

MINUTES OF THE MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE held on Friday 23 January 2026 at the Doubletree by Hilton Hotel, Manchester Airport

PRESENT: Rachel Bailey – Chair

Sandra Matlow - Passenger Representative

Liz Braithwaite – Cheshire East Council (online)

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

Shirley Procter – Trafford Metropolitan Borough Council

Barbara Pete (substitute) – Warrington Borough Council

Peter Burns – Technical Advisor Representative

Paul Smith – Airline Operators Committee

Simon Day – Heald Green & Long Lane Ratepayers Association

Barry Macklestone – Wythenshawe Community Housing Association

Colin Banks – Knutsford Town Council (online)

Neil Runciman – Mobberley Parish Council

Alan Newnes – Mere Parish Council

Chris Novak – Styal Parish Council

Peter Wilkins – Disability Representative

Katie Cox – National Trust (online)

REPRESENTING MANCHESTER AIRPORT PLC

Alistair Andrew, Jonathan Challis, Ian Costigan, Isabella McQuillan, Michael Murphy-Pyle, Neil Robinson, Sue Thomas (online), Julie Walker

SECRETARIAT

Denise French, Secretary

ENVIRONMENTAL ADVISOR

Nick Kelly

APOLOGIES:

Phil Brown (Consumer Interests Representative), Kristina Hulme (ABTA), Steve Parish (Warrington Borough Council), John Taylor (Stockport Metropolitan Borough Council), Rob Thompson (North West Region of CBI), Tim Ward (Airport Employees). Also Chris Woodroofe and Pamela McGuinness (Manchester Airport).

The Chair welcomed everyone to the meeting, in person and online; in particular, Katie Cox of the National Trust, Barry Macklestone of Wythenshawe Community Housing Association and Paul Smith of the Airline Operators Committee (AOC).

The Chair said she plus the Vice Chair and Chair of TAG, along with the Secretary, had attended the Festival of Remembrance on 6 November 2025 in the Concorde Hangar which had been a very moving commemoration.

1 PROCEDURAL MATTERS

(a) The Chair outlined a recommendation to approve a confidentiality protocol for observers. She explained that this was not intended to be draconian but to ensure the open nature of discussions and presentations was maintained and preserved. At MACC meetings, members received a detailed report from the Managing Director, minutes of the confidential Advisory Group meetings and various details that members were encouraged to share with their respective organisations/councils. She proposed that a 'verbal protocol' be accepted whereby information received at MACC meetings continued to be of a public nature unless the author/presenter/contributor stated otherwise.

The Secretary explained that MACC had a long tradition of meetings held in public with papers currently made available on request by email. In the past, paper copies had been provided to attendees and local press. As part of the committee's improvement journey, she suggested consideration could be given in the future to papers being included on the committee's website in advance of meetings, this could be discussed at the website working group.

The Chair emphasised the role of members in feeding back to their appointing body.

The Vice Chair suggested the website Working Group could also consider whether a protocol for public questions could be introduced to enable members of the public to submit questions in advance via the Secretary.

The Chair of TAG said the content of TAG meetings was confidential and the group welcomed the open sharing of information and accepted the confidentiality. The minutes were the public record but did not disclose any confidential information.

A query was raised about how any breach of confidentiality might be monitored, the Chair said at this stage if a verbal agreement was approved then any breach of confidentiality would mean a more formal approach would have to be introduced.

RESOLVED: that a verbal protocol be accepted whereby information received at MACC meetings continues to be of a public nature unless the author/presenter/contributor states otherwise.

(b) **RESOLVED:** That the minutes of the meeting of the Committee held on 10 October 2025 be approved as a correct record.

A member referred to the statement made at the previous meeting that the stained glass window would need to remain in its current location due to the memorial's fragility and current health, safety, and security regulations concerning glazing within Terminal buildings. She asked whether the window could be used as inspiration for artwork or a floral display somewhere on the airport campus? Ian Costigan said he would take back this suggestion for consideration.

(c) The minutes of the meeting of the Technical Advisory Group (TAG) held on 12 December 2025 be received.

(d) The minutes of the meeting of the Airport Users Advisory Group (AUAG) held on 14 November 2025 be received.

(e) The next meeting of the Airport Users Advisory Group was taking place on Friday 6 March and the Technical Advisory Group was on Friday 13 March; both meetings were at 10.00am at the airport. The next AUAG walkabout was on Thursday 26 February, future walkabout dates were to be confirmed.

(f) The next meeting of the Consultative Committee would take place on Friday 24 April 2026.

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

There were three new members – Barry Mackleston from Wythenshawe Community Housing Group, Katie Cox from the National Trust and Paul Smith from the AOC.

In relation to developing the MACC website, the Secretary suggested a small Working Group be established, two members had agreed to join the Working Group and any others who wished to join should let her know.

The Secretary suggested that an alternate method of sending out papers could be explored such as using Sharepoint, this had already been used occasionally for TAG papers and a trial could be carried out for the next TAG meeting. The use of Sharepoint was felt to be more efficient than sending out a number of attachments which were sometimes too large for mailboxes and would also be a reference point for a past library of papers.

The Committee:

- Noted the update on membership.
- Confirmed the appointment of Barry Macklestone from Wythenshawe Community Housing Group onto the committee and the Airport Users Advisory Group.
- Confirmed the appointment of Katie Cox from the National Trust onto the committee.
- Confirmed the appointment of Paul Smith from the Airline Operators Committee and he will consider whether the AOC can also be represented on the Airport Users Advisory Group.
- Agree to set up a Working Group to review the MACC website and Jeremy Meal and Steve Parish be appointed to the Working Group along with the Chair and Vice Chair of the Committee and the Chair of TAG.
- Noted the items on the Forward Plan.
- Agree that a trial of Sharepoint is carried out for the next TAG and before that using papers from a previous meeting as a test.

(h) The Chair updated on the induction process. At the previous meeting, Rob Pattison shared a proposed induction programme which had been supported. The Chair proposed that a Working Group be set up to work with the airport on developing the induction programme.

The committee agreed to set up a Working Group to work with the airport to develop the induction progress and Simon Day be appointed along with the Chair and Vice Chair of the Committee and the Chair of TAG, any members who were interested in joining the Working Group should contact the Secretary.

(i) The Chair produced an Annual Report for 2024 and would be commencing the process of an Annual Report for 2025 drawing on the work programmes of the committee, TAG and AUAG. This would be submitted to the committee at its April or July meetings. She asked if anyone had photos of the airport that they felt would be interesting for the report, to let her know. She also suggested the report could include a member profile.

2 REPORT OF THE MANAGING DIRECTOR

Ian Costigan, Chief Asset and Airport Development Officer, presented the report of the Managing Director.

He summarised the key points of the written report. During the period from October to December 2025, the airport served over 7.4 million passengers (7,438,283), reflecting a 4% increase compared to the same period in 2024. The 12 month rolling total was over 32 million passengers which reflected growth of 4.2%.

In November the final airline moves into Terminal 2 had been completed. Both

easyJet and Ryanair, who operated from T3, had experienced significant growth. There were also new or increased routes taking place from Manchester including IndiGo who had successfully launched a service to Mumbai in 2024 and were now operating a service to Delhi five times a week; Norse Atlantic were operating a weekly flight to Bangkok and Pakistan International Airlines were flying three times a week to Islamabad; easyJet had announced in November that it would commence two new routes to Montpellier and Preveza in 2026; and Jet2 announced several new routes for 2027, including Jersey, Bergerac, Hurghada and Sharm-El Sheikh.

The On Time Performance for December was below target at 65.9%, this was due to various factors including weather, technical issues and disruption caused by airfield works. The security and operations performance continued to be strong with over 99.1% 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. The baggage handling service was also strong with over 92% of bags delivered within the timescales.

The transformation programme was now in its final stages with October – December being a particularly busy period. Pier 2 had opened on time and provided 13 new gates serving both narrow and wide-bodied aircraft including the A380. This had enabled the final airline moves and all airlines were now operating from T2 except Ryanair who operated from T3. The departure lounge in T2 East had opened before Christmas and included World Duty Free and Fever Tree Bar, the remaining retail units would open from January – spring. In T2 East Arrivals there was now a WH Smith, Costa and Greggs all fully open. The domestic arrivals works were in the final stage and would open in spring with a temporary route currently in operation. Works to install new lighting on the airfield were ongoing along with works to install dual taxiways, once completed, this would ensure the airfield was more efficient. The iconic chandeliers from T1 had been reimaged with work in partnership with the Manchester School of Architecture and a local artist Lazerian and the new chandeliers would be installed in T2 East security area.

The Manchester Airports Group had published half year results to 30 September 2025 with increased revenues up 10.5% on the previous year.

The recent Government decision to progress work on the Liverpool-Manchester rail line was welcomed. The work would take place over three phases with the second phase focused on the line between Liverpool and Manchester with a new rail station at the airport. The improvements would increase the numbers of passengers who could reach the airport within 90 minutes which could lead to growth in passenger numbers up to 50-60 million.

The report outlined that feedback levels had decreased significantly from the previous reporting period which reflected the lower passenger numbers served over winter compared to summer. There had been a total of 6,962 cases during the

reporting period, which was a slight increase compared to the same period the previous year. The main areas of concern were barrierless issues, damage to vehicle and staff. The average time to respond for the reporting period was 3 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 99.36% for pre-notified and 99.85% 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 4.33/5 which also exceeded the CAA target for a 'very good' score. The period October - December had seen reduced numbers of passengers overall including those requiring assistance with 53,465 PRM passengers in December 2025.

Members raised the following issues and queries:

- In relation to rail improvements and increased growth, how would local roads cope with additional traffic when there were already regular periods of congestion? Ian said part of the airport 5 year Masterplan would include reviewing surface access.
- In view of the reported profit for the airport, would this mean no increase to the current drop off charges? Ian responded that the profits were Group-wide and related to Manchester, East Midlands and Stansted Airports. The car park income contributed to investment in the airport.
- Why were terminals named 2 and 3 rather than being renamed 1 and 2, it was suggested this might cause confusion? Ian replied that as Ryanair were already operating from T3 it was considered less confusing to retain T3 rather than rename it T1. He also referred to Heathrow Airport which did not have a terminal 1, only terminals 2 – 5. In the long term future, there may be a need to move out of T3 which would then enable any renaming to T1, T2 etc.
- Reference was made to the lounge on Pier 2 and whether it was a lounge for one airline only? It was felt there was pressure on existing lounges. Ian confirmed the lounge on Pier 2 was for Emirates Airlines passengers only, it would open later in the year; there were ongoing works for new lounges in T2 which would be operated by third parties and would also be open later this year.
- The reference to the good performance of baggage delivery was noted, however, the Users Group received information on high levels of complaints about baggage. A recent press report had also referred to Manchester as one of the most stressful airport experiences across the world. Ian responded that reports were often based on historical data and there was a great deal of investment in Manchester Airport to improve growth and experience. The performance metrics were showing improvements especially in security and

baggage when compared to previous data. The improvements from the transformation project were still embedding and there were still areas to be finished, there was also a period when customers had to become familiar with changes and the new environment.

- The announcement about the Liverpool – Manchester rail improvements was welcomed by a number of members as improving traffic from east – west. Members also commented on the need for improved travel from Birmingham via Crewe and said a meeting was taking place shortly regarding the potential use of Crewe Station as a hub. It was suggested an update on rail connectivity be made to a future meeting.
- Where was the location of the new rail station? Ian said design work was ongoing but it was notionally to be located on the opposite side of the M56. A comment was made about level access from the platform onto the train. Alistair thanked the member for this comment and said there would be multi agency coordination around assets to ensure accessibility.
- Reference was made to rail fares and how some off peak tickets were valid for travel outside Greater Manchester but there were restrictions on other off peak tickets.
- There was reference to current traffic issues particularly on the A555 with traffic queuing at traffic lights and unable to proceed even when the lights were on green. There were also issues due to the bus route from the airport to the off-site parking. Queues of about 1 mile to Jet Parks had been visible. Ian said the pressures were understood but the traffic issues were not solely due to the airport, the comments would be taken back for consideration. Alistair Andrew also referred to the airport's car park plans at Boundary Farm which would provide 1500 spaces, there would be discussions with local authorities as part of the planning application.
- A member commented on their experience of using baggage delivery with their bag having to go through security four times; Ian noted the feedback.
- Reference was made to Aer Lingus decision to cease long haul operations and what was the impact on staff? Ian confirmed that the base for long haul operations had closed, it was hoped that staff would be redeployed within Aer Lingus or with other airlines who were growing. The short haul service to Dublin remained at Manchester. Ian added that the airport organised Job Fairs on a regular basis.
- What were the next steps for T1? Was baggage reclaim in T2 slow due to use of carousels by numerous airlines? Ian explained that part of T1 had been repurposed to be used for T3 passengers flying with Ryanair – passengers were processed through the former T1 and their journey would then take them into T3. This enabled compliance with the new security requirements; investment had also taken place in the T3 departure lounge area. Most of T1 would be fallow. Ian said there was plenty of capacity in T2 and T3 for baggage reclaim. The wait times for passengers at baggage reclaim were

often dependent on the time it took baggage handlers to offload the aircraft. A further carousel would be available for T2 airlines in summer 2026, works were currently ongoing.

- Reference was made to works in February at Piccadilly Station which would impact rail access to the airport – how was the airport planning to manage the disruption? This would be covered as part of the following item.
- The reference to profit was noted and a question was asked about payment of dividends to the Greater Manchester councils and repayment of a loan to Trafford MBC. Ian said the profit was a Group wide profit and he was unable to answer at this point queries regarding dividends and repayment of the loan.

RESOLVED: that:

- (a) The update be received.
- (b) An update on rail connectivity by made to a future meeting.

3 TECHNICAL ITEMS

(a) The Managing Director's report referred to the consultation by the Government on its revised draft National Planning Policy Framework (NPPF), the closing date was 10 March 2026. The NPPF represented a major shift in planning policy, with substantial changes to support economic growth and housing delivery. There was an expanded presumption in favour of sustainable development that would apply to all development within settlements; changes to embed a vision-led approach to transport; and changes to simplify and improve the approach to climate change, conserving and enhancing the natural environment and heritage assets. The airport would be responding and members were requested to encourage their organisations to be aware of the consultation and respond if appropriate.

(b) Isabella McQuillan, Biodiversity Infrastructure Manager, updated on biodiversity net gain – BNG. She explained that Manchester Airports Group (MAG) had a Nature Conservation Strategy with the purpose of protecting nature on MAG landholdings, and to mitigate the impacts of airport developments, operations and supply chain. It was a public document that would support the delivery of the 'Protecting Nature' pillar of the new 'Sustainable Future for All' Environmental Sustainability Strategy.

Isabella outlined the background to the Strategy – in 2010 the 'Lawton Review' had been chaired by Sir John Lawton who had published a review into how England's wildlife and ecological network could be improved to help nature thrive in the face of climate change and other pressures. The MAG Nature Conservation Strategy had been based on the principles of the Lawton Review. A series of workshops had taken place and work taken place with planning and other colleagues to arrive at 5 priority areas:

- Empowering people for nature
- Protecting biodiversity and habitats
- Delivering transparent governance and reporting
- Integrating nature positive principles into projects, safe operations and supply chains
- Collaborating with communities and stakeholders

The five priority areas were supported by twenty-three clear objectives and targets to guide the work.

During the summer season of 2025, MAG had undertaken full botanical surveys at all three airports, to obtain a 'biodiversity baseline'; this was a record of the types and amounts of plants, animals, and habitats in a specific area at a certain point in time. This would help track changes over time, assess whether things were improving or getting worse, and guide decisions to protect wildlife and natural spaces. The surveys would be repeated every 5 years.

Following completion of the surveys, consultants were now producing a heatmap to show areas of high biodiversity value, and risk areas, where development would require further mitigation. This would allow accurate reporting and management of data associated with biodiversity.

(c) Surface access and train disruption – Alistair Andrew updated:

- Aardwick Blockade - this was a planned nine-day closure from 14 - 22 February during the half-term period. This was to enable a £7.9 million upgrade by Network Rail to the Piccadilly corridor, including the renewal of points, cabling and signalling systems. The aim was to improve reliability and performance of services. The works were essential to modernise ageing infrastructure and ensure long-term resilience.

The works would cause temporary disruption requiring alternative travel arrangements. There would be no direct train services from the south and east into Manchester Piccadilly, and connections to Manchester Airport would be significantly reduced. There would be rail replacement buses and bus links to Warrington, Bolton, Preston, Huddersfield and Manchester Piccadilly from the Airport. There would be a dedicated rail replacement bus operating between the airport and Piccadilly, stopping at all stations affected by the blockade. The airport's communications team were working with rail and transport partners on a communication plan for passengers heading to/from the Airport. A map showed the impact of the temporary changes and replacement services. There would be staff in the Ground Transport Interchange to help guide passengers with their route. It was also expected that airport car parks would be busier than usual and staff resources would be managed accordingly.

- Transport for Greater Manchester (TfGM) - Ticket Acceptance - TfGM was implementing ticket acceptance on Metrolink services from the Airport. The service would run every 12 minutes on two bus routes to support the rail replacement plan; the routes were - Route 43 – Airport to Piccadilly Gardens (via Wythenshawe) and Route 103 - Airport to Piccadilly Gardens (via Wythenshawe). Although these journeys may take longer (with less space for luggage capacity) they remained a practical option for passengers travelling to/from the city with smaller bags.
- Communications – the various communications issued about the works were shown including a webpage, posters and social media output.
- Platform lengthening scheme – the airport had successfully bid to Department for Transport funding to undertake platform lengthening works at the airport station. Longer platforms would allow the airport to accept longer train formations and increase capacity for passengers. The works would commence in May 2026 with completion scheduled for October 2028. The committee would be kept updated and a presentation was offered as the scheme developed.
- Update to rail ticketing - from Sunday 7 December 2025, train travel across Greater Manchester (including at Manchester Airport) had been simplified. The previous ticketing fares were replaced with two simple options for all passengers buying a ticket on the day - Anytime or Off-peak. The new fares were valid with all train operators on all journeys that started and ended at a Greater Manchester station (all stations in the Greater Manchester city region plus Glossop, Hadfield and Dinting which were within the Greater Manchester Ticketing Boundary). Alastair said no complaints had been received so far.
- Rail Integration – Bee Network – the integration programme meant rail passengers could ‘tap off/on’ for services in Greater Manchester as shown on the plan. The airport was currently programmed in phase 2 of the roll out plan and work was ongoing with TfGM and rail operators to ensure that the airport station would be ready in December 2027.

Members raised the following issues and queries:

- Would rail replacement buses be accessible? It was reported that coaches were often wheelchair accessible but not able to take mobility scooters. Alistair said he would find out the details and they would be shared outside the meeting.
- Would the rail replacement bus service stop at all train stations on the rail route? It was noted that some airport users were dropped off at a nearby station to travel to/from the airport? Alistair said routes would be publicised but information would be shared outside the meeting.
- It was noted that there was an existing bus service to/from Stockport and the airport but it was felt this would not be sufficient to serve additional passengers. Alistair said there would be a service to Stockport.
- Would the replacement services affect both departing and arriving

passengers? It was noted that international passengers would not be aware of any messaging about the replacement rail services. Alistair said both arriving and departing passengers would be affected, the airport worked with airlines to ensure they were aware and staff would be located on the ground to assist.

RESOLVED: that:

(a) The update be received and noted.

(b) Information on the bus replacement services during the works at Picadilly be shared outside the meeting.

4 SUSTAINABILITY UPDATES

(a) The aircraft track and noise monitoring and complaints reports for September – November were noted.

(b) Julie Walker updated on the Sound Insulation Grant Scheme (SIGs).

The scheme had been introduced in 1972 and remained open since apart from a pause in 2020. In the last 15 years, grants had been received by 384 properties. On average, there were 60 applications per year (to survey / quotation stage) with a 55% take-up rate. Under the SIGs, Manchester Airport contributed 80% towards replacing windows, up to £2000. If the resident chose secondary glazing, the airport would pay 100% (up to £2000).

Eligibility for the scheme was based on the 63dB-LAeq noise contour which aligned with DfT guidance and the S106 agreement. The 2010 contour had been adopted in 2012 as the basis of the SIGs and was adjusted (and enhanced) to account for human and physical boundaries at ground level e.g., rivers, parks, streets. Any properties built after 1985 were excluded. It was not proposed to update the contour as this would exclude many properties currently eligible – there were 3745 properties situated within the eligible zone.

The scheme covered secondary glazing or specialist double glazing, depending on the resident's choice; windows and doors must be situated in a habitable room; unforeseen costs (lintels, remedial work) would be met by the airport; residents could choose their own contractor or the airport's contractor, Craftwork Construction. The grant could be used in phases and eligibility would renew after 15 years. There was also a contribution towards loft insulation.

Noise sensitive buildings within the boundary were eligible to apply (schools, hospitals, hospices) and would be considered as a bespoke application on a case-by-case basis. A number of buildings had been accepted for funding under the SIGs and included a church, Sure Start Centre and schools.

The scheme was reference in the Noise Action Plan, with a commitment to undertake a review once the Future Airspace Project had been implemented, to ensure it remained appropriate and reflected any changes experienced by the local community (NAP28). Consultation would take place on any proposed changes alongside the next Noise Action Plan 2029 – 2033.

Members raised queries as follows:

- It did not appear that Knutsford Methodist Church was in the noise contour area, was this the case? Jonathan Challis said the airport had taken note of the White Paper and identified any community buildings and halls that could be impacted.
- It was difficult to identify locations using the contour map. Julie said any queries would receive a response including showing the property on the contour map to confirm or otherwise eligibility.
- An outdoor service for Remembrance Sunday had been disturbed by airport operations, was it possible to pause during the silence at 11.00am? Jonathan said he was aware of this issue and had worked with the parish council to ensure clocks had the correct time. There was a 2-minute silence at the airport at 11.00am and operations were paused. This was also a topic discussed at outreach sessions. It would be discussed via the agenda setting process.

(c) The Community Engagement report was considered. At the January meeting of the Community Trust Fund, 20 groups had been successful in receiving funding totalling £30,392.31 with grants awarded towards specialist hi-viz vests for the Greater Manchester Blood Bikes; a PA system for the Dunham Massey Rose Queen; a tablet computer for the Walking Mums Club CIC and grants for Friends of Romiley Station and Wythenshawe Community Rugby Club.

The written update focused on two volunteering case studies:

- Brownley Road Homeless Accommodation – various works on the outdoor space including a new decked area with picnic tables, planting/landscaping and a new shed.
- St Anthony's Catholic Primary School – various works to improve the playground including a new sensory area, a gazebo, sandpit and a mud kitchen.

There was also other volunteer activity over the quarter including litter picking and sorting donations for Oxfam. The Autumn Leaves annual lunch for older residents of Woodhouse Park had taken place on 12 and 13 November and 140 residents had enjoyed a three course meal, raffle, bingo and other entertainment.

The annual Giftmas 2025 had taken place and was the airport's festive tradition of collecting, purchasing, wrapping and distributing gifts to the local community. Around 2500 presents – some donated by staff, others bought by the Airport – were given out to local people who might not otherwise receive a Christmas present.

RESOLVED: that the update be received and noted.

5 MEDIA AND PRESS OFFICE

Michael Murphy-Pyle updated on the role of the press team.

Michael explained that there was huge media consumption within the vicinity of the airport including Manchester Evening News, BBC Radio Manchester, BBC Northwest Tonight etc. The role of the team was to be aware and on top of the media coverage and ensure accurate information was given out. It was a competitive and fast paced environment. The role included both a proactive and reactive approach.

An example of proactive coverage was the Northern Powerhouse Rail where the team ensured Manchester Airport was seen and heard when the issue was covered by the media. The Government press release had included comments from the MAG Chief Executive Officer; and Chris Woodroffe, Managing Director at Manchester Airport, had been interviewed on BBC news; his was the only business voice talking about the importance of the airport and wider benefits the airport brought to the region.

The team would analyse the data around coverage including how and where engagement took place and the impact – positive, negative or balanced.

Members commented as follows:

- It was important that positive news should match reality. Michael explained that nothing would be published that was misleading, this would be counter intuitive and would make the airport seem untrustworthy.
- How did the airport respond to a story in the Manchester Evening News that they were the most stressful airport? Michael said the story had been driven by a travel insurance company encouraging readers to buy their product. The story had been based on online reviews and CAA flight delay data which was outside of the airport's control. The MEN had sought views from the airport who had given background information and accurate data which had been published. It was important to look at the background and source of any news story.
- A comment was made that it was frustrating when Manchester

Airport was compared to other airports that were not similar, how was this managed? Michael said it was a constant challenge. He felt the annual Which? Survey was consistently negative. His team worked with reporters to ensure the correct information was given. Michael felt comparisons with Liverpool Airport were unhelpful as the airports were dissimilar.

- Did the airport have leverage around coverage of the airport? Michael explained that part of the role of the press team was to build relationships with reporters and news outlets to build trust.
- The Chair commented that part of the role of committee members was to help with messaging and sharing information.

RESOLVED: that the update be received and noted.

6 UKACCS ANNUAL MEETING

The Chair said this item would be deferred. The formal minutes had recently been received and would be shared at a future meeting.

RESOLVED: that the update be noted.

7 ANY OTHER BUSINESS

None

DATE OF NEXT MEETING: Friday 24 April 2026 at 10.00am.

Agenda items	Action	Who	When
Item 1 - Procedural matters: TAG minutes	Drones – presentation to a future meeting – April or July.	Community Engagement team/Secretary	April or July 2026
Membership	Website Working Group – set up meeting on Teams – members to include Chair & Vice Chair of MACC, Chair of TAG, Jeremy Meal and Steve	Secretary	Ongoing work
Website			

	<p>Parish</p> <p>Induction process – set up Working Group on Teams, members to include Chair & Vice Chair of MACC, Chair of TAG, Simon Day. Slide pack from 10/10/25 with induction slides to be recirculated.</p> <p>Trial of Sharepoint to be carried out for TAG</p>	<p>Secretary/Chair</p> <p>Secretary/Community Engagement team</p>	<p>Ongoing work</p> <p>For TAG 13/03</p>
Item 2 – MD's Report	<p>Skills Hub</p> <p>Rail connectivity</p>	<p>N Robinson</p> <p>A Andrew</p>	<p>Future MACC meeting</p> <p>Future MACC meeting</p>
Item 3 Technical items	<p>Update on Aardwick blockade.</p> <p>Update committee on the rail platform lengthening project</p>	<p>Secretary</p> <p>A Andrew</p>	<p>When available</p> <p>Future meeting</p>
Item 4 Sustainability updates	<p>Sustainability Strategy – bring key elements to future meetings</p> <p>SDP (from meeting 10/10/25)</p>	<p>N Robinson</p> <p>J Bottomley</p>	<p>MACC and Advisory Groups as relevant</p> <p>Update when available</p>

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