy. Further details are available in the policy section of this report.

2. Airport Landside Operations Update

- 2.1 The airport's 24 hour a day, 7 days a week bus network has grown from around 250,000 passengers in 2005, peaking at 3.4 million passengers in 2019. Since August 2021, passenger numbers using the bus networks have continued to see recovery, with numbers increased to 3.42m using the services.
- 2.2 The Derby Leicester Skylink continues to be the most used service with over 1.33m passengers using the service in total, seeing a 22% increase since results published last October.
- 2.3 The Airways 9 service has seen an increase of 49% in passenger numbers since the last results in October. The patronage of the service has increased since the pandemic, where the service saw the biggest decrease.
- 2.4 Diamond East Midlands (Rotala) have continued to operate the Airways 9 service, who acquired the service from Midland Classic. The financial support from Derbyshire County Council will continue to operate until September 2023. We are currently exploring options of support that could be offered by the airport (after the councils and other businesses in the region were unable to support the service) after we initially supported.
- 2.5 Following the pandemic, we can advise that from 1 April we opened our remote car parks, Long Stays and then Jet Parks. This will be the first time since the pandemic that we have all our car park offerings on sale and open for the summer months, offering customers choice. The reopening coincides with the return of the onsite bus, connecting customers from the car parks to terminals and their return journeys. The bus will be operated by First Bus who are well known public transport service providers and are working with us to develop a sustainable ground transport solution over the next 5 years.
- 2.6 We are working with our Assisted Travel team and representatives from the Accessibility Forum on how we can improve current blue badge parking. Free 30 minute drop off for blue badge holders will continue in Short Stay 1, we are improving signage at the entry point and exit points, with new signage being installed to guide blue badge holders to bays. Further improvements are being worked through over the next 12 months.

3. Customer Service and Security Update

- 3.1 In the full financial year up to the end of March 2023 our terminal NPS was 47.6% vs our MAG group target of 35%. This is testament to our continued commitment to deliver an exceptional guest experience for all customers travelling through EMA.
- 3.2 Our Customer Services team, led by the Customer Service Manager introduced last year, goes from strength to strength off the back of its success last summer. A significant recruitment drive over the past few months has set the team to be bigger than ever, in line with our passenger growth expectations, and in line with our ambition to put the customer at the heart of everything we do.
- 3.3 The Customer Services Ambassador team, newly introduced last summer, have continued to contribute to our increased NPS scores, and have proven particularly valuable in our immigration hall, where they now manage queue flow and e-gate assistance. Ambassadors are also on hand to support the core operations through the various touchpoints in the terminal during peak times where customer demand is high, and many are also now recognised First Aiders for customers within the terminal.

- 3.4 The Customer Service Ambassadors are in turn supported by our pilot 'Customer Cadet' scheme – a flexible team of customer helpers created in partnership with Lincoln / Newark College. Having worked through the initial trial last summer, our cadets joined us again in the lead up to Christmas and around the February half term. Many of them are now looking forward to joining the Customer Services Team on a permanent basis, once their studies are concluded, making way for a new intake of cadets ahead of the upcoming summer holidays.
- 3.5 The ambassadors and cadets are further supported by our small team of local volunteers known as the 'Friends of EMA'. These include past airport employees with a wide range of interests and experience who are joining us during peak times, to provide further opportunities for brilliance in our landside areas.
- 3.6 East Midlands Airport is pleased to have maintained it's 'very good' rating for Assisted Travel provision; the highest possible rating from the CAA, and one of only six airports to maintain this score throughout the whole summer. As well as recently being voted second place in the Accessibility Awards at the global PRM Leadership Conference held at Heathrow, EMA has recently been made a finalist at the national Disability Smart Awards in the Inclusive Customer Service category.
- 3.7 We also continue to benefit from an excellent relationship with our Accessibility Forum. The independent chairperson of the forum, Christiane Link, is a 'critical friend' to the business, and all members advise on best practises for the Assisted Travel department and the airport as a whole. An example of this is the recent overhaul of the Customer Services induction course, which now includes a vastly improved disability equality training module, delivered by people with lived experience of disabilities.
- 3.8 There are several other continuous improvement initiatives ongoing in preparation for summer 2023. EMA has recently taken delivery of four airport mobility scooters, which are available for customers to use around the terminal upon departure. It is hoped that these will afford customers more independence and choice on their journey. Similarly, EMA has led on a project to bring British Sign Language interpretation to all three MAG airports via the SignLive app. SignLive allows customers who use BSL as their primary language, to contact a paid SignLive interpreter via their smartphone, who will then translate to and from spoken language for the relevant airport phone number selected from a pre-set list. Other improvement projects include the refurbishment of accessible toilets, and the re-grading of a high- traffic pathway to make it easier and more accessible for customers to access and egress the terminal building.
- 3.9 This year, the security recruitment programme commenced earlier than usual with advertisement of security roles being posted from November 2022. So far this year we have already successfully delivered 64 new Aviation Security Officers into the security operation and have over 60 new officers still to be trained and introduced into the operation. The full security recruitment programme has been designed in line with customer demand, completing all training by June this year ready for our peak operations in July, August and September.
- 3.10 For this full financial year our overall performance against our Service Level Agreement (SLA) shows that 99% of customers will queue for security for less than 15 minutes, has been achieved. In security we have delivered 99.2% of customers queuing for less than 15 minutes, exceeding our target. This SLA continues to be closely monitored to ensure security resource matches demand and the best possible service is provided to customers. In addition, security's customer satisfaction score has risen from 4.20 in 2021/22, to 4.28 in 2022/23 continuing to outperform the MAG group target of 3.87.

- 3.11 During summer this year, we implemented Copenhagen's Optimisation forecasting system called 'Better Forecast'. Better forecast uses data from historical trends to accurately forecast flight loads, and the passenger turn up profile split into 15-minute intervals. The new 'Better Forecast' system has proven a success with an accuracy rate of 98.43% in the calendar year to date. Following the successful implementation of 'Better Forecast' we have also introduced another system from the Copenhagen Optimisation product suite called 'Better Security'. This is a planning tool which provides a detailed visual of both lane and resource requirements across the security operation ensuring that we are operating in the most optimal and efficient way possible. Both systems have proved a huge success having driven numerous efficiencies across the Security operation. We are now working towards implementation of 'Dimensions' which is a rostering tool provided by a company called UKG that will interface with the Copenhagen Optimisations planning systems. This rostering tool will ensure consistency across all of our planning tools, automate many of our internal processes and provide some great functionality to colleagues in terms of roster visibility, annual leave booking and overtime offerings.
- 3.12 The next generation security checkpoint (NGSC) commonly referred to as the future security programme will introduce multiple positive changes to the aviation security screening process. Future Security is a huge programme of activity that will see us introduce next-generation security equipment, modernise our security hall and make improvements to our staff search facilities, completely transforming the customer and colleague experience. The Future Security technology will see the implementation of new advanced screening technologies at East Midlands Airport, with the introduction of Leidos's clear scan 3D x-rays, and Rodhe and Schwarz body scanners which will be implemented within the Central Search security area in 2024. The Rohde and Schwarz body scanner is classed as the best scanner on the market, with 50% quicker processing times, allowing quicker transitions through security. The new 3D equipment will allow our customers and staff to leave liquids up to 2 litres and large electrical items in their hand luggage when travelling through security. This marks the beginning of a new era of improved security and an easier, more streamlined customer journey.

4. Airport Traffic Statistics

A high-level summary of operations is provided in Figures 4.1, 4.2 and 4.3 below:

Figure 4.1 – EMA Passenger numbers

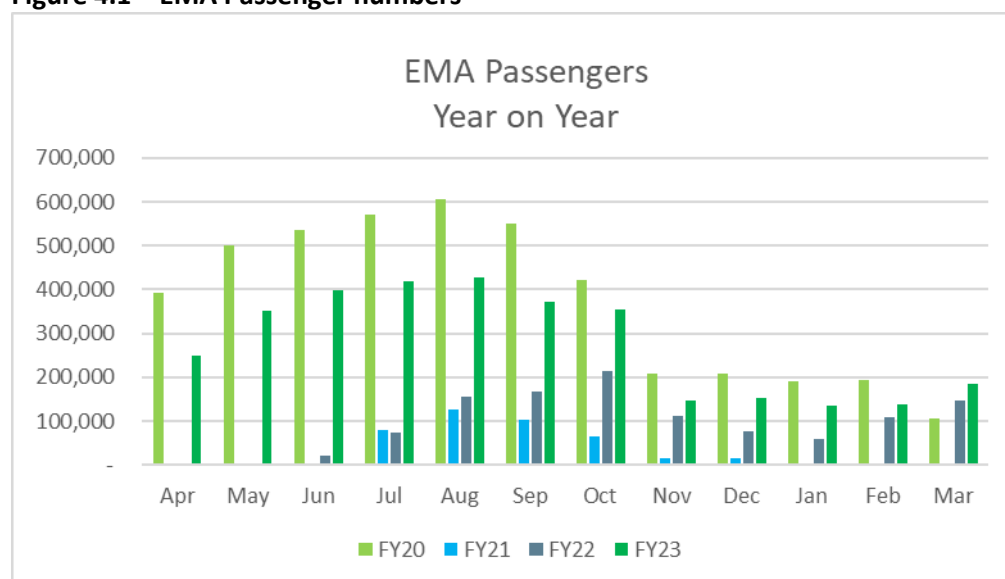


Figure 4.2 – EMA Cargo (tonnes)

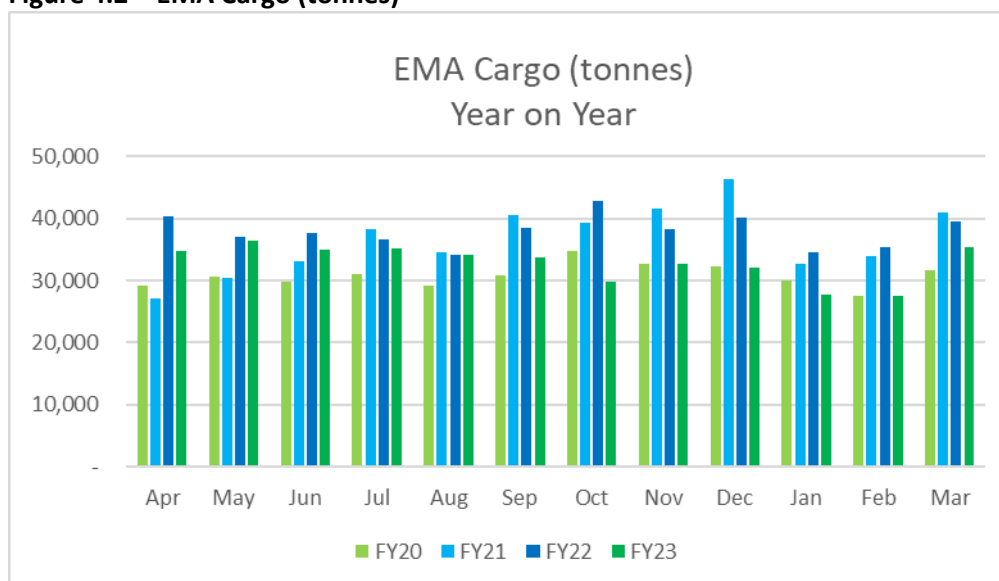
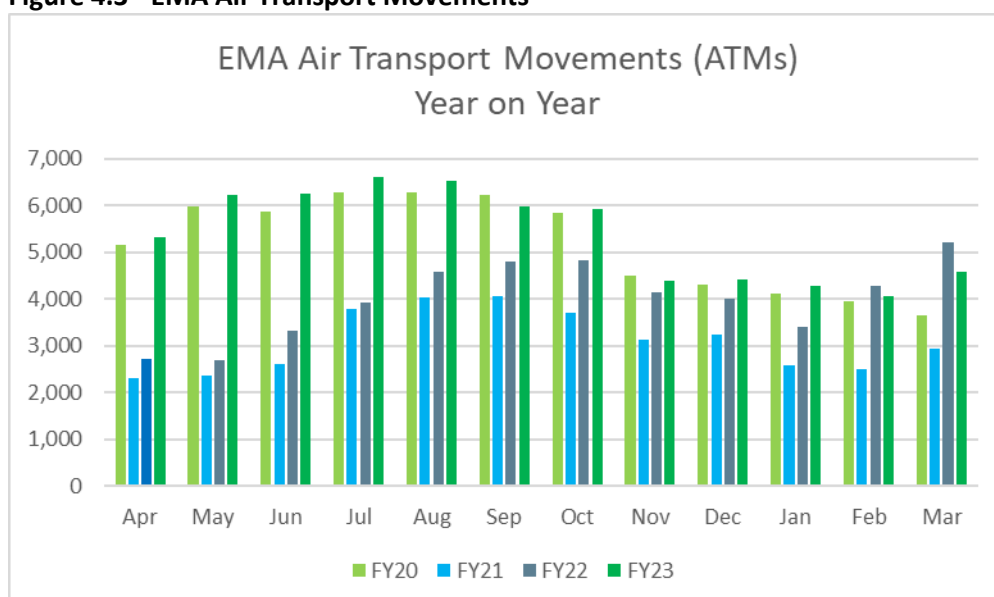


Figure 4.3 - EMA Air Transport Movements



5. Strategic Developments and Regional Transport

- 5.1 Our Future Security programme will require an extension to the existing Security search area in the terminal as well as some internal alterations to the building. This is to provide the extra space for the new equipment and to improve the passenger flow and circulation within the area. This work will require an extension to the front of the terminal building and some reorganisation of the space outside and on the terminal forecourt. We will be shortly submitting a planning application to North West Leicestershire District Council to secure the consent for these works.
- 5.2 The review of the EMA Sustainable Development Plan is ongoing and is being informed by some detailed master planning of the areas of the airport site likely to be needed in the longer-term for aircraft apron and cargo development. This has taken a little longer than we hoped, but we now expect to undertake public consultation later this summer and will engage with the ICC on our Plan and its progress.

- 5.3 We have a long-standing ambition for EMA passengers, staff and visitors to have the opportunity to make greater use of the National Rail services at East Midlands Parkway. To help with this we have carried out a study into the airport's passenger catchment and the potential for passengers, particularly from north Nottinghamshire, Lincolnshire, and south Leicestershire to use the rail services to connect to EMA. We will be working with East Midlands Railway to promote the EMA connection and we expect an announcement within the next few weeks about a new local link between EMA and East Midlands Parkway.

6. Policy and Public Affairs Update

- 6.1 On 30 March, the East Midlands Freeport received official approval from Government. Formal backing for the Freeport now means up to £25million in seed funding will be given to the project to drive growth in the region, with the Freeport a focal point around which the public and private sectors can collaborate to shape the future economic success of the region, with up to 28,000 new jobs being created in the long term. As the 'port' within the Freeport, East Midlands Airport will continue to build on our role as a key facilitator for international trade by providing global connectivity.
- 6.2 We have been working with the Department for Trade to explore how we can promote the East Midlands as a logistical hub which connects local businesses to not only all corners of the UK, but destinations around the world. Through their 'Made in the Midlands' campaign we want to use the airport to showcase champion exporters who produce their goods in the region and export them globally, with many already doing this using our express air cargo offer at EMA.
- 6.3 At a MAG group level, sustainability and decarbonisation remains a key focus of our agenda as we work towards our target to make our operations net zero by no later than 2038. We are pleased that the Government are supporting the sector by supporting research and investment in Sustainable Aviation Fuels which will play a critical role in the overall decarbonisation of aviation. Government have set a mandate for 10% SAF use by 2030 and an ambition to have 5 UK SAF plants under construction by 2025.
- 6.4 As a founding member of the Aviation Council and Jet Zero Council (JZC), we attended the first meetings in 2023, led by the Transport Secretary and Aviation Minister, and our proposals submitted for JZC priorities were largely adopted, which is very positive. We will continue to work with Government and industry partners to deliver initiatives that drive decarbonisation and sustainability in the aviation sector.

7. Future Airspace Update

- 7.1 The project team continue to work toward the CAP1616 Stage 2, Develop and Assess gateway. Stage 2 of the Airspace Change Programme (ACP) requires us to conduct engagement with representative stakeholders. This stage does not include full public consultation, this will follow at Stage 3.
- 7.2 There are two phases of engagement as part of Stage 2; the first phase (Stage 2 Phase 1) was held in the summer of 2022. The purpose of these sessions was to share the early design work undertaken which established broad envelopes where it would be possible to place departure and arrival routes and explain the process followed to create these envelopes. We then gathered feedback on this work and this has been fed back into the design process.

- 7.3 The second phase of engagement (Stage 2 Phase 2) took place in November 2022. This involved stakeholder discussion sessions and independently facilitated focus groups with representative members of the public from the local area. During the Phase 2 engagement, we explained the changes that were made as a result of stakeholder feedback from the Phase 1 sessions, and presented specific route options that align with the design principles and take account of stakeholder views. We sought feedback from stakeholders on the process followed, whether the proposed route options align with the design principles and, invited feedback on whether there are other options we should consider.
- 7.4 Following engagement, taking onboard the feedback received during the Phase 2 sessions, the route options are being further refined. Once this post engagement design activity is completed, the route options will then be evaluated and assessed against the design principles to give us a more detailed picture of how they align with the design principles. At this stage some options may be discounted if they fail to align with the design principles. Following the evaluation, the route options are subject to an initial options appraisal to understand the likely impact they would have – both positive and negative.
- 7.5 All the work completed at Stage 2 in relation to both arrival and departure routes will then be submitted to the CAA for assessment at the Stage 2 gateway. The EMA Stage 2 gateway submission date has been amended from 3 March (with a 31 March gateway) to 30 June 2023 (with a 28 July gateway). This has been changed in order to enable the EMA ACP to align with recent developments within the other airport ACPs in the wider Manchester Terminal Manoeuvring Area (MTMA).
- 7.6 Subject to approval, East Midlands Airport will then move on to Stage 3 of the airspace change process, which is where full public consultation on the shortlist of options will take place. This is currently planned for late 2023 and early 2024 but is subject to CAA approval and alignment with the overall Airspace Modernisation Strategy at a national level. Iteration 3 of the Masterplan is expected to be published later in 2023 following a number of public engagement exercises.

EAST MIDLANDS AIRPORT INDEPENDENT CONSULTATIVE COMMITTEE

21 APRIL 2023

ENVIRONMENT UPDATE

Jet Zero Strategy

Following the publication of the Government's Jet Zero Strategy last year, a number of consultations have recently been launched. These include:

- A call for evidence on the provision of consumer environmental information, enabling the development of policy requiring the provision of information to consumers about the climate impacts of flight bookings. The Civil Aviation Authority consultation closed on 7 April 2023, information is available online¹.
- A call for evidence intended to inform developing policy on the Government's 2040 zero emissions airport target. The Department for Transport consultation is available online² and closes on 2 May 2023.
- A consultation on a developing the UK sustainable aviation fuel mandate, requiring the blending of sustainable aviation fuel from 2025. The Department for Transport consultation is available online³ and closes on 22 June 2023.

Noise update

The Department for Environment, Food and Rural Affairs (DEFRA) issued guidance to East Midlands Airport enabling the production of our next Noise Action Plan (NAP), which will cover the period 2024-28. The DEFRA mapping data is based on activity in 2021, which was impacted by the COVID-19 pandemic. As a result, and as discussed with MENT, our NAP will include additional noise metrics. Drafting of our NAP is well underway, with consultation to be held over the coming months. After this, our NAP will be submitted to Government for review and adoption by the Secretary of State.

The recent MENT meeting received an update on several noise-related topics, including options for this summer's community noise monitoring. Following discussion with MENT, and based on requests received from local parish councils, plans are now being made to undertake community noise monitoring this summer at Barrow upon Soar and Smisby. Additionally, construction work for a new permanent noise monitor has commenced in Melbourne.

The Flight Evaluation Unit (FEU) hosted a meeting with the multi-parish group – the 5P Group - that includes Gotham, Kingston on Soar, Ratcliffe on Soar, Barton in Fabis and Thrumpton. The meeting focussed on training flights, which have been an area of ongoing focus for the Flight Evaluation Unit and Air Traffic Control team. Recent work on this issue has significantly reduced the proportion of training flights overlying communities to the west of the airport and Kegworth when operating on the easterly runway. We are considering training flights as part of our NAP.

¹ <https://consultations.caa.co.uk/policy-development/environmental-information-call-for-evidence/>

² <https://www.gov.uk/government/consultations/2040-zero-emissions-airport-target>

³ <https://www.gov.uk/government/consultations/pathway-to-net-zero-aviation-developing-the-uk-sustainable-aviation-fuel-mandate>

Our engagement with airline partners to remove noisier, QC4-rated, Boeing 747-400s at night has been successful. There have now been no departures (which are rated QC4) by this aircraft type since November 2022. Work is also progressing to phase out the use of other QC4-rated aircraft at night. There remain just two other individual QC4-rated aircraft operating through East Midlands Airport at night. Both are Boeing 767 aircraft and are expected to be removed from East Midlands Airport in the first half of early 2023.

The 2022 operational performance data, Continuous Climb, Departure Track Keeping, Continuous Descent was also shared with the meeting as part of the regular reporting.

EMA Surface Water Improvement Programme

The de-icer capture project started in earnest in January 2023. Up to the middle of February 2023 the operation had collected just over 26 tonnes of de-icer from aprons across the airport. On the basis that one litre of de-icer requires 18,000 litres of water to dilute it to the permitted discharge concentration, this represents a water saving of around 468 million litres. That is equivalent to 187 Olympic swimming pools or 73.5 times the capacity of Staunton Harold Reservoir.

Since the operation has begun, a night-time de-icer capture audit has been completed and learnings fed into the system for continual improvement and for consideration when operating next winter.

The contingency plan for operating our surface water drainage network was submitted in draft to the Environment Agency for comment before Christmas. Our operational contingency is reviewed in the light of any incidents for continual improvement.

At the end of last year, we hosted a site visit by the Derby Railway Anglers Club (DRAC) along with members of the ICC (Independent Consultative Committee) MENT (Monitoring, Environment, Noise and Track) committee. The visit was constructive, and we agreed to share information with DRAC relating to water quality reports submitted to the Environment Agency.

MAG hosted a visit from the Environment Agency in January 2023, including members of their senior leadership team. The meeting was helpful and in general key messages included the consideration that MAG's operation had changed significant in recent times and that this needed to continue sustainably.

MAG are working closely with independent resources to re-assess the plan and ensure its appropriateness with a focus on moving towards a long-term solution more quickly than had previously been shared. The details are still being finalised and will be shared with ICC and MENT once internally approved.

ISO14001 and ISO 50001 external certification audit

East Midlands Airport has held independent certification to the international environmental management system standard ISO14001 for over 20 years. We are in the process of transitioning to a Group-wide certification, for with EMA the first airport in the group to move to the Group certificate. The first external audit will take place over three days in May, two external auditors will attend site on each day.

In our 2020 CSR Strategy 'Working together for a brighter future', we made a commitment to introduce an independently certified energy management system which meets the requirements of

the international standard ISO5001. To support this commitment, we have appointed a new energy manager, who will join the team in April.

There are two stages to our journey to ISO50001:

- Stage one (scheduled for September)
An external auditor spends five days on site, auditing all processes, procedures and policies, as well as completing a sample audit of the site. The audit will generate recommendations and could identify gaps, or risks which will need to be closed prior to the final stage of the certification.
- Stage two (scheduled for November)
The official external audit, where the site is audited to ensure it complies with the requirements of the standard.

A progress update of the two standards will be given at future meetings.

EAST MIDLANDS AIRPORT
INDEPENDENT CONSULTATIVE COMMITTEE
PLANNING UPDATE
21 APRIL 2023

Current / Pending Applications

None.

Planning Resolutions Since the Last Meeting

1. Application to South Derbyshire District Council by EMA for installation of aircraft noise monitor – land at Jawbone Lane, Melbourne – DMPA/2022/1266. Approved 17 February 2023.
2. Proposed Waste De-icer Storage Tanks – Adjacent to Stand 125 West Apron and Equipment Storage Area East Apron – 22/01839/AIR. Confirmed 11 January 2023.

Planning Policy

North West Leicestershire Local Plan: The District Council are continuing the Substantive Review of the North West Leicestershire Local Plan. The next stage of the Local Plan is expected to be a more detailed consultation on draft site allocations, followed by a draft policy consultation, a full Local Plan consultation, and public examination. Details of the review process and the expected timescale are available on the Council's website.

South Derbyshire District Council Local Plan Review: The Council are reviewing the Local Plan. review, and in October launched a consultation on the Plan's Issues and Options. EMA submitted a response to this consultation that focussed on economic and employment strategy, infrastructure, housing strategy, and aerodrome safeguarding.

EAST MIDLANDS AIRPORT - ICC GENERAL COMMITTEE

21 APRIL 2023

COMMUNITY ENGAGEMENT UPDATE

Community Outreach

The EMA Parish Forum is held twice a year and this year meetings were held on 26th September 2022 and 27th March 2023.

We continue to connect with our closest parishes at parish council meetings to provide updates about airport activity and listen to concerns. Parish Council Meetings attended or planned this year are:

- 5th May - Long Whatton and Diseworth Parish Council
- 26th May - Castle Donington Parish Council
- 7th June - Melbourne Parish Council
- 4th July - Kegworth Parish Council
- 7th February 2023 - Melbourne Parish Council
- 2nd March 2023 - Long Whatton Diseworth Parish Council
- 6th March 2023 - Breedon on the Hill Parish Council
- 30th March 2023 - Castle Donington Parish Council
- 3rd April 2023 - Kegworth Parish Council

Face-to-face outreach are planned for 2023 across our closest villages. The following events are promoted on our website and will be promoted on social media channels and shared by our stakeholders in the community:

- 1st May - Castle Donington May Market
- 20th May - Kegworth Market (10 - 12am)
- 2nd July – Aston Well Dressing
- 9th July 2023 - Ashby Show
- 2nd Sept - East Leake Show (10am - 4pm) TBC
- 9th September - Diseworth Show (1 - 5pm)
- 16th September - Melbourne Arts Festival, Old Vicarage Gardens (10am to 5pm)
- 23rd Sept - Kegworth Market (10 - 12am)
- 25th November - East Leake Christmas Fair in Village Hall
- TBC - Gotham Music in the Park

Community Flyer

The EMA Community Flyer is our quarterly e-newsletter, updating stakeholders and local people on the initiatives we are committed to within our [CSR Strategy - Working Together for a Brighter Future](#). You can sign up to receive our quarterly Community Flyer directly to your email address [here](#).

In 2022 we published three issues of the Flyer:

- [Christmas 2022 Community Flyer](#)
- [Winter 2022 Community Flyer](#)
- [Summer 2022 Community Flyer](#)

We will also publish the 2023 Spring Community Flyer just before the Easter holidays.

Volunteering

The Airport encourages our colleagues to get involved in a wide range of volunteer opportunities in our local communities, sharing MAG's values for the benefit of the regions we serve.

Our target is for 100% of our leadership team and 30% of colleagues to support and participate in volunteering programmes. Last year 45 of our colleagues (8%) give 758 hours of their time to various volunteer projects. 11 of those were leaders within our business, which means that over a third of our leaders volunteered in our local community.

This year so far 133 of our colleagues (25%) have given 1,294 hours of their time, of which 27 are leaders within our business.

There is a wide range of volunteering activities that colleagues get involved with including litter picking in their communities or around the airport environment, supporting young people in schools and in our Aerozone and supporting local charities on committees and fundraising.

Recent activities that our colleagues have been involved in include:

- Tree planting at Cadley Park in November, where we planted more than half of 1,000 trees donated as part of the Queen's Canopy
- Dovecote School Primary School gardening opportunity in February (Eco-Garden competition winner)

Volunteer activities coming up include:

- Findern Primary School gardening opportunity on 18th April (Eco-Garden competition winner)
- Sutton Bonington Woodlands tree-guard removal as part of 'The Big Help Out' community volunteering day on the 8th of May

East Midlands Airport Youth Forum

The [MAG Corporate Social Responsibility \(CSR\) Strategy](#)- **Working Together for a Brighter Future** - builds on our strong track record for improving the way we operate as a business for the benefit of the communities, regions and environment around our airports.

Our strategy is delivered in three pillars, 'Local Voices', 'Opportunity For All' and 'Net Zero Carbon'. As part of our 'Local Voices' commitment, we undertake a wide range of stakeholder consultation and engagement including through our Independent Consultative Committee (ICC) - the formal body in charge of liaison between East Midlands Airport and our neighbouring communities.

Our new strategy recognises the need to widen and diversify our engagement and we have committed to introducing new methods of engagement including new Airport Youth Forums at all our airports. To inform our thinking, we first spent some time looking at how successful Youth Forums are run around the UK and holding focus groups with young people from some of our local Sixth Forms, Colleges and Universities.

We hope that our Airport Youth Forums will be exciting and attractive to young people as well as being an effective way of ensuring that young people's voices are heard.

At EMA our newly created Youth Forum met for the first time in late 2022, with a planned series of four meetings each year. All sessions take place at the Airport's onsite Education Centre – Aerozone. Each session follows a theme with topics broadly based around the 3 pillars of our CSR Strategy.

The opportunity to become a member of the EMA Youth Forum is open to young people aged between 17-25 who are either in an Apprenticeship, or attending a local Sixth form, College or University. We promote this opportunity on our website [here](#), and for more information or to apply to become a member of the EMA Youth Forum please email community@eastmidlandsairport.com.

EMA Community Fund

The East Midlands Airport Community Fund was established in April 2002 and since then over £1,976,000 has been awarded to over 1,686 projects, to bring lasting benefit to the communities around the airport. The Community Fund is managed independently by a Community Fund Committee that meets six times a year and is open to community groups within a defined 'area of benefit' that meet certain criteria. The Fund is currently supported by an annual donation of £50,000 from the airport and through the fines and noise surcharges imposed when aircraft exceed our noise limits.

The Community Fund awards grants to support eligible projects that have a lasting community, social, educational or environmental benefit and can award a maximum of £2,000 per application.

The airport contributes £50,000 each year to our Community Fund, along with noise fines and surcharges.

In 2022/23, in total the EMA Community Fund has awarded £625,704 to 143 community projects. This includes £309,667 in School Eco-Garden grant awards to 27 schools and £164,563 in Low Carbon Energy grant funding to support 19 community projects.

| Summary 2022-23 | Leics | Notts | Derbs | Staffs | total groups | Total No. of Groups | Total £ Awarded |
|-----------------------------------|-----------|-----------|-----------|----------|--------------|---------------------|-----------------|
| 8th April 2022 Meeting | 7 | 6 | 14 | 0 | 27 | 25,537 | £41,910 |
| 6th July 2022 Meeting | 3 | 3 | 11 | 1 | 18 | 22,469 | £23,022 |
| 7th Sept 2022 Meeting | 4 | 1 | 9 | 3 | 17 | 9,412 | £28,973 |
| 2nd Nov 2022 Meeting | 3 | 5 | 0 | 0 | 8 | 990 | £13,850 |
| 25th Jan 2023 Meeting | 3 | 4 | 6 | 0 | 13 | 5,366 | £19,336 |
| 1st Mar 2023 Meeting | 4 | 4 | 6 | 0 | 14 | 18,856 | £24,383 |
| FY23 Community Fund Awards | 24 | 23 | 46 | 4 | 97 | 82,630 | £151,474 |

| | | | | | | | |
|------------------------------|----------|----------|----------|----------|-----------|--|-----------------|
| Eco-Garden Competition | 8 | 4 | 9 | 5 | 26 | | £300,730 |
| Eco-Garden Fund - Mar 23 | 1 | 0 | 0 | 0 | 1 | | £8,937 |
| FY23 Total Eco-Garden | 9 | 4 | 9 | 5 | 27 | | £309,667 |

| | | | | | | | |
|-----------------------------------|----------|----------|----------|----------|-----------|---------------|-----------------|
| Low Carbon Fund - July 22 | 1 | 0 | 4 | 0 | 5 | 31,148 | £41,303 |
| Low Carbon Fund - Sept 22 | 2 | 0 | 1 | 0 | 3 | 100 | £27,802 |
| Low Carbon Fund - Nov 22 | 2 | 2 | 0 | 0 | 4 | 5,400 | £36,200 |
| Low Carbon Fund - Jan 23 | 2 | 0 | 2 | 0 | 4 | 1,700 | £29,885 |
| Low Carbon Fund - Mar 23 | 1 | 2 | 0 | 0 | 3 | 1,850 | £29,373 |
| FY23 Total Low Carbon Fund | 8 | 4 | 7 | 0 | 19 | 40,198 | £164,563 |

| | | | |
|---|------------|----------------|-----------------|
| TOTAL Community Fund investment for FY23 | 143 | 122,828 | £625,704 |
|---|------------|----------------|-----------------|

Applications are considered by an independent Community Fund Committee that meet around six times each year. Below are the meeting and application deadline dates for the next year:

| Application Deadline Date | Committee Meeting Date |
|---------------------------|------------------------|
| 19 April 2023 | 03 May 2023 |
| 21 June 2023 | 05 July 2023 |
| 23 August 2023 | 06 September 2023 |

| | |
|------------------|------------------|
| 18 October 2023 | 01 November 2023 |
| 03 January 2024 | 17 January 2024 |
| 21 February 2024 | 06 March 2024 |

QC4 Surcharges

Since its introduction in April 2021, a Noise Action Plan 'QC4' surcharge has been levied for aircraft operating at night. Although the target for QC4 surcharges is ZERO, the shortage of cargo capacity on passenger aircraft means we expect QC4 aircraft to continue operating at EMA in the short term.

Since its introduction in April 2021, the QC4 surcharge has generated more than £1,178,400 for the EMA Community Fund from over 560 movements.

For this reason, the EMA Community Fund Committee considered a range of ideas at their meeting in October 2021, and agreed a shortlist of 'Special Funding Projects' to make best use and maximise the impact of these additional EMA Community Funds.

Community Fund Special Projects

This year marks the 20th anniversary of the EMA Community Fund. Because there are additional funds available, the EMA Community Fund Committee has agreed to two 'Special Projects' to make best use and maximise the impact of these additional EMA Community Funds.

Low Carbon Energy Fund

Following on from the Hospice pilot project, the EMA Community Fund Committee reviewed the financial status of the fund and re-opened the 'EMA Low Carbon Energy' Fund in Spring 2022. The funding was initially ring-fenced to a limited number of identified parishes most affected by the airport's operations but has now opened to support projects across the whole of the EMA Community Fund's Area of Benefit. More information can be found on our website [here](#).

In 2022/23 the EMA Low Carbon Energy Fund provided £164,563 of grant funding to support a total of 19 projects ranging from solar panels, LED lighting projects, ground source heating, air source heating and electric vehicle purchase.

EMA Schools Eco-Garden Fund

Following the successful Eco-Garden Competition, which saw 26 schools receiving a total of £309,667 in funding, the airport's Community Fund committee has ring-fenced additional funding to allow schools to continue to bid for a 'School Eco-Garden' Fund.

Schools can bid for up to £10,000 to turn their Eco-Garden dream into a reality. More information can be found in our handy [Eco-Garden Grant summary guide](#) and on our website here: <https://www.eastmidlandsairport.com/community/supporting-the-local-community/eco-garden/>

MITIGATION SCHEMES - Sound Insulation Grant Scheme

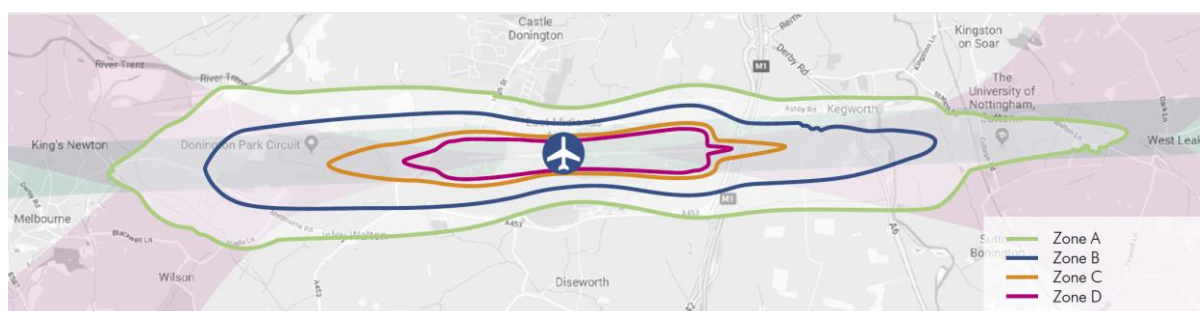
East Midlands Airport introduced our Sound Insulation Grant Scheme (SIGS) in 2002 to offer financial support for the sound insulation of the properties most affected by aircraft noise. It was expanded in 2007 following a consultation as part of the airport's 2006 Master Plan. The current SIGS (2007) is based on noise contours for night-time aircraft movements in the summer period of 2001; this

considers dwellings that were exposed to average night-time noise levels (LEQ) of at least 55dB and/or are regularly exposed to single aircraft noise events of at least 90dB at night.

Since the SIGS scheme was introduced in 2002, East Midlands Airport has invested over £3,198,000, helping to improve the sound insulation of over 932 homes.

In the past ten years we have invested over a million pounds and in the past five years we have provided SIGS grants to 55 properties to the value of £151,475. During 2020/21 and 2021/22 the rate of installations slowed due to the pandemic, but this backlog has been completely caught up during 2022/23 with a total of 23 properties receiving their SIGS grant in this year.

More information about our SIGS scheme is on our website [here](#). The [SIGS brochure](#) includes a map which shows the boundary for the scheme and the different zones within it, as well as details of how to find out whether you are eligible, and the contact details of our managing agent.



The scheme is split into four zones:

| | Noise exposure levels in the summer period of 2001 | Maximum grant award |
|---------------|--|----------------------------|
| Zone A | dwellings exposed to average night noise levels of between 55dB and 60dB | £3,000 |
| Zone B | exposed to average night-time noise levels of between 60dB and 66dB | £5,000 |
| Zone C | exposed to average night-time noise levels of between 66dB and 69dB | £10,000 |
| Zone D | exposed to average night-time noise levels exceeding 69dB | offer to purchase property |

Due to the efforts of the airport and our airlines, including ongoing investment in newer and quieter aircraft, the airport's noise contours (which were used to establish SIGS boundaries) are now considerably smaller than they were in 2001. Despite the reduction in our noise footprint the airport has not reduced the size of the area which benefits from the scheme.

The Scheme offers grants towards the cost of installing secondary glazing, high performance double glazing, loft insulation and replacement doors.

VORTEX

There are some properties very near our runway that can be affected by aircraft vortices. When an aircraft travels through the air it causes air turbulence behind it. This turbulence can lead to circulating currents of air known as vortexes. Most vortexes are broken up before they reach the ground, but sometimes, particularly in the final stages of landing, they can reach the ground. When they reach rooftops, the force of the vortex can sometimes cause damage to the roofs of houses

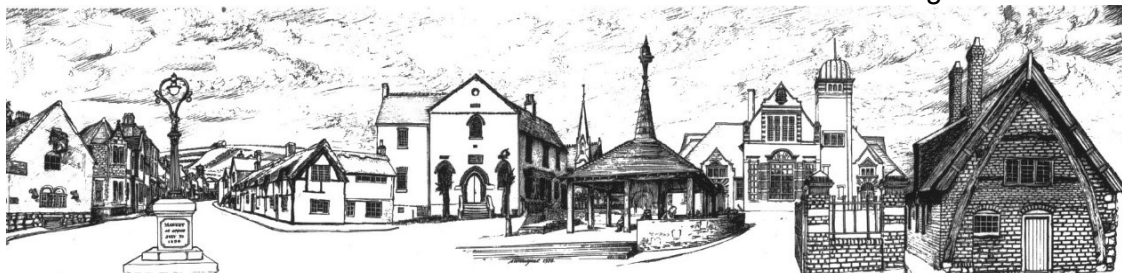
under the flightpath very close to the airport. We have identified areas where damage is most likely to occur. There is only a very small area of Kegworth that is potentially affected by vortices.

The airline whose aircraft caused the vortex would be liable for the damage. However, as it is not always possible to identify the aircraft responsible, the airport offers a goodwill policy of inspecting and repairing all vortex damage.

It is also possible to treat roofs so that the risk of vortex damage is extremely low, and we have a policy of completely re-roofing properties that have suffered vortex damage with new vortex resilient roofs. The airport runs a voluntary vortex-protection scheme to reroof affected properties as part of our commitment to the local community.

Since our voluntary vortex protection scheme was introduced in 2007 the airport has invested over £689,000, reroofing 65 properties affected by vortex strikes. The majority of this investment has been in the past five years, with 41 properties receiving new vortex resilient roofs to a value of £529,020. This was despite work having to be paused over the two years that were affected by lockdown and social distancing rules due to the pandemic. A planned 5-year capital investment programme is now in place, running from 2022 to 2027, which should see the remaining properties on the vortex reroofing waiting list completed.

For more information about our SIGS and Vortex schemes you can visit our website [here](#), as well as viewing our [Living Near the Airport](#) factsheet



President: Lord Ralph Kerr DL

www.melbournecivicsociety.org.uk

EMA Independent Consultative Committee, 21st April 2023

Report from Melbourne Civic Society

Airport Development Plan – Review to End 2022

1. Management Summary

This report monitors passenger and cargo traffic, noise and employment at East Midlands Airport (EMA) against projections derived from the airport's 2015 Sustainable Development Plan. In the last three years, traffic has been severely impacted by the Covid-19 pandemic, and comparisons with pre-pandemic 2019 figures are given.

2022 passenger numbers at EMA were 3.2 million, almost four times 2021 figures, still 32% below pre-Covid 2019 levels and 50% below the plan low projection (section 3). In the last two decades, passenger numbers have twice been severely impacted by external non-aviation events – the 2008 Financial Crisis and Covid-19. Passenger numbers have not yet recovered to the peak prior to the Financial Crisis.

Freight tonnage in 2022 reduced to 380,000 tonnes, 13% above pre-Covid levels, but slightly below the plan projection (section 4 below).

Our analysis at section 7 of this report suggests that, while there has been some improvement in the noise performance of the EMA fleet, this is slower than had been assumed in the development plan. We strongly urge that the new plan clarifies the assumptions on noise improvement from aircraft upgrades and includes in the Noise Action Plan appropriate actions to deliver these improvements.

2. Explanation of Charts

The following charts show forecasts from the EMA 2015 development plan against the actual values to 2022. Forecasts are shown as straight line projections though it is recognised that activity is unlikely to follow such a regular pattern. The 2015 plan suggests a range of passenger forecasts, shown as high (green) and low (yellow) lines for passengers and flights. Actual values are shown in black.

Passenger numbers and cargo tonnage are from the Civil Aviation Authority (CAA) statistics website. Other data are from EMA reports to ICC: Air Transport Movements (ATMs) to 2022, night noise from summer 2021 and employment from summer 2019. All data are airport wide and do not relate to particular operators. Air cargo means the total of air freight and air mail. Night means 23.00 to 07.00.

3. Air Passengers

The 2015 development plan suggests that passenger numbers may reach 10 million per year, generating 70,000 passenger ATMs achieved between 2030 and 2040. These are shown as high and low projections in Charts 1&2.

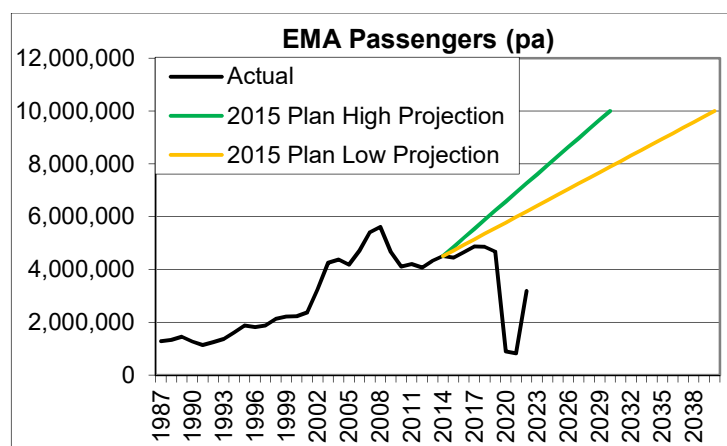


Chart 1 – EMA Air Passenger Numbers

Passenger numbers in 2022 were 3.2 million, almost four times higher than 2021 but still 32% below pre Covid level of 4.7 million in 2019, and almost 50% below the 2015 plan low projection of 6.2 million (Chart 1).

In the last two decades, passenger numbers at EMA have twice been severely impacted by external non-aviation events – the 2008 Financial Crisis and Covid-19. Passenger numbers have not yet recovered to the peak prior to the Financial Crisis.

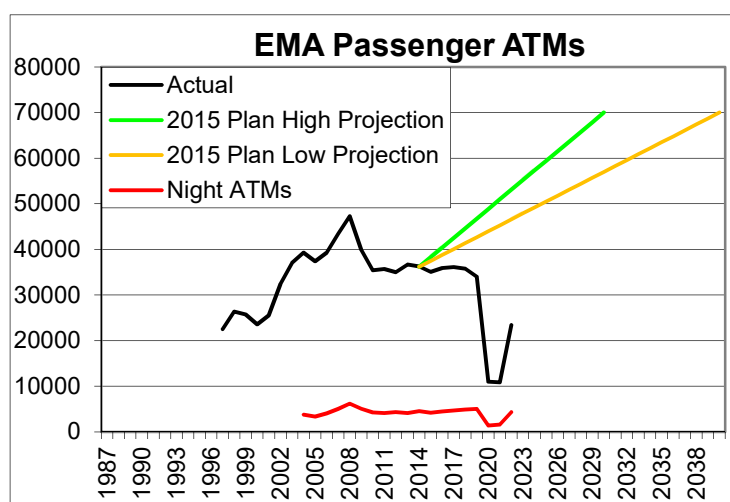


Chart 2 – Passenger ATMs

There were 23,400 passenger ATMs in 2022, more than double the 2021 figure (10,800), but 31% lower than pre-Covid levels and 50% below the plan low projection. Of the total passenger ATMs, 4,300 (18.1%) were at night (red line in Chart 2). Further comments on this are included at section 6.

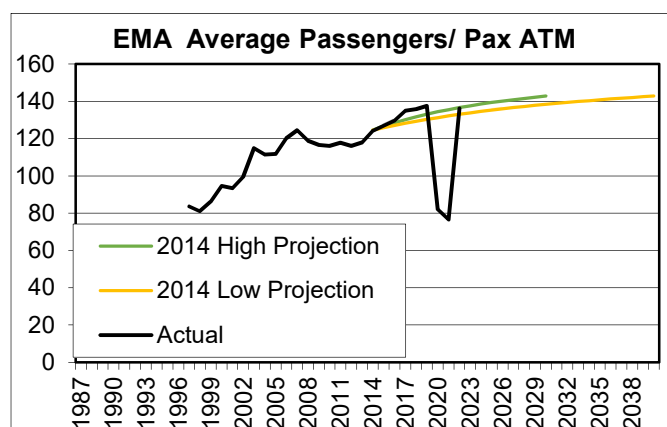


Chart 3 – Average Passengers/ATM

Average passengers per flight fell in the two years of the pandemic (Chart 3), but have recovered in 2022 to pre Covid levels and are in line with the 2015 plan assumptions

4. Air Freight

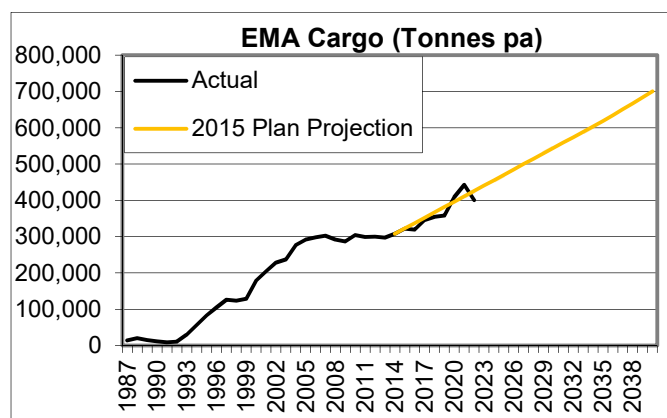


Chart 4 – EMA Air Freight Tonnage

During the Covid-19 restrictions, many long haul flights, normally carrying bellyhold cargo from Heathrow, were cancelled and some cargo was displaced to EMA, increasing freight volumes here. Since late 2021 Heathrow long haul traffic has resumed and the displaced cargo has progressively migrated back.

Thus in 2022 air freight tonnage at EMA reduced by 43,000 tonnes (-10%) to 380,000 tonnes. For the year, this is still 44,000 tonnes above pre-Covid 2019 levels, though the reduction was progressive, and freight in the fourth quarter 2022 was similar to the pre-Covid levels of q4 2019. Freight tonnage in 2022 was slightly below the plan projection (Chart 4).

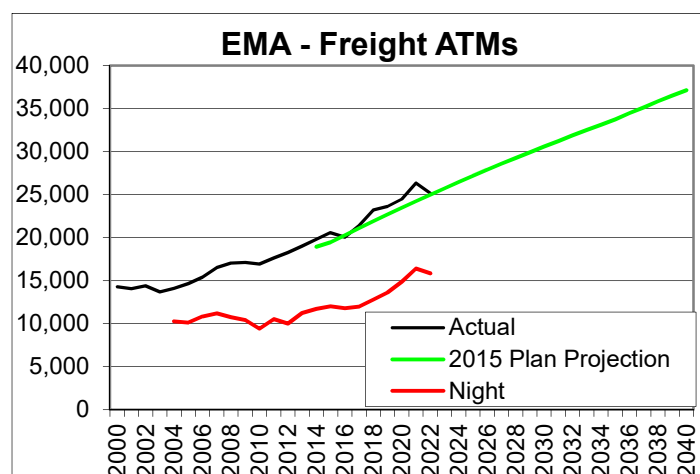


Chart 5 – EMA Freight Flights

Freight flights fell to 26,300 in 2022 a reduction of 1,200 (-4.5%) compared with 2021. This is still 1,500 above pre-Covid 2019 and close to the development plan trend line (Chart 5). 63% of freight ATMs took place at night.

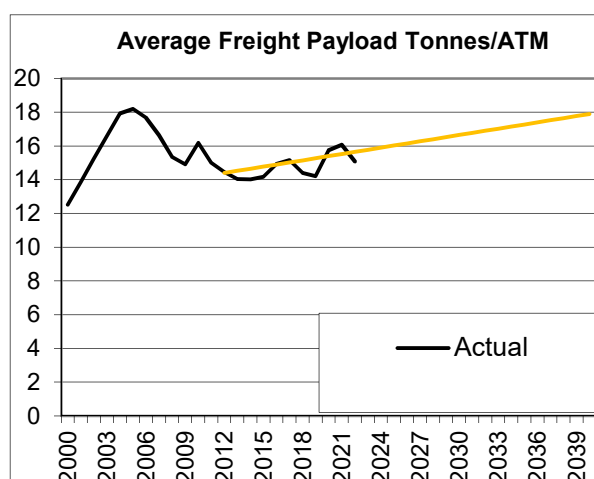


Chart 6 – EMA Average Freight Payload

The average freight payload reduced from 16.1 to 15.1 tonnes per ATM (Chart 6), somewhat below the assumptions of the development plan.

Note: The CAA statistic for freight count freight set down and freight picked up. Freight in transit through the airport on the same aircraft is excluded.

5. Air Mail

The 2015 development plan assumed that air mail would remain at the 2012 level of 35,000 tonnes and 6,800 flights per annum. In practice Royal Mail has modified its overnight transport network so air mail tonnage and flights vary year to year but are significantly lower than expected in the development plan.

Compared with 2021, mail tonnage last year increased by 1,300 tonnes (+7%) to 21,650 tonnes (Chart 7). Mail flights reduced by 700 (-12%) to 5,100 (Chart 8). The average mail payload increased from 3.3 tonnes to 4.0 tonnes per flight in 2022.

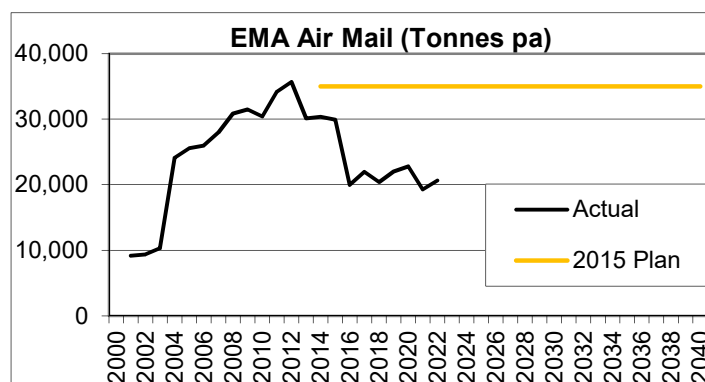


Chart 7 – EMA Mail Tonnage

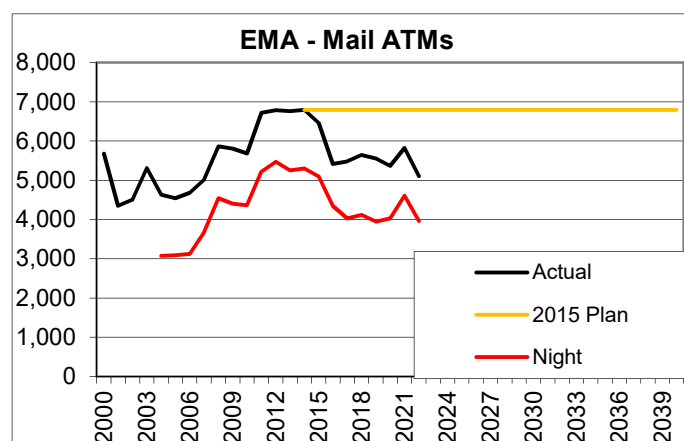


Chart 8 – EMA Mail Flights

6. Night Flights

In 2022, there were 24,100 night flights at EMA, the highest number ever recorded (Chart 9).

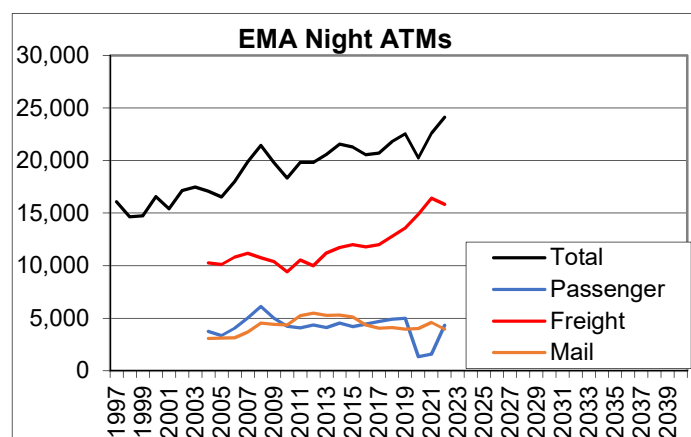


Chart 9 – EMA Night ATMs

Freight flights are the largest sector of this figure. Freight night flights have increased steadily from 2017, with an additional boost in the Covid period for reasons explained in section 4 above. In 2021 there were 16,412 night freight ATMs, reducing by 567 (-3.5%) to 15,845 in 2022. This reduction was progressive over the year and by quarter 4 2022, night freight flights had reduced almost to the pre-Covid 2019 level.

There were 316 night flights by QC4 aircraft (B747-4 freighters) in 2022 compared with 145 the previous year. We understand that these flights have now ceased by agreement with operators.

The large increase in night flights was caused by passenger ATMs. Of 23,400 passenger ATMs, 2,740 or 18.4% were at night, a far higher proportion than the historic norm (chart 10). The Development Plan is not specific on the number of night flights by sector, merely stating that the proportion of night flights is expected to stay similar to that at the start of the plan.

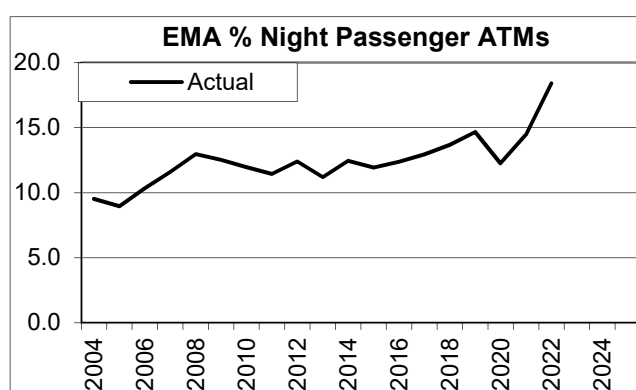


Chart 10 – Proportion of Passenger ATMs at night

Melbourne Civic Society Comments

Night time QC4 flights are banned at other MAG airports (Manchester and Stansted) and at the other London airports, but are still allowed at EMA with payment of a small surcharge. We urge EMA management to introduce a ban on these aircraft at night.

We would ask EMA management to clarify the reasons for the higher proportion of night passenger flights and assure us that this will not continue as passenger flights increase.

7. Night Noise

North West Leicestershire District Council has set a legal limit of 16 sq kms for the 55dB(A) night contour area computed for night-time noise averaged over the 92 day summer period from 15th June to 15th September. Summer contour values are normally reported to ICC MENT in September of the following year so Chart 9 shows contour actuals only to 2021. Data for 2022 are not yet available.

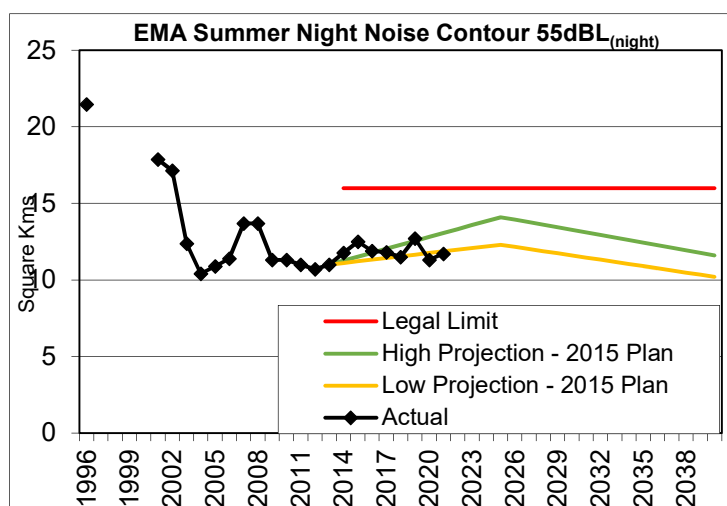


Chart 11 – EMA Summer Night Noise Contour 55 dB_{night}

The night noise contour area increased in 2021 to 11.7 sq kms (+3.7%), well below the 16 sq kms limit set by NWLDC and still slightly below the noise projections from the 2015 development plan (Chart 11).

Chart 12 shows the summer night aircraft number using data for Q3 provided to ICC MENT. Q3 is a close approximation for the summer period. Night flights in 2021 were well below the development plan low projection.

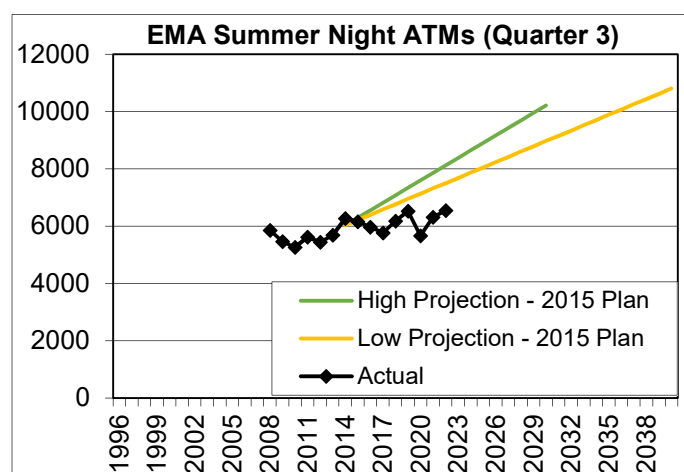


Chart 12 – EMA Summer Night Noise Contour 55 dB_{night}

Melbourne Civic Society Comments

We understand that an underlying assumption of the development plan is that aircraft noise will progressively be reduced as more modern, less noisy aircraft are introduced, and this is consistent with the ICAO and UK government policy of reduction of noise at source. The summer noise contour is slightly below the 2015 plan projections, but ATMs in the third quarter (a close approximation for the summer period) are significantly below the development plan level (Chart 12). This suggests that on average aircraft are still creating more noise than assumed by the plan.

To test this, we have calculated an average contribution per aircraft to the summer night noise contour (Chart 13) simply by dividing the contour area by the number of aircraft. This is done for plan projections (green and yellow lines) and for the actual outturn (black line). This may seem a rather obscure indicator, but it well illustrates a relationship between noise input (number of aircraft movements) and output (contour area by which the noise is assessed).

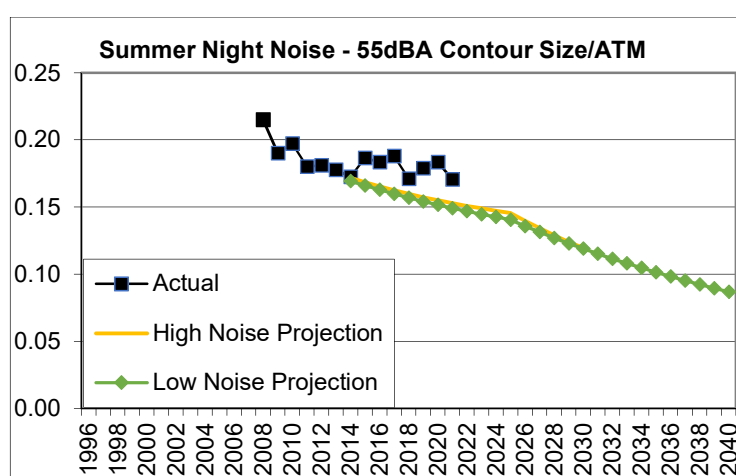


Chart 13 – EMA Summer Night Noise - Contour Contribution/ATM

The contour contributions per aircraft movement calculated from the plan, show an assumed steep and steady reduction over time, reflecting a reduction in noise generation by aircraft. The plan did not explain in any detail how these assumptions were derived nor how they would be achieved.

The black line shows the actual outturn since 2008. This does indeed demonstrate a general reduction in noise/aircraft, but the actual rate of improvement is much slower than that assumed in the development plan. We estimate that if night time aircraft numbers were at the planned numbers, night noise would be above the high noise scenario of the plan.

It seems the planning assumptions for noise reductions (the yellow and green lines above) may have regard to the noise performance of new aircraft types, but are over optimistic on their deployment at EMA. Typically the deployment of new aircraft types at EMA may take many years, so actual noise reduction is much slower than the plan assumes.

We expect the new development plan will include projections of night movements and of night noise (contour size). We would strongly urge that the relationship between night flights and night noise is clarified, that assumptions of noise reduction from fleet upgrades is clearly explained, and that the accompanying Noise Action Plan includes a series of measures to ensure the noise improvements are achieved.

8. Employment

In the past, employment surveys are normally carried out biennially in odd-numbered years. The 2019 survey showed total employment on the airport site had risen to 9,448. The regular survey for 2021 was not carried out due to disruption from Covid. So no data are available for 2020, 2021 or 2021. The 2019 survey results are shown for information. The survey covers the airport site and thus includes some non-aviation employment.

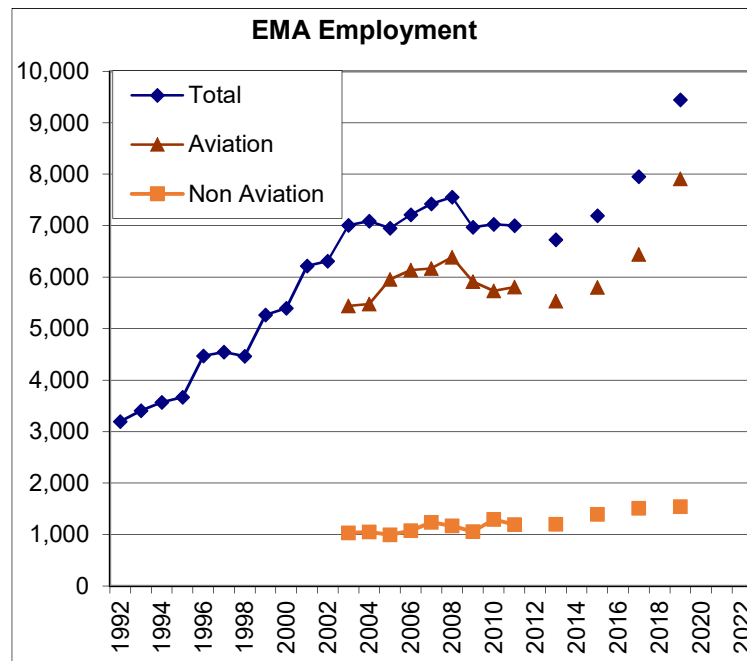


Chart 9 – EMA Airport Site Employment to 2019

Within aviation employment, the 2019 survey showed 3,100 passenger related jobs. It can be expected that this number reduced significantly in 2020/2021, but may now be increasing.

Cargo was the largest employment sector, with 4,700 jobs in the 2019 survey. It may be expected that this number may have increased in 2020/21, but may now be declining as freight volumes reduce.

Dr Paul Grimley
Melbourne Civic Society
31st March 2023