

**East Midlands Airport  
Independent Consultative Committee (ICC)**

**Transport, Economic Development and Passenger Services (TEP) Sub-Committee**

Friday 12 February 2021

Via MS Teams

**Present:**

**Organisation**

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Derbyshire County Council	Cllr N Atkin (Chair) (NA)
WHICH	Dr A Manhire (AM) & Mr I Jones (IJ)
Erewash Borough Council	Cllr R Parkinson (RP)
CPRE Notts & Rushcliffe	Mrs B Walker (BW)
Leicestershire and Rutland Association of Local Councils	Angus Sowter (AS)
Loughborough University	Dr A Timmis (AT)
King's Newton Residents Association	Mr S Leech (SL)
South Derbyshire District Council	Cllr Stephen Taylor (ST)

**East Midlands Airport (EMA)**

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EMA Operations Director	Mr P Morris (PM)
Group Planning Manager	Mr J Bottomley (JB)
Head of Terminal Operations	Mr U Khalid (UKh)
Operations Manager – Car Parks	Mr P Bradley (PB)
Group Head of Engagement	Mr R Pattison (RPa)
EMA Community Engagement Manager	Ms C Hempson (CH)
Airport Duty Manager	Lucy Greaves (LG)

**Apologies**

*The meeting commenced at 1000.*

**1. Apologies and Declarations of Interest**

The Chair welcomed all to the meeting and no declarations of interest were noted.

**2. Minutes of the last meeting**

The Committee approved the minutes of the last meeting held on 31 January 2020 as a true and accurate record of the meeting.

**a. Matters arising**

It was noted that all actions were either covered in the special November meeting or included on the agenda for this meeting.

**3. Chairman's Comments – Matters referred to the Sub Committee**

The Chair informed of topics discussed at the AGM of the UK Airport Consultative Committee (UKACC) in December, including COVID-19 recovery plans, a union

connectivity review and consultative best practice guidance issued by the Independent Commission on Civil Aviation Noise (ICCAN).

A member queried the value and benefits of UKACC membership and it was advised that a review will be undertaken once the new Independent Chair and Secretariat were on-boarded.

AM suggested that a review of UKACCs could be an agenda item for the October meeting

**Action: EMA**

#### **4. Economic development update**

Jon Bottomley (JB) presented a detailed update on economic development.

##### East Midlands Freeport

It was confirmed that a bid for Freeport status developed by LLEP and D2N2 had been submitted for Government consideration and that successful bids would be invited to develop a business case as part of the budget on 3 March.

With the airport serving as the principal port, bringing international connectivity to the wider Freeport, JB outlined significant potential to boost local economy and drive recovery in the region following the impacts of COVID-19.

JB reported that the initial bid was produced by a consortium of 3 county councils (Derbyshire, Leicestershire and Nottinghamshire), 3 district councils (North West Leicestershire, Rushcliffe and South Derbyshire) and several landowners including East Midlands Airport, Ratcliffe on Soar Power Station, the site near Toyota and East Midlands Gateway.

RP welcomed the proposition and the resulting employment prospects for Derbyshire and Erewash.

AM queried whether the airport would benefit. JB replied that as part of the Freeport proposition the airport serves as a piece of international connectivity, the Freeport is an accelerator for growth and as such the airport would benefit as would all within the consortium.

##### East Midlands Development Corporation

JB informed of three key sites considered to have the most potential for stimulating economic development, including land at Toton around the proposed HS2 Hub station, Ratcliffe on Soar Power Station and EMA. A submission to Government will be made in March with a view to progress the Development Corporation during 2022.

##### High Speed 2 (HS2)

Following a review by the National Infrastructure Commission (NIC) to bring the HS2 development back in-line with budget, it had been proposed not to introduce a hub station at Toton for a direct link with Leeds, but to build as far as East Midlands Parkway before linking back into the main line. A sub-optimal solution in terms of connectivity and un-aligned to wider development plans. Government is considering the NIC report and will publish an integrated rail plan in the Spring for clarity on future rail projects.

ST raised concern around the capacity of the Midland Main Line in the event that HS2 is connected at East Midlands Parkway.

SL raised concerns about anticipated increases in traffic that HS2 and the proposed Freeport would bring, particularly through Kings Newton, and a member enquired as to HGV access at Chetwynd Barracks. JB acknowledged the importance of accessibility and using the most appropriate routes. Freeport brings opportunity for the area to make better propositions and proposals to Government for improvements to strategic networks and that traffic should use truck and strategic networks rather than back routes.

## **5. EMA Security update**

UKh presented a verbal update on airport security and reported to have received over 98% compliance in a recent assessment by the Civil Aviation Authority (CAA), putting EMA in the top five security rated airports in the UK.

Given the landscape of the pandemic, it was reported that several health and safety related modifications had been made to security measures. UKh advised that CAA guidance stipulates standards but not methodology. There are 5 security training providers, all of whom will have their own interpretation of best practice (e.g. the style of body search) which is why this may differ from airport to airport. Every airport will have its own standard operating procedures and EMA ensure compliance to CAA standards through a range of assurances including team leaders, internal audits, Group Audits, and CAA Audits.

AM thanked UKh for full report and acknowledged difficulties presented by the pandemic and highlighted a need for strong customer service once travel resumes. UKh advised that all terminal staff had received customer service training and observed a group-wide passenger focused approach in operational policy. NA congratulated EMA on the recent CAA assessment and thanked all staff for their continued efforts during COVID-19. He queried the fast-track process and enquired of anticipated delays in service on ending of the current lockdown. UKh replied that with the existing service level agreement in place, any increase in transaction time due to COVID-19 measures will be met with adequate countermeasures, such as increased staffing, to maintain the 15-minute target for completing airport security. UKh advised that fast-track is not a dedicated lane at EMA and can, at times, be opened for general use.

## **6. EMA COVID-19 testing facilities**

UKh referenced the update paper detailing development and application of the airports COVID-19 testing facility within the former meet and greet area, a service that is not currently in operation.

Notwithstanding some initial technical issues with the online registration process, it was reported that c.6500 test had been administered to essential travellers across December and January through Collinson, who have been contracted to deliver this facility. Although a range of tests are available, any passengers with suspected cases are still encouraged to take a test via the NHS prior to arrival at

the airport and current guidance for anyone entering the country is a 10-day self-isolation period, shortened to 5 days with a negative test.

NA enquired if testing procedures are in place for employees. PM advised that engagement with Government at a group level is underway to explore options in industries with key worker employees. A discussion followed on testing, false reassurance from negative tests and rate of contagion.

## **7. Airport Reports**

### **a. MAG Exec and EMA management structure**

Reports were taken as read, with no comments or queries raised.

### **b. Airport performance reports – taken on block – with very few passengers, no queries**

Reports were taken on block and were reflective of the low levels of passenger activity. The Chair enquired as to E-Gate referral figures, it was advised that any technical or user errors are recorded as referrals and that monthly meetings occur with UK Border Force, who own, maintain and manage the equipment. It was noted that a UK Border Force representative will be attending the next General Meeting of the ICC to provide their annual update for members.

### **c. Transport report**

Peter Bradley (PB) presented the transport report and highlighted the significant impacts of lockdowns, resulting in an average 45% reduction in usage across the bus network.

The extension of the Airline 9 (now Airway 9) from Burton, Swadlincote and Ashby to EMA and the Gateway has been established with financial support from partners including Derbyshire County Council, EMG-SEGRO, North West Leicestershire District Council and South Derbyshire District Council, for a period of 3 years, with a view to establishing commercial viability. It was anticipated that usage will quickly pick up once the current lockdown is eased, and services will return to former levels.

AM queried communication of the one-hour free parking facility, as on a map it is difficult to identify which is CP2. He suggested improvements to the website. PB informed that this service now applies to CP1 and confirmed to be in talks with the digital communications team to improve information.

### **d. Employment report**

The report was taken as read and the Chair enquired as the airport's position on online learning. It was advised that the airport academy would look to return to in person training when possible and that activity such as customer service training also benefits from a face-to-face approach. However, it was noted that distance learning qualifications/upskilling opportunities were being explored for existing employees.

NA requested a future presentation by the Group Head of Education, Skills and Employment on this area of work.

**Action: EMA**

**e. Passenger Services update and passenger with reduced mobility (PRM) forum**

It was reported that the CAA audit for passenger services rated EMA as very good and that low levels of passenger activity during lockdowns had enabled works to improve and maintain assets, review standard operating procedures to refine processes, conduct risk assessments and undertake refresher training. It was advised that additional levels of PPE had been implemented for supporting PRM customers, along with a 360 virtual tour to provide another level of reassurance.

**8. Date of next meeting(s)**

14 May 2021

*There being no further business the Chair declared the meeting closed at 1210.*

**Proposed future agenda items**

- a. Covid-19 airport recovery plans
- b. Review of UKACCs (October meeting)
- c. Presentation by the Group Head of Education, Skills and Employment

**Summary of Actions**

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Submit any further ideas for future agenda items by email to inform the next agenda setting meeting

TEP