

**MINUTES OF THE MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE** held on Friday 10 October 2025 at the Hilton Hotel, Manchester Airport

**PRESENT:** Rachel Bailey – Chair

Sandra Matlow - Passenger Representative

Tony Dean – Cheshire East Council

Michael Gorman – Cheshire East Council

Angie Clark – Stockport Metropolitan Borough Council

Jeremy Meal – Stockport Metropolitan Borough Council

Dave Marsh – Manchester City Council

Nathan Evans – Trafford Metropolitan Borough Council

Bill Fairfoull – Tameside Metropolitan Borough Council (online)

Steve Parish – Warrington Borough Council

Peter Burns – Technical Advisor Representative

Jack Thomas – North West Region Chamber of Commerce

Mark Bowcock – Airport Employees

Kristina Hulme – Association of British Travel Agents

Colin Banks – Knutsford Town Council

Neil Runciman – Mobberley Parish Council

Alan Newnes – Mere Parish Council

Chris Novak – Styal Parish Council

Peter Wilkins – Disability Representative

Wayne Carter – National Trust

**REPRESENTING MANCHESTER AIRPORT PLC**

Alistair Andrew, Niamh Callinan, Jonathan Challis, Adam Freeman, Rebecca Hutchinson, George Lane, Danny McCabe, Helen McNabb, Rob Pattison, Neil Robinson, Rosie Swift, Sue Thomas (online), Chris Woodroofe

**SECRETARIAT**

Denise French, Secretary

## **APOLOGIES:**

Liz Braithwaite (Cheshire East Council), Phil Brown (Consumer Interests Representative), Simon Day (Heald Green & Long Lane Ratepayers Association), Gary Ellis/Paul Smith (AOC), Sarah Haughey and Shirley Procter (Trafford Metropolitan Borough Council) Rob Thompson (North West Region of CBI), Also, Nick Kelly, Environmental Adviser, Cheshire East Council.

The Chair welcomed everyone to the meeting, in person and online; in particular, Dave Marsh of Manchester City Council and Neil Runciman of Mobberley Parish Council.

## **SYNAGOGUE ATTACK, HEATON PARK, MANCHESTER**

The Chair referred to the tragic attack on 2 October at the Heaton Park Hebrew Congregation Synagogue in Crumpsall, Manchester at which two people had been killed and a number of others injured.

All present paused for silent contemplation.

### **1 PROCEDURAL MATTERS**

(a) **RESOLVED:** That the minutes of the meeting of the Committee held on 11 July 2025 be approved as a correct record.

The Chair of TAG referred to the previous MACC meeting at which there had been discussion about a presentation on drones being made to this meeting. At the agenda setting meeting it had been agreed to have the presentation at a meeting nearer to summer as this was when drone activity increased.

The Chair of TAG also referred to page 3 of the minutes that outlined his comments on night noise flights; the concern of TAG was around ensuring a cap on the number of movements at night.

(b) The minutes of the meeting of the Technical Advisory Group (TAG) held on 12 September 2025 be received. The Chair of TAG raised an issue with the complaints data – the data presented to the meeting and recorded in the minutes stated that “the main complaints related to noise (237 complaints), followed by off-track (72) and night flights (38)”, however, this did not match the complaint figures as recorded in the bulletins for the period which had not been available for the TAG meeting. The June and July bulletins had not been circulated with the TAG papers but had been circulated as part of the MACC distribution and would be considered at the next meeting of TAG on 12 December. Neil Robinson asked that any such queries be raised outside the meeting if possible to enable the airport team to undertake any required research.

(c) The minutes of the meeting of the Airport Users Advisory Group (AUAG) held on

5 September 2025 be received. The Chair of AUAG noted one topic of discussion had been the possible relocation of the stained glass window which was a memorial to the WW2 paratroopers. Rob Pattison summarised a statement that due to the memorial's fragility—combined with current health, safety, and security regulations concerning glazing within Terminal buildings—meant that moving it was not feasible at this time. The window would remain in its current location. The airport remained fully committed to honouring the servicemen and women who trained and served at RAF Ringway during the 1940s and 1950s, particularly those who gave their lives in the Second World War. As reported to the last meeting of MACC by Pete Lederer, Manchester Airport was proud to receive the Silver Award from the Ministry of Defence's Armed Forces Covenant Employer Recognition Scheme (ERS)—a reflection of the ongoing support for veterans, reservists, and the wider Armed Forces community. A query was raised about whether the window could be damaged during any of the current works but Rob said there were no works taking place in that location.

It was noted that the date of the AUAG was incorrectly recorded in the minutes and this would be changed along with clarifying the venue as the Hilton DoubleTree, Manchester Airport.

(d) The next meeting of the Airport Users Advisory Group was taking place on Friday 14 November and the Technical Advisory Group was on Friday 12 December; both meetings were at 10.00am at the airport. The AUAG walkabout was on Wednesday 5 November and would be a visit to T2.

(e) The next meeting of the Consultative Committee would take place on Friday 23 January 2026 at the Hilton Hotel.

(f) The Committee considered the report on membership items and procedural matters.

Wayne Carter reported that he was leaving his role at the National Trust and this was his last meeting; he said he had enjoyed working with TAG and being involved with the community engagement initiatives and seeing the progress of the airport.

Rob Pattison presented a proposal for the induction programme. This could include an initial generic induction package covering the minimum knowledge and understanding for a new MACC member through a one hour session with joint presentations from the MACC Chair and the airport's Community Engagement Team. This could be developed into a virtual learning product that could be accessed by any member. There would then be detailed learning sessions covering the requirements, knowledge and understanding for any member appointed to one of the Advisory Groups. The Secretary would circulate the proposed programme as part of the meeting pack and asked that any comments be sent to her.

The Secretary referred to the MACC website and suggested a small Working Group

could be established to consider and develop proposals for improving the website for both MACC members and members of the public. This could meet virtually.

The UK Airport Consultative Committees Annual Meeting was taking place at Bristol Airport from 27 – 28 November. Members approved the attendance of the Chair and Secretary.

The Committee:

- Noted the update on membership.
- Confirmed the appointment of Dave Marsh from Manchester City Council onto the committee and the Technical Advisory Group.
- Confirmed the appointment of Neil Runciman from Mobberley Parish Council onto the committee and the Technical Advisory Group.
- Noted the upcoming vacancy from the National Trust.
- Noted the items on the Forward Plan.
- Noted the proposals for the induction process and that any comments on the proposed programme be sent to the Secretary.
- Noted the proposals to improve the website and to contact the Secretary if any member wishes to help develop the website.
- Approves the attendance of the Chair and Secretary at the UKACCs Annual Conference on 27 – 28 November at Bristol Airport and approves the payment from the MACC bank account of expenses of the Secretary for travel and one night's accommodation.

## **2 REPORT OF THE MANAGING DIRECTOR**

Chris Woodroffe, Managing Director, began by referring to the distressing attack on the Heaton Park Synagogue. There had been additional police presence at the airport, which was to provide reassurance to the public, not because the airport was seen as a target. The role of the Chaplaincy had been particularly important. He had sent a note to all staff on the day of the attack and the airport had put in place several support mechanisms for any staff to access if needed.

He then explained that he had just returned from India having been part of the Prime Minister's trade delegation. IndiGo Airlines had increased its flights to Mumbai from three to four a week from September due to strong performance since July and had five flights a week to Delhi; this was an unprecedented increase in flights to India in such a short timescale.

He summarised the key points of his written report. During the period from July to September 2025, the airport had served over 9.9 million passengers reflecting a 3% increase compared to the same period in 2024. The 12 month rolling total was over 31.8 million passengers. The busiest day had been 17 August when there had been 118,242 passengers through the airport.

Chris reported that even though there was a great deal of construction work taking place across the campus, there had been strong performance. The On Time Performance for August was the best for some years, although still below target. The security and operations performance continued to be strong with over 99.2% of passengers processed through security in 15 minutes or less during the quarter which exceeded the target of 95%. The performance of Immigration was 100% for all passengers in all terminals for the quarter.

There were a number of new routes or developments now in operation including the commencement of a daily service to Addis Ababa by Ethiopian Airlines from July and Qatar who were now operating 24 x weekly flights from Manchester. From November, Norse was to operate a direct flight to Bangkok which was the first direct link from Manchester; Jet2 had announced new services for 2026 to Olympus Riveira, Meganisi and Palermo.

The work of the Liverpool-Manchester Rail Board continued. The Board awaited further decision on funding for the rail line and on the Northern Powerhouse.

The transformation programme continued to progress towards completion. The works to deliver Zone A in the T2 Check-In East were ongoing and opening was due in time for October half term. The landside works that had delivered a new link road and junction with traffic lights were all operating well. There had been seven new retail units opening in the new T2 International Departure Lounge including Joe & the Juice, UpperCrust and Lego. Work was ongoing on the T2 Arrivals Hall and once ready a new Costa would open at the end of October followed by Greggs and WH Smith later in the year. There was a temporary domestic arrivals route in operation pending a permanent solution. The biometrics product was now in operation which had enabled Aer Lingus and BA to move into T2. On the airfield, works were ongoing to deliver almost 2km of new dual taxiway that would enable 13 new stands to serve T2. The T2 chandeliers had been reimaged in partnership with the Manchester School of Architecture and a local artist Lazerian and the new design would be located in the new T2 Security East area.

The report outlined that feedback levels had increased slightly from the previous reporting period. There had been a total of 8,672 cases during the reporting period, which was a decrease compared to the same period the previous year. The main areas of concern were barrierless issues, damage to vehicle and wayfinding. The average time to respond for the reporting period was 6 working days.

The services for passengers with reduced mobility continued to perform well. One of the key performance measures for the Civil Aviation Authority was to assist pre booked arriving passengers within 20 minutes, and non-booked arriving passengers within 45 minutes; the airport scored 99.58% for pre-notified and 99.93% for non notified for the financial year to date. This surpassed the threshold for a 'very good' rating from the CAA. The PRM satisfaction score was 4.37/5 which also exceeded

the CAA target for a 'very good' score. The period July – September had been busy with 75,291 PRM passengers in September 2025.

Chris explained that the Annual Report was now available on the airport website including financial information.

He said he would liaise with the AOC representative regarding attendance at MACC.

Finally, Chris invited Rob Pattison to notify the Committee of his imminent retirement. Rob said he had worked for Manchester Airports Group for 36 years and would be retiring at the end of the year. He thanked the members for their engagement and challenge. Chris thanked Rob for all his work at the airport over his long career.

Members raised the following issues and queries:

- How resilient was the airport in terms of drone issues, power outages and the potential move of junction 6 of the M56? Chris said he could not comment on drones but the overall resilience at the airport was appropriate. In terms of power outages, the UK had a very resilient power system, the situation at Heathrow Airport earlier in the year was unprecedented. He gave an example of the runway lighting system which had a generator for back up. The discussion around junction 6 was too early to understand any impacts. The TAG meeting had received a confidential briefing about drone impact which contained much detail. The support of local Members in sharing information about drones in their communities was greatly appreciated.
- The existing Kids Zone and the Quiet Zone in T1/3 were valuable facilities and it was important to retain them both. Chris noted these comments. He said consideration was being given to the provision of children's facilities in T2 but there was a challenge around space availability.
- Members commended the growth in passenger numbers but raised concern around passenger experience as shown through the airport's own feedback and that of outside organisations including Which? It was also felt the increased passenger numbers could impact seating availability. Chris responded that the opening of the new zone in T2 for the peak summer period had provided additional seating; once Wetherspoons and the Great Northern Market were in operation there would be additional seating in both provisions. This was accepted but it was also noted that this would mean increased passengers in both areas. Chris responded that the new Pier would be open with additional seating and the overall increased infrastructure would benefit passengers and airlines. The infrastructure was designed to manage the increased passenger numbers. He also noted that complaints in the previous quarter that covered the summer period were fewer than in summer 24. The airline moves into T2 should improve the passenger experience as well as improving the experience for Ryanair passengers who remained in T3. In terms of the Which? Reports, Chris said he generally agreed with the report 4

years ago that was critical of the airport, he felt the following year's report was a little harsh but recognised it was focusing on the previous twelve months; the report from the previous year was not accepted and the airport had responded via media outlets about the report and methodology; in terms of current reports, the airport was focusing on other sources of feedback.

- A member asked about Biodiversity Net Gain (BNG) and the recent Government consultation. Alistair Andrew explained that the BNG regulations were complex and only applied to planning applications. Should a proposal relate to a small scheme of around 20 residential dwellings then the calculation of BNG took account of the whole development site. For larger applicants who had fixed infrastructure such as an airport, for which the development might comprise a very small area of the whole site, the regulations would take account of the totality of the site area which was not thought appropriate. This view was shared by other airports who had responded to the Government's consultation on BNG. Neil Robinson referred to the airport's Sustainability Strategy and the theme of nature and how BNG was included as a baseline. This could be the subject of an update to a future MACC meeting.
- A Member noted that his council ward bordered the airport site and there were issues with congestion and queueing traffic that was heading for T1 pick up and drop off. Chris apologised for the unintended consequence arising from changes as a result of a near miss in the previous pick up zone. Once easyJet had moved from T1 to T2 then the pick up zone in T1 would cease to operate. The change had been made to mitigate the issues arising from the former location and the near miss that had occurred, but it had not been realised that the new location would cause issues with traffic circulation. There would be measures in place to manage over October half term as easyJet would still be operating from T1 until November. The issues would be resolved by Christmas.
- In relation to the Liverpool – Manchester rail line, a Member asked whether it would be preferable to connect the airport to the HS2 line at Birmingham? Chris said he would support whichever route was most likely to achieve the station build. He felt the Liverpool – Manchester route was the most likely. To achieve growth at the airport there was a need to expand the catchment area and this would include Birmingham and Sheffield. He noted that the building of rail infrastructure was a slow process.
- A member commented on the Skills Hub and the Airport Academy and commended the airport on the work it did in terms of training and education.
- A member referred to taxis and private hire vehicles that used the Wythenshawe area to wait for pick ups and also the prevalence of litter in the area; how did the airport encourage and manage the taxi and private hire industry? Chris said there was a dedicated hackney carriage and private hire area that charged a low fee of £1.50 per 90 minutes and there was no need to

park on residential streets will waiting to collect a fare. The private hire service was currently out to tender and it was hoped the new contract would help with a more joined up approach. There was a lot of community engagement work taking place in Wythenshawe and Rob Pattison could provide more details outside the meeting. A residents' survey was also being undertaken by the airport.

- Members thanked Rob for his hard work and contribution to MACC and its Advisory Groups and wished him a long and happy retirement.

**RESOLVED:** that the update be received.

### **3 TECHNICAL ITEMS**

Rosie Swift, Director of Airport Control and Danny McCabe, Head of Business Continuity & Resilience gave a presentation on resilience and preparedness. Rosie explained that the role of the airport control team was to oversee day-to-day operations 24/7; proactively monitor and direct responses to plan changes and incidents; ensure stability and responsiveness to emergencies; and drive strategic oversight of operational resilience and business continuity planning. The structure of the team was shown. The team included the Resilience Team whose original role was to help the baggage and ground handling teams and had more recently been providing support for the transformation programme, they worked both proactively and reactively.

The structure of incident response included Business as Usual (BAU), Incident Management Team (IMT) and the Executive Committee who would be informed of developments and potential long-term implications but were not an active part of the coordinated response structure. The response would escalate from BAU to IMT as applicable with the Executive Committee informed as relevant. For IMT there were 3 levels – bronze, silver and gold depending on the severity of the incident. A BAU response was for disruption affecting 25% of expected customers for 1-4 hours and 10% of customers for 4 -12 hours; it was classified as Minor Disruption. The response was coordinated by the Airport Duty Manager (Operational Command). In terms of IMT involvement and escalation this was governed by an internal escalation criteria matrix to determine the appropriate command structure to activate in response to varying situations. In case of the need for a gold response, there was always a senior manager on call 24/7 either the Managing Director, the Chief Airport and Asset Development Officer (Ian Costigan) or Chief Operating Officer (Pete Lederer). The aim was always to return to stable operations as soon as possible.

Danny McCabe updated on incidents where the IMT had been activated from summer 2024 – summer 2025; these included the damage to the main HV supply to the airport in June 2024 and when the main power supply to the airport was cut off due to building works in May 2025. There were also occasions when the

weather was particularly impactful or when incidents offsite had an impact. Following each incident there would be a debrief. One of the learnings from the power outage was the importance of sharing whatever information was known as soon as possible. The potential risk of disruption from Just Stop Oil had been a good example of close working with Greater Manchester Police.

For the transformation programme – MTP – this had operational resilience at the heart. The programme had been launched in 2015 with a budget of £1.3 billion, and followed a phased approach to implement 60 targeted enhancements to improve efficiency and capacity and facilitate growth.

Members raised the following issues and queries:

- Was there a threshold at which the decision would be made to close the airport eg in the event of very high winds? Was a decision made to stand down certain staff teams? Danny said in the event of a weather alert the assets would be checked and secured such as airbridges particularly as the airfield was an open space. Rosie added that there were different thresholds based on the threat and an assessment would be made about whether an airbridge or steps could be safely attached to an aircraft. There was a daily declaration of the weather state with a score between 0 and 6. Work would take place with the Airfield Duty manager and account was also taken of impacts of aircraft being diverted from elsewhere. There were protocols in place.
- Reference was made to BAU which referred to an impact on 25% of passengers; it was felt that the categorisation of ‘minor disruption’ would not be perceived as minor by the passengers affected. Rosie responded that the teams on the ground would ensure the passengers had the best possible experience. Should the level increase to be classed as an incident then teams would respond accordingly. An aircraft departure time being delayed by 1.5 hours was disruptive to the passenger but was not classed as an incident. The passenger journey would need to be managed accordingly such as not processing too many passengers if this would overcrowd the International Departure Lounge. It was also important to ensure passengers received correct and up to date information.

**RESOLVED:** that the update be received and noted.

#### **4 CSR (CORPORATE SOCIAL RESPONSIBILITY) UPDATES**

(a) Decarbonisation Plan – Adam Freeman updated. Adam referred to the carbon neutral commitment made in 2007 for MAG’s own (scope 1 & 2 emissions) which had then been achieved in 2015 and certified through Airport Carbon Accreditation. In 2024 MAG had committed to setting a near-term target through the Science-based Targets Initiative (SBTi). Between

2007 and 2024, MAG had achieved an 88% reduction in scope 1 & 2 emissions. This success and good practice had been recognised by the Financial Times who had awarded MAG the status of being a climate leader which was based on an independent assessment.

Adam referred to the MAG Sustainability Strategy 'Creating a sustainable future for all' which was built on two strategic pillars – 'protecting our environment' and 'community at our core' and comprised five clear strategic areas of focus:

- Decarbonising aviation
- Protecting nature
- Responsible resources
- Opportunity for all
- Local voices

In terms of the focus on decarbonising aviation this included various targets:

- Net Zero – this target was to transition from carbon neutral to net zero (scope 1 and 2 market based emissions) by 2038
- Emissions – the target was a 48% reduction in MAG scope 1 and 2 market based emissions between 2019 and 2030.
- Aircraft emissions – a 27% reduction in emission intensity per revenue tonne kilometre for aircraft departing MAG airports between 2019 and 2035.
- Renewable electricity – 30% of electricity to be supplied from renewable sources directly connected to MAG airports by 2035.
- Carbon removals – MAG would purchase carbon removals so that by 2030 they addressed 50% of MAG's residual scope 1 and 2 market based emissions.

In relation to the targets around net zero, emissions and carbon removals there were a number of interventions towards achieving these targets including using biodiesel in compatible vehicles, transitioning the fleet to ultra low emission vehicles where operationally possible and looking at heat networks and innovative sources to decarbonise heat.

The target around decarbonising aviation was challenging but work was underway to incentivise the most efficient and latest generation aircraft which were often the quietest too. MAG was sponsoring a PhD student who was researching the use of hydrogen as a fuel provider and the infrastructure that would be needed in support. Adam also referred to innovative work on Sustainable Aviation Fuel (SAF) which could be updated to a future meeting.

Members raised the following queries and issues:

- When assessing emissions today, did this include the life cycle of the asset? Adam responded that life cycle emissions were part of emerging work. He also said that electric vehicles did not have more carbon across their life cycle when measured against the cost to produce.
- Was the cost of feed stock to produce biodiesel taken account of? Adam confirmed this was the case and there was guidance which was followed. The Sustainability Strategy would be published the following week and would include data and assurance.
- The airport was congratulated on the reduction in its carbon footprint. The comment was made that decarbonising aviation was a vast and technical topic; to burn SAF also produced the same CO<sup>2</sup> as burning conventional fuel but the production of SAF was less impactful. There were also global warming impacts caused by aircraft when flying. Adam said there was science around SAF and the lifecycle; there was ongoing research into the emissions from aircraft when flying.

(b) Airspace Modernisation Project – Neil Robinson updated:

The CAA was currently consulting on the airspace change programme with key proposals including a reduction in the number of gateways where the CAA must review and approve prior to the project being able to continue and simplifying the process from seven stages to four. The consultation closed on 18 December and MAG would be responding.

Members had been kept updated on the airspace change programme for Manchester Airport via TAG and MACC; the Manchester Terminal Manoeuvring Area (MTMA) included Manchester, Liverpool, East Midlands and Leeds Bradford Airports along with NATS En Route Limited for works about 7,000 feet. All except Leeds Bradford (LBA) had progressed through the stage 2 gateway but until LBA were also successfully through, the other airports in the MTMA were unable to progress through Stage 3.

- (c) The aircraft track and noise monitoring and complaints reports for July – September were noted.
- (d) The Community Engagement report was considered. At the July meeting of the Community Trust Fund, 18 groups had been successful in receiving funding of £24,720.40, with grants funding items including assessable picnic benches, first aid kits and sensory equipment.

There had been volunteer activity including support for Lower Moss Wood wildlife hospital/nature reserve and improvements to the outside space at Bromley Road homeless accommodation.

The Autumn Leaves annual lunch for older residents of Woodhouse Park was coming up.

## 5 CONSULTATIONS

Jon Bottomley updated on the Sustainable Development Plan (SDP). He explained that national policy encouraged UK airports to prepare master plans that set out how an airport intended to grow and develop and the SDP was the master plan for Manchester Airport. The last SDP had been published in 2016. The SDP covered five key areas – economy; land; surface access; environment; community. Once signed off by MAG there would be a minimum 12 week consultation period including this committee. An update would be made to the next meeting in January.

**RESOLVED:** that the update be received and noted.

## 6 CHAPLAINCY

George Lane, Airport Chaplain, presented about the airport chaplaincy team and their role at the airport. He explained that he had been Lead Chaplain since February 2012 and both he and David, his Deputy, worked full time. There were 14 other chaplains within the multi faith team at Manchester Airport working a mix of part time and voluntary roles. The chaplaincy was becoming a Charitable Incorporated Organisation and their role was to help, support and guide. The team worked in three ways:

- Proactively by having a visible presence across the airport.
- Reactively providing humanitarian assistance by dealing with referrals both from internal and external partners including Border Force, the Police, airlines or customer services staff.
- Transformative – working to address homelessness, mental health issues.

The chaplaincy team was majority funded by the airport but also received other funding from the FCO and the Dioceses of Chester, Manchester and Shrewsbury. The values of the chaplaincy echoed those of the airport – safe hands; people at our core; growing everyday; power of teamwork; sustainable future for all.

Members asked if the team were available 24/7 which George said was the aim and someone was on call at all times. Members asked how passengers could speak to the chaplaincy and George explained that they received many referrals from the Information Desk and contact details could also be found via a search engine.

**RESOLVED:** that the update be noted.

## 7 ANY OTHER BUSINESS

The Chair referred to a CAA consultation: CAP3088: Consultation on the

requirement to publish information on mishandled mobility aids. The Committee agreed that this would be referred to AUAG on 14 November to respond.

**DATE OF NEXT MEETING:** Friday 23 January 2025 at 10.00am.

Agenda items	Action	Who	When
Item 1 - Procedural matters: TAG minutes	Drones – presentation to a future meeting – April or July.	R Pattison/Secretary	April or July 2026
Membership	Induction process – members invited to submit any comments to the secretary	Chair/Secretary	Ongoing work
Website	Members to let secretary know if interested	Secretary	Ongoing work
Item 2 – MD's Report	Skills Hub	N Robinson	Future MACC meeting
Item 4 – CSR Updates	Sustainability Strategy – bring key elements to future meetings	N Robinson	MACC and Advisory Groups as relevant
Item 5 – consultations	SDP consultation	J Bottomley	MACC 23 January