

Independent Consultative Committee (ICC)

General Meeting

Friday 19th April 2024 - 1000 – 1230

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	
5	<i>Note</i>	2. Declaration of Interests	
5	<i>Agree</i>	3. Minutes of the last meeting <ul style="list-style-type: none"> • 8th December 2023 minutes • Matters arising 	Draft Minutes
10	<i>Note</i>	4. An update by the Chair	
25	<i>Discuss</i>	5. Managing Director's Report	Paper
10	<i>Discuss</i>	6. Freeport update	Paper
20	<i>Discuss</i>	7. Airport Update <ul style="list-style-type: none"> a) Environment b) Planning c) Community Engagement 	Papers
15	<i>Discuss</i>	8. Sustainable Development Plan (SDP)	Presentation
15	<i>Discuss</i>	9. Sustainable Aviation Fuels	Presentation
15	<i>Discuss</i>	10. Future Airspace & SRG	Verbal update
15	<i>Discuss</i>	11. Community Survey Update	Presentation
5	<i>Discuss</i>	12. AOB <ul style="list-style-type: none"> • Future planned or proposed items 	
5	<i>Note</i>	13. Date of the next meeting(s) <ul style="list-style-type: none"> • Tuesday 9th July 2024 	

EAST MIDLANDS AIRPORT

INDEPENDENT CONSULTATIVE COMMITTEE

GENERAL MEETING – 19 APRIL 2024

MANAGING DIRECTOR'S REPORT

1. Business Update

- 1.1 The end of March marks the end of EMA's financial year, as well as the start of the new Summer 2024 International Air Transport Association (IATA) season. The 2023/24 year saw 4.1 million passengers use the airport. This is a 22% growth on the previous 12 months and is approximately 89% of the pre-COVID levels seen in 2019/20.
- 1.2 Passenger numbers are expected to increase again in Summer 2024, with capacity offered by EMA's three based operators, Ryanair, Jet2.com and TUI, increasing between 5-10% compared to 2023. As of 31 March, Eastern Airways has switched its Paris route from Paris Orly Airport to Paris Charles De Gaulle, providing EMA's passengers with a direct flight into one of Europe's major hub airports for the first time since Flybe's Amsterdam service was withdrawn in 2019. Aer Lingus Regional (Belfast), Blue Islands (Jersey) and Aurigny (Guernsey) are also continuing their flying programmes through the summer season.
- 1.3 People flying from EMA this summer will benefit from a string of improvements completed as part of a £120m investment programme over the next 5 years, including investment in our Future Security transformation, runways, car parks and our terminal itself. The investment has already seen a full redesign and modernisation of Castle Rock Tap Room and Kitchen, and the start of our toilet refurbishment programme. Investment will include new seating near Starbucks and a new Prayer Room in the departures lounge. We're also busy creating an extended security hall, where a £20 million investment will introduce new technology including 3D body scanners and CT scanner technology to help make security processes quicker and smoother.
- 1.4 Global volumes of dedicated Cargo flights have continued to contract this year as long-haul passenger activity has returned at other UK airports. EMA has experienced a 6% decline in volumes in April to March compared to the same period in the previous year, as a continued normalisation of this market trend following the COVID driven peak in activity in 2020 and 2021. Over the last six months these volumes have stabilised, although more recently this has been adversely impacted by industrial action at DHL. There is optimism of a return to growth, both from the existing based operators and new operators who are seeing EMA as an opportunity to mitigate capacity pressures which are beginning to be realised at the London airports. This is evident from the commencement of One Air (UK based cargo airline) operations from early April.
- 1.5 Commercial trading (including car parking and terminal retail outlets) was positive throughout 2023/24, with strong results following the refit of a number of the retail and food & beverage units during the previous winter. This winter period has also seen the refit and new menu launch in the Castle Rock bar, and JD sports moving into the large retail unit previous traded as Traveller. The old JD Sports space will be used as a short-term retail offering during the coming summer period.

2. Airport Traffic Statistics

A high-level summary of operations is provided in Figures 2.1, 2.2 and 2.3:

Figure 2.1 – EMA Passenger numbers

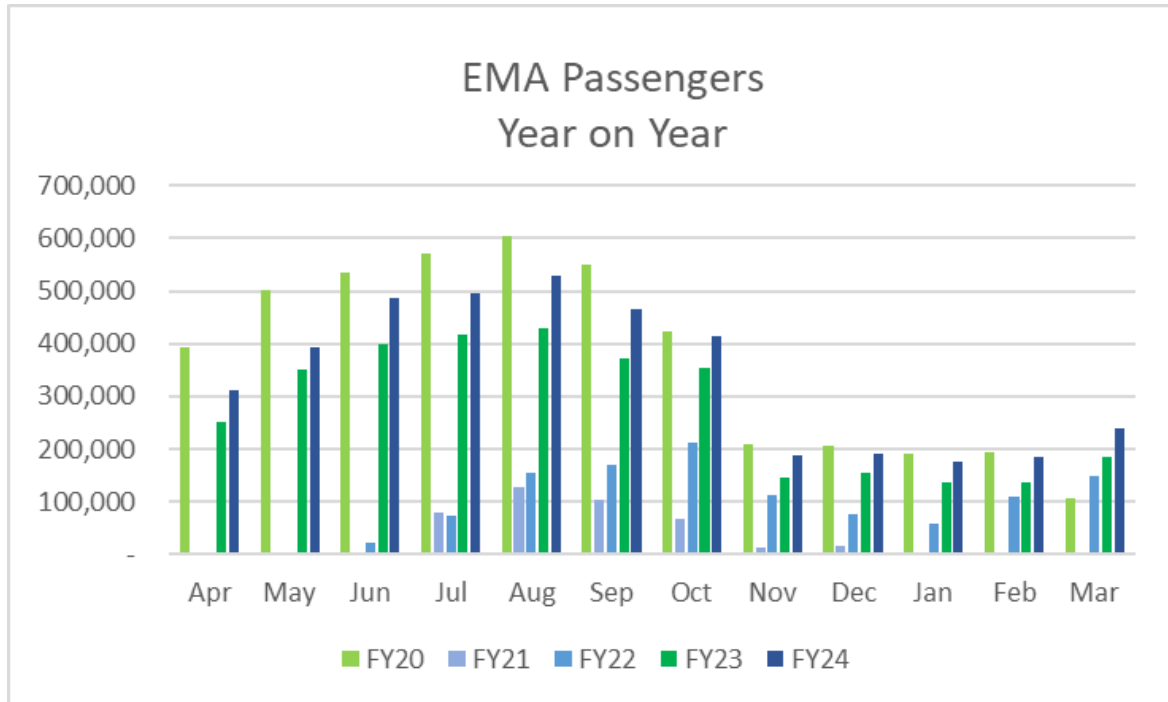


Figure 2.2 – EMA Cargo (tonnes)

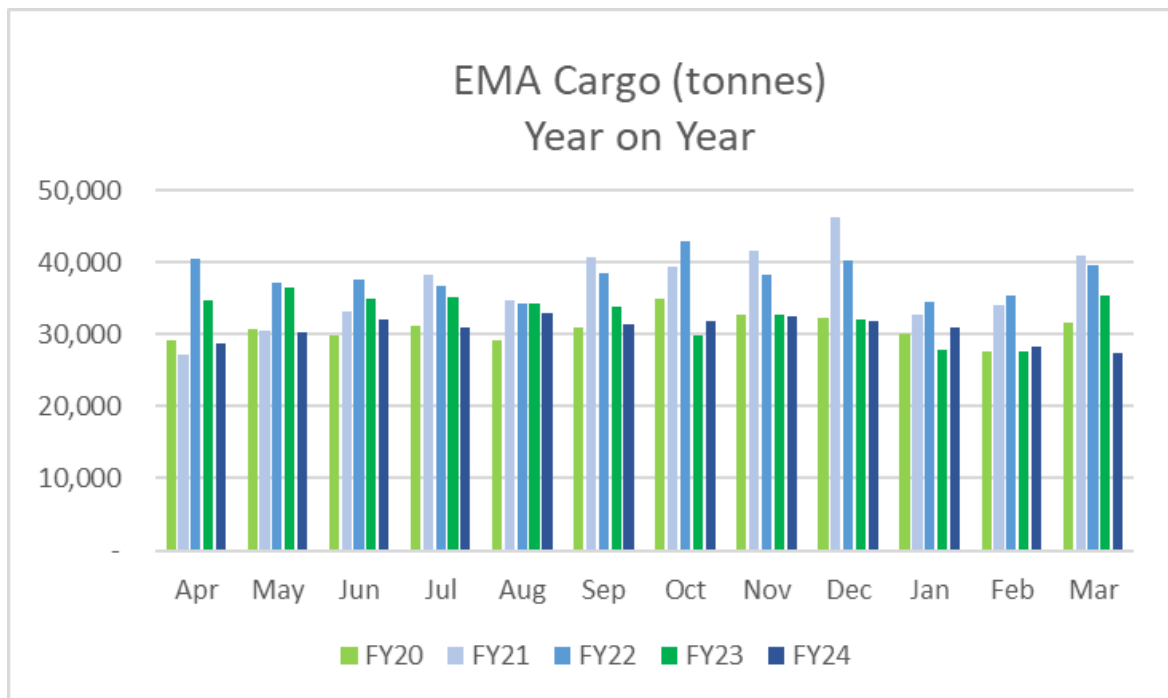
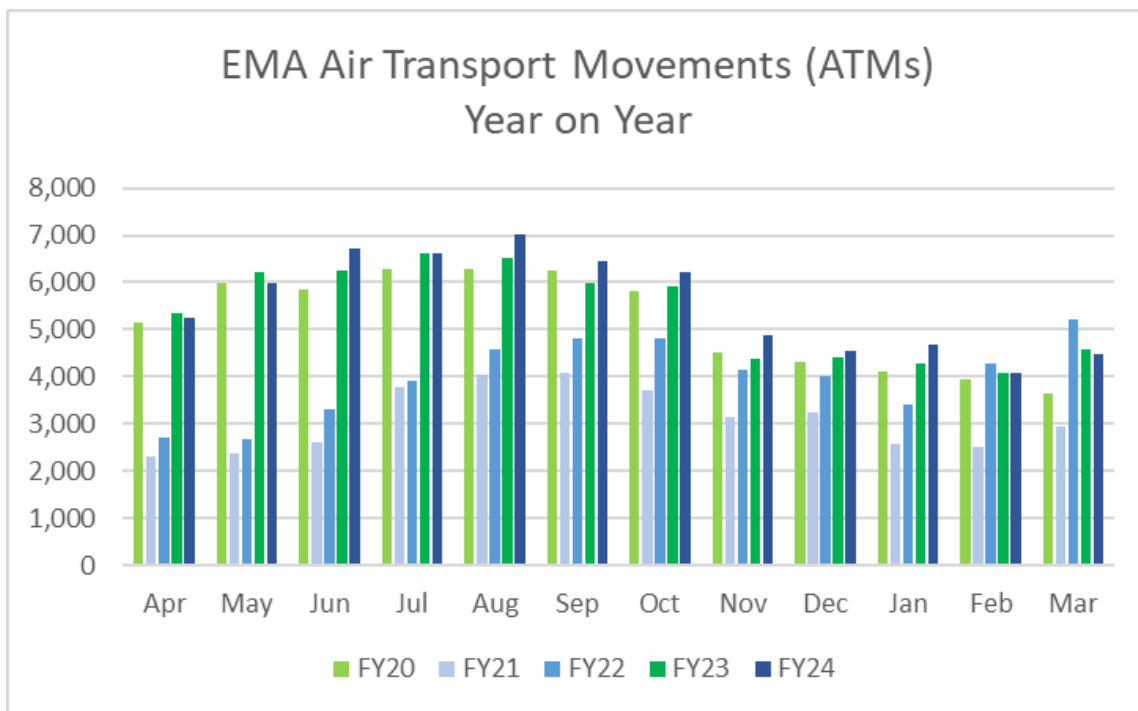


Figure 2.3 - EMA Air Transport Movements



3. Airport Landside Operations Update

3.1 The airport’s 24 hour a day, 7 day a week bus network currently stands at around 3.9 million passengers using the services. These services continue to be operated by trentbarton, kinchbus and Rotala for the Airway's 9 service.

3.2 Friday 1st December saw the reintroduction of the EMA Transport Forum, which is the first time the forum has met face-to-face since the pandemic. The Forum brought together representatives from local transport operators, local businesses, regional transport bodies, local councils and transport groups, with a full agenda including updates from transport operators. The forum had key speakers from around the region highlighting needs of public transport operators and helping make the case for improved access to the airport. The next Airport Transport Forum is expected to be held in April 2024.

3.3 From 31st March 2024 trentbarton will be making some service changes to improve frequency and punctuality to East Midlands Airport, including more capacity at key times. This is to help staff and the public getting to EMA and back home, with more buses on skylink Derby and improved punctuality on my15 & skylink express.

The timetable changes will see skylink Derby increase to every 15 minutes during the day and every 30 minutes in the evening Monday to Saturday, bringing the service back to pre-pandemic frequencies. There are also more buses for key shift times early in the morning. The new timetable is available to view at [skylink Derby](#) . There are also tweaks to timetables for both the my15 and skylink express services, the new timetables can be viewed at [my15](#) and [skylink express](#)

4. Customer Service Update

4.1 Our terminal Net Promotor Score (NPS) for the period (December 2023 to March 2024) is 58.5% against the MAG group target of 35%. This is a similar score to the same period last year (58.9%) despite disruption to the customer experience due to ongoing improvement and

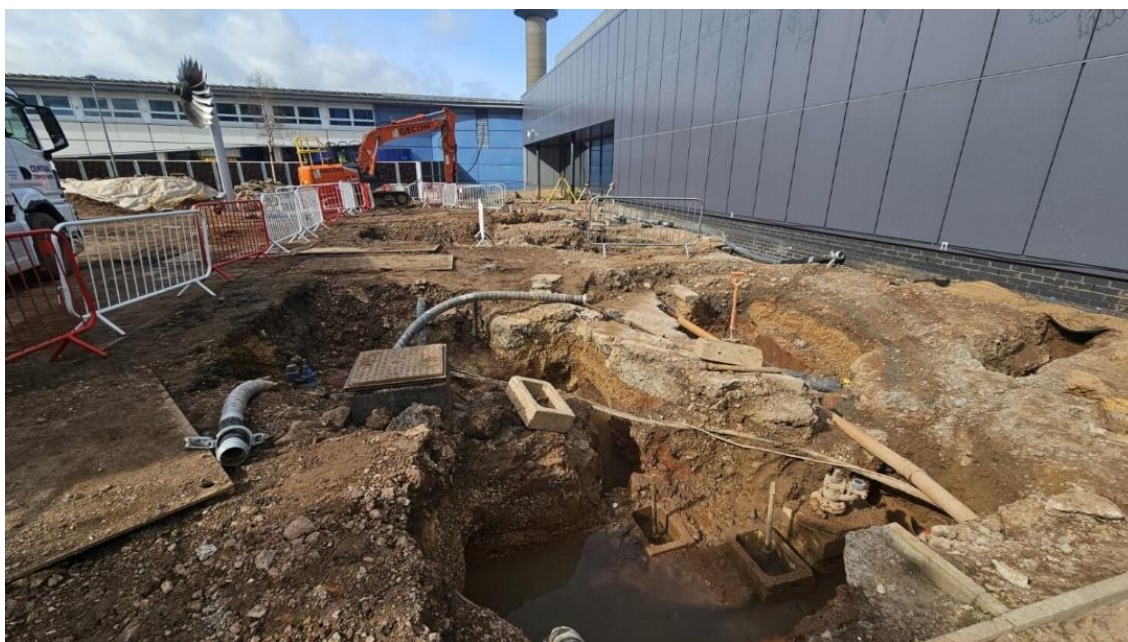
refurbishment works throughout the terminal. Looking at terminal satisfaction across the financial year (April 2023 – March 2024), we scored 49.1%, which is an increase of 1.5% on prior year. This is testament to our continued commitment to deliver an exceptional experience for all customers travelling through EMA.

- 4.2 Our Customer Services team goes from strength to strength, with the Customer Services Ambassador role now well established in the terminal since its introduction in 2021. In line with our ambition to put the customer at the heart of everything we do, we plan to expand this team as we head into Summer 2024.
- 4.3 The Customer Services Ambassador team has been key in delivering improved NPS scores, proving particularly valuable in our immigration hall, where they manage queue flow and e-gate assistance. Ambassadors also perform general terminal patrols and cleanliness spot-checks in key areas. We re-introduced Airport Service Quality (ASQ) surveys to EMA in July 2023, after a period of absence. ASQ surveys are a globally recognised benchmarking tool that allow us to gain more detailed insight into our customer's perspectives on our airport and compare the results against a group of 20 other similarly sized airports. Our Customer Service Ambassadors have made it possible to begin these surveys again, with the results helping us to better understand and respond to customers' changing needs and expectations.
- 4.4 Playing an important supportive role to our Customer Services Ambassadors, our Customer Cadet scheme continues to provide us with a flexible team of customer helpers, recruited in partnership with several local colleges, available exclusively to students studying Aviation or Travel & Tourism. This helps us deliver a consistently high level of service for customers during peak times of the year, which coincide with the students' academic breaks. The scheme also gives the students valuable paid experience of working in an aviation environment, which will benefit their studies, and has secured a talent pipeline for our ongoing recruitment needs at EMA. This year has seen 12 students participating in the scheme, many of whom have now secured permanent roles with us to commence at the end of their studies in June.
- 4.5 There are a number of longer-term projects in process, which are allowing us to drive the overall EMA customer experience into the future. We have begun a rolling refurbishment programme for our terminal restroom facilities as a direct result of customer feedback; prioritising our higher footfall areas, starting with our first-floor Castle Rock bar facilities which opened in March 2024, and continuing over the next few years across all toilet facilities. We have also taken steps to improve the volume and quality of seats available within the terminal and look forward to progressing improvements to our immigration hall and arrivals journey.
- 4.6 We are awaiting confirmation of another 'Very Good' rating from the CAA for our Assisted Travel service for 2023-24. We are proud that in 2023, the team won the prestigious Disability Smart Awards in the Inclusive Customer Service category. The judges commented "In an industry often criticised for getting it wrong, East Midlands Airport has shown how to get it right." Further to this, EMA was shortlisted for the 'Accessible Airport Award' at the International Airports Summit in November 2023. Our status for providing an excellent Assisted Travel experience has led to a surge of customers using the service this year (in excess of 70,000), with many willing to travel from further afield to use our airport than the average customer.
- 4.7 Our excellent relationship with our EMA Accessibility Forum has played an important role in the successes of our Assisted Travel service. The independent chairperson of the Forum, Christiane Link, is a 'critical friend' to the business, and members advise on best practises for the Assisted Travel department and the wider airport. Examples of initiatives driven by the

Forum include our new bespoke disability equality training (led by a professional trainer with lived experience of disability), our partnership with BSL interpretation service SignLive, and the introduction of mobility scooters that are loaned to customers free of charge to enable a greater degree of independent travel.

5. Security Update

- 5.1 This financial year we finished with very strong performance in terms of our Service Level Agreement (SLA) to our customers and airline partners, that 99% of our customers will queue for 15 minutes or less for security. For the full financial year reporting period (April 2023-March 2024) we achieved 99.94%.
- 5.2 This year we welcomed the rollout of 'Better Forecast' and 'Better Security' – two of Copenhagen optimisation's suite of airport planning tools. Both systems have proved to be a resounding success within the security operation, allowing careful planning broken into 15-minute intervals, matching security demand to available resource and customer volumes. These planning systems allow a detailed resource deployment plan to be made months in advance, contributing to the success evident in FY24 security operations delivery.
- 5.3 East Midlands Airport, along with Manchester and Stansted Airport have been granted a regulatory extension by the Department for Transport to June 2025 to complete all the 'Next Generation Security Compliance' changes. At EMA construction work onsite has already started to extend the terminal front to facilitate the new lanes and new equipment. Excavation works have been ongoing for a number of weeks ready to set the foundations. Internally new concrete is being laid in the area where our first lane will be located. When the first 'Future Security' lane comes online, it will be used to facilitate performance and productivity trials with our 'Future Security' Champion team. This summer, we are asking all our customers to prepare for Airport Security as normal with all liquids 100ml and below and be presented in a clear 20cm x 20cm bag, along with electricals removed from baggage. Once all of the 'Future Security' equipment has been installed, customers will be able to leave their electricals in their bags, along with liquids and they will be able to take as many liquids as they like, up to a container capacity of 2 litres.



6. Policy and Public Affairs Update

- 6.1 We have hosted a number of Government visits over the past couple of months at EMA. Firstly, we hosted a team from the Department of Business and Trade, including their Director of Sustainability, to take them on an airside tour of our cargo operation. The team from DBT were keen to learn more about our cargo operation and the role it plays facilitating international trade. This month we were also delighted to welcome the Aviation Minister, Anthony Browne MP, to EMA to discuss our preparation ahead of the busy summer season, as well as our cargo operation.
- 6.2 We continue to engage with our local councils and have recently attended Scrutiny Committee meetings at both Rushcliffe Borough and South Derbyshire District Council. At both sessions we provided updates to Cllrs on our new Noise Action Plan, CSR strategy and Future Airspace programme.
- 6.3 Our Aerozone will have its official reopening launch on Friday 19th April. We have pupils from Farnborough School in Nottingham spending the day with us to celebrate the launch, which will include a series of activities and a tour of the airport. Lilian Greenwood, MP for Nottingham South, is coming along to the launch event to meet with the school from her constituency and give a talk to the pupils.

7. Future Airspace Update

7.1 EMA Airspace Change Programme (ACP) update

In January we completed a short series of engagement sessions, both online and in person, to update stakeholders on the final content of our Stage 2 submission which was submitted to the CAA in October 2023. These sessions were well attended and were intended to provide a summary of the work completed and give stakeholders the opportunity to ask any questions they might have. Alongside this, our website content was updated to include full details of our Stage 2 submission.

As members are aware, in the Manchester Terminal Manoeuvring Area (MTMA) there are Airspace Change Processes underway (between ground and 7,000ft) at East Midlands (EMA), Liverpool John Lennon (LPL), Manchester (MAN) and Leeds Bradford (LBA) Airports. NATS En Route Ltd (NERL) are also undertaking works above 7,000ft. In December we, LBA, LPL, MAN and NERL submitted first concept 'systemised' networks for simulation this summer. All parties submitted just one system of routes for simulation, and alternative systems will be developed and evaluated later in the year. In March 'manned' data tests of the submitted systemised networks were completed at Prestwick and involved Air Traffic Control (ATC) staff from NERL and all of the MTMA airports. Once you include the pseudo pilots and other support staff, each session had around 30 people in the room. These were tests of whether the data within the scenarios planned for simulation worked correctly, e.g. whether the traffic is balanced on the routes and whether aircraft parameters such as climb rates and speeds were realistic. The tests were not just for the benefit of the MTMA airports, but also the en route sectors that manage the traffic above 7,000ft with eight enroute sectors being staffed up in each run.

Although it was not the purpose of these tests to evaluate the proposed 'systemised' routes inevitably all parties were keen to get a feel for whether or not the systems worked. Overall, these test simulations proved very promising. All parties now have some 'homework' to complete before the next testing sessions in late April and May, ahead of the full-scale summer simulations.

7.2 Wider Airspace Modernisation update

In February the Airspace Change Organising Group (ACOG) commenced two Public Engagement Exercises (known as PEX) on their overall strategic plan (or Masterplan). ACOG are seeking stakeholders' views on the principles that will guide how the airports and NERL will consult on proposed changes, in a coordinated way, for the London Airspace South (LAS) and Scottish Terminal Manoeuvring Areas (ScTMA). ACOG were not engaging on the details of the proposed route design options/airspace structures these, and their appraisal, are still under development by the airports/NATS Enroute Limited. Both consultations were completed in March and received mixed media coverage in the *Scotsman*, *Saturday Times*, *The Sunday Times* and *Sunday Sun*. Completion of PEX puts the ScTMA and LAS on schedule for the airports involved (Gatwick, Edinburgh and Glasgow) to submit for their Stage 3 Gateway in the summer.

7.3 DVOR Project

The existing departure and arrival procedures are dependent upon national assets (provided by NATS En Route Ltd) scheduled to be removed from service on 1st January 2026 principally the Trent (TNT) and Daventry (DTY) Doppler VHF Omni Directional Ranges (DVOR). The East Midlands Airport Future Airspace project will provide the long-term solution, replacing dependency on ground based navigational aids with Satellite navigation. We need to 'bridge' the gap between the removal of these ground based navigational aids and the delivery of the Future Airspace project (ACP-2019-44). In March the CAA accepted the conclusions of the 'Impact Assessment' (submitted in June 2023) in compliance with CAP1781. It is agreed the solution is 'Substitution' of four departure and four arrival procedures to ensure no change to the existing path (horizontal or vertical) of arrivals/departures. We have commenced Airspace Change process ACP-2024-009 and await an assessment meeting with the CAA to determine the suitable CAP1616 'Level' of change for engagement and delivery.

EAST MIDLANDS AIRPORT

INDEPENDENT CONSULTATIVE COMMITTEE

GENERAL MEETING – 19 APRIL 2024

EAST MIDLANDS FREEPORT UPDATE

As was reported at the last meeting of the ICC, Chancellor of the Exchequer Jeremy Hunt MP outlined in the Autumn Statement that the window to claim freeport tax reliefs in England is extended from 5 to 10 years to enable Freeports to deliver growth, jobs, and level up the country.

This means that the tax site owners have longer to develop and implement plans for sites in their ownership. However, the Freeport continues to urge landowners to make progress as, once developed, the rate relief can be drawn down by the accountable authority.

With this in mind, MAG is pressing ahead with its planning application for land in its ownership south of the A453 as well as detailed master planning of the two Freeport Tax Sites that are within the EMA boundary.

With respect to land south of the A453 and to the north of Hyam's Lane, the detailed work to prepare the material required to support an application for planning permission is well underway and is being undertaken by specialist environmental and transport consultants. This will result in a detailed Environmental Statement and Transport Assessment including road traffic modelling. The Council's formal response that provides detailed feedback on the scope, the approach, and the material in the Environmental Impact Assessment that will be part of the application for planning permission, was received on the 28 March. The intention is to submit an application for outline planning permission to North West Leicestershire District Council by the end of May at the latest. We will continue with our engagement with the Parish Council and the local community ahead of the submission of the planning application.

On 21 February 2024, a S.35 direction under the Town and Country Planning Act 2008 was made by the Secretary of State (Michael Gove) in response to a request from SEGRO, to designate an area south of the airport referred to as "East Midlands Gateway Phase 2" that includes the MAG owned land, as a 'Nationally Significant Infrastructure Project' that could be delivered through a Development Consent Order. A Development Consent Order can also include powers of compulsory purchase across the application site, including the land that is in MAG's ownership. MAG was unaware that the S.35 application had been made and was surprised by the Secretary of State's decision. MAG was only informed of the S.35 designation by text from SEGRO on the 21 February, and with subsequent notification from DHLUC. At a meeting of the Freeport Board in March, MAG expressed its concerns with the difficult position it has been put in as a result of the S.35 Direction and continues to review and explore various options.

Notwithstanding the approach by SEGRO to utilise a Development Consent Order to secure planning consent for all of the Freeport land to the south of the airport, it clearly remains MAG's intention to submit a planning application to North West Leicestershire District Council, and that for the application to be considered and determined locally.

EAST MIDLANDS AIRPORT INDEPENDENT CONSULTATIVE COMMITTEE

19 April 2024 - ENVIRONMENT UPDATE

Noise Action Plan 2024 – 2028

Last year we consulted on our draft Noise Action Plan for 2024 – 28. We are grateful to members of the Independent Consultative Committee for the feedback they provided and their support increasing awareness of our consultation.

Having finalised our Noise Action Plan (NAP) and submitted this to the Secretary of State for Environment, Food and Rural Affairs, we have received notification from Defra that it meets all the requirements of the Environmental Noise (England) Regulations 2006 as amended. Defra are now preparing the formal ‘adoption’ letter, which we expect to receive shortly.

Whilst waiting formal adoption of our NAP notification, we have already taken steps to implement actions detailed in the plan. These include implementing the proposed operating ban on the use of QC4-rated aircraft at night and limiting the times at which training flights can take place.

Community noise monitoring

Our noise monitoring network includes fixed noise monitors located in Castle Donington, Kegworth, Melbourne, Sutton Bonington, Weston-on-Trent and Wilson. Additional noise monitoring is also undertaken using a portable noise monitor. Last summer monitoring was undertaken in Smisby and Barrow-on-Trent. The results of this monitoring were analysed by independent consultants Suono and presented at the last meeting of the MENT Sub-Committee. Reports detailing the findings are now published on our website.

Planning is underway for monitoring this summer with site visits are being undertaken in April to identify suitable locations to the east of the airport (e.g. security, power, mobile phone signal, other noise sources).

Climate change

East Midlands Airport is committed to the decarbonisation of its operations and playing its full part in decarbonising the wider aviation industry. We recognise the strategic importance of climate change in both our Group and airport strategies, as well as the Zero Carbon Airports pillar of our CSR Strategy and have recently established a strategic decarbonisation programme which will be led by Adam Freeman in his new role as Decarbonisation and ESG Director. The programme will come together through an airport-level Decarbonisation Board attended by senior leaders from EMA and Group functions, reporting into an executive-level Programme Board. Updates on our decarbonisation programme, which will include initiatives to decarbonise our airport and wider industry, will be provided to future meetings.

In 2021 we undertook our third detailed assessment of the risks a changing climate poses to our business. Alongside reports from other strategic infrastructure operators, our ‘climate change adaptation risk assessment’ was submitted to Government and used by them to inform national climate resilience planning. The Government recently requested MAG and other infrastructure

operators to review their risk assessments and submit a refreshed report by the end of this year. We will present the results of our assessment to a future meeting.

The Department for Transport is currently consulting on a strategy to adapt the UK's transport system to the impacts of climate change. The consultation is open until 31 May and [available online](#).

EMA Surface Water Improvement Programme

Operating the improved surface water drainage system has continued to allow improved compliance with the water discharge permit this winter. To date this winter there have been no sightings of sewage fungus in the River Trent and only minimal use of conditions in our discharge permit allowing the discharge of water to the Brook with a Biochemical Oxygen Demand (BOD) higher than that normally required by the permit. The improvement programme continues with several projects due for completion this year including drainage verification surveys, pond liner replacement at western ponds and further improvements to the toe drain pumping system.

The first phase of the TOC analyser installation and calibration project has begun. The data collected will be used to ascertain a suitable correlation between BOD and TOC for continued compliance using equipment which many airports in the country have already converted to.

The aircraft de-icer capture operation continues and has been extended into April to continue to recover de-icer applied later into the year.

A high-level contingency plan requested by the Environment Agency has been reviewed by them with no comment. The plan has become part of the management system used in the operation of the drainage system.

East Midlands Airport are due to stand trial on 20 May 2024 in relation to a case of six historic water-related offences brought against the airport by the EA. East Midlands Airport entered a plea of not guilty against all six offences.

We are also working with the Environment Agency and other UK and European airports to strengthen collective understanding of the historic use of 'PFAS' chemicals at airports and inform future regulation in this area. We will provide further updates on this work to the MENT Sub-Committee.

Waste Diversion from Landfill

Waste continues to be diverted from landfill for all waste handled by the Mitie operation on behalf of the airport. Category 1 animal by product waste – international catering waste – continues to be sent for destruction by incineration at an incinerator in Sheffield which generates electricity and also provides heating to communities in Sheffield. The incinerator is undertaking research into carbon recycling in relation to its emissions, working with Swansea University to determine the possibility of using algae grown using the emissions captured from the incinerator as a fertiliser.

We are supporting DEFRA and DfT as they review guidance regarding the separation of animal by products from other recyclable waste produced on board aircraft in order that recycling of this waste stream can be maximised safely. There have been trials at other airports in the separation of the recyclable fraction of this waste and we aim to become involved in similar such trials to the improvement of recovery of recyclate from this waste stream.

Adam Freeman
Decarbonisation and ESG Director

Martin Churley
Head of Environment & Sustainability

EAST MIDLANDS AIRPORT
INDEPENDENT CONSULTATIVE COMMITTEE
PLANNING UPDATE
19 April 2024

Current / Pending Applications

1. Works to pollard 1no Scots Pine tree to 5 metres (Protected by Tree Preservation Order) – 24/00298/TPO – Validated 29 February 2024

Planning Resolutions Since the Last Meeting

1. Scoping Opinion under the Town and Country Planning (Environmental Impact Assessment) Regulations 2017 in respect of Freeport industrial and logistics development – Land south of A453 Ashby Road – 24/00072/EAS – Decided 28 March 2024

Planning Policy

North West Leicestershire Local Plan: The District Council continue to make progress on the substantive review of the North West Leicestershire Local Plan. In February 2024, the Council launched a public consultation on the sites that are proposed to be allocated for housing and employment and proposed Local Plan policies. This (Regulation 18) consultation closed on 17 March 2024. EMA responded to the consultation with comments on the approach to the airport, including development within the Operational Area as well as aerodrome safeguarding, public safety zones, and noise sensitive development. A separate consultation response was submitted on behalf of MAG Property in respect of the proposed allocation of land for Freeport development to the south of Ashby Road. The consultation responses received will be considered by the Council and reported to the Local Plan Committee. This will then be followed by a full public consultation of the draft Plan (Regulation 19), and then Public Examination. The Government has advised that plans being prepared under the current regulations will need to be submitted for Examination by the end of June 2025. Consultation on the final draft of the Local Plan will therefore need to be completed by the end of 2024. Details of the Local Plan review process is available on the Council's website.

EAST MIDLANDS AIRPORT - ICC GENERAL COMMITTEE

19 APRIL 2024

COMMUNITY ENGAGEMENT UPDATE

Community Outreach

The EMA Parish Forum is held twice a year and the next one is scheduled to take place on 22nd April 2024. Our 2024 programme face-to-face outreach events has now been published on our website and in our Spring Community Flyer newsletter.

The community outreach dates for 2024 are:

- 6 May - Castle Donington Mayday Market
- 1st June - East Leake Village Hall Spring Craft Fair
- 6 & 7 July - Aston Well Dressing
- 13th July - Melbourne Carnival
- 14th July - Ashby Show (Shopping Marquee)
- 27th July - Nottingham Pride
- 7th Sept - Breedon Wakes (TBC)
- 14th Sept - Diseworth Show (TBC)
- 28th Sept - Kegworth Macmillan Coffee Morning

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](#). Anyone can sign up to receive our quarterly Community Flyer directly [here](#). Our Spring 2024 Community Flyer will be published shortly [here](#).

Community Impact Survey

In February 2024, the Community Engagement team launched a survey to assess community sentiment at East Midlands Airport. The results are planned to be reported to ICC members at the meeting on 19th April as Agenda Item 11 and a full report will be published shortly on our website [here](#).

The online survey was open between 01st February and 22nd March 2024. Respondents were asked 34 questions regarding their opinion on how East Midlands Airport engages with its local communities and to measure feelings towards difference aspects of our CSR community engagement strategy. The survey was sent by email to 1044 stakeholders with 163 responses giving a 16% return rate. We would like to thank all members who completed the survey. As a thank you for your contribution, for every survey response we received we have pledged to donate £1 to one of MAG's corporate charities - Magic Breakfast - who aim to end hunger as a barrier to education in UK schools. Every pound provides three children with a healthy breakfast.

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 take part in volunteering programmes. This year a record-breaking 243 (33%) of total staff gave 3,427 hours – the equivalent of 428 days - to various volunteering projects. 52 of those were leaders within our business, which means that 100% of our leaders volunteered in our local community this year.

Our colleagues get involved in a wide range of activities including litter picking in their communities, supporting young people in schools and in our Aerozone, supporting local charities on committees and fundraising, and supporting their local sports clubs, uniformed services and school PTA's.

In February a team of twelve was out making a huge difference at Dovecote Primary School in Clifton, Nottingham. They completely transformed the school garden - creating paths, digging and clearing out beds, creating archways, installing water butts, repairing sheds and benches and repainting all the woodwork. The school was one of the lucky winners of the EMA Eco Garden Competition in 2022, winning money to transform their garden and a year ago members of the team volunteered their time to help the school get their garden established. The team enjoyed their day at the school so much that they decided to return a year later. What a difference a great team can make in just one day!



East Midlands Airport Youth Forum

As part of our CSR strategy to widen and diversify our engagement and we have committed running Airport Youth Forums at all our airports. Last year each Youth Forum session followed a theme with topics broadly based around the 3 pillars of our CSR Strategy.

This year our airports' Youth Forums have focused on the four pillars of Sustainable Aviation - using less fuel, Sustainable Aviation Fuel (SAF), carbon removal and capture, and zero emissions flight technology.

In March 2024 we held our first ever MAG Youth Summit with 64 young people from areas around East Midlands, Manchester and Stansted Airports attending the event. Students travelled to EMA for a morning of discussions which will help us shape our MAG Sustainability Strategy for the next five years. Talks also centred around whether enough is being done to decarbonise aviation including influencing policymakers to achieve sustainable aviation. Students told us they felt that they knew more about aviation sustainability after the event than before and felt able to express their views on the future of aviation. They also felt confident that we will take their views into account as we finalise our new Sustainability 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

Last year (April 2023 to March 2024) in total the EMA Community Fund has awarded £621,489 to 142 community projects. This includes £147,474 Community Fund grants to 96 local groups, as well as £309,452 in School Eco-Garden grant awards to 27 schools and £164,563 in Low Carbon Energy grant funding to support 19 community projects.

This year the Fund has helped deliver 146 community projects through grants totalling more than £508,395.

This includes:

- £155,687 in normal Community Fund grants to 105 local groups
- £154,190 in Eco-Garden grant awards to 19 schools and community groups and
- £198,518 in Low Carbon Energy Grant funding to support 22 community projects.

Swarkestone Sailing Club recently received £10,000 towards solar panels, which have now been installed. Disabled members are an integral part of the club and the Sailability Project has helped disabled adults and children find new levels of freedom and also encourages disabled people to compete in all aspects of racing and club life. This year the club also received £2,000 towards a hoist for disabled users.

Gary Flint from the Swarkestone Sailability Project gave us this feedback, “You are positively changing people’s lives. Just to give you an insight. One of my fellow sailors has MS. Slowly the disease is making his ability to sail more challenging. Like me, he uses a hoist to get in and out of the boat, but he steers his boat with electric controls because his arm strength has diminished. As a sailor he has won nearly every trophy at the club. He still competes but does not win as many, luckily for the rest of us. I ask him if he missed winning as many trophies. He simply said, “Every time I sail, I am a winner”. He is my hero. This is possible because of your help.”



This year Kings Newton Bowls Club received £7,000 towards LED floodlights from the Low Carbon Energy Fund. Peter Barton, Chairman of Kings Newton Bowls Club, says: “The new LED floodlights that we have installed at Kings Newton Bowls club thanks to the grant from the EMA Community Fund has made a huge difference to the club. “Not only will the new LED floodlights create brighter playing conditions and extend our playing season in the spring and autumn, but we expect them to reduce our energy costs by around half. This investment paves the way for future improvements at the club including a much-anticipated extension to the club house in the near future.”



Another example of a recent project is Bunny Parish Council who were recently awarded £1,000 from our Community Fund towards the purchase of two brand new ovens for Bunny Village Hall kitchen. Cllrs Taylor and Brown from the Fund’s committee are pictured with two volunteers from local community group ‘Bunny Lunch Bunch’ as they take one of their delicious homemade pies out of their new ovens.



The annual report for the EMA Community Fund will shortly be published on our website [here](#). You can find out more about applying for a grant on our website [here](#) .

Community Fund Special Projects

In 2021 we introduced a surcharge levied against airlines who operate night flights with aircraft such as the Boeing 747-400 which fall into the noise quota count category 'QC4'. The surcharge was intended to disincentivise the use of noisier aircraft at night. During the COVID-19 pandemic airlines needed to use older, larger aircraft, including Boeing 747-400s which are QC4 rated on departure and as a direct result, in the three years between April 2021 and March 2024, the QC4 surcharge generated a total of £1,361,416 for the East Midlands Airport Community Fund.

No QC4 aircraft operated at night after June 2023 and therefore no new QC4 surcharges have been levied after this date. Following the adoption of the updated East Midlands Airport Noise Action Plan in Spring 2024, QC4 aircraft are now banned from operating at night from EMA.

To maximise the impact of additional funds generated from QC4 surcharges, the East Midlands Airport Community Fund Committee agreed two new special funding projects.

- **Low Carbon Energy Fund**

Following on from the Hospice pilot project in FY22, the EMA Community Fund Committee launched the 'EMA Low Carbon Energy' Fund, providing grant funding to support projects including solar panels, LED lighting projects, ground source heating, air source heating and electric vehicle purchase. In the three years since the Low Carbon Energy Fund was launched, a total of **44 projects have benefitted from £422,855 in funding** (this includes the pilot projects).

- **EMA Eco-Garden Fund**

Following on from the highly successful EMA School Eco-Garden Competition in FY23, the EMA Community Fund committee launched the 'EMA Eco-Garden' Fund, for schools and local community groups to bid for up to £10,000 to turn their Eco-Garden dream into a reality. In the two years since the Eco-Garden Fund was launched, a total of **45 projects have benefitted from £455,442 in funding** (this includes the competition).