

MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

FRIDAY 23 APRIL 2021 AT 10AM

MICROSOFT TEAMS MEETING

AGENDA

1 PROCEDURAL MATTERS

(a) Apologies for Absence

(b) To confirm as a correct record the Notes of the Teams Committee meeting held on 22nd January 2021 (attached) and to consider any matters arising;

(c) To receive the Notes of the Teams TAG Meeting on 12 February as attached;

(d) To receive the Notes of the Teams AUAG Meeting on 5 March as attached, and to consider any update on the Rail Consultations as they affect the Airport;

(e) To note that the Technical Advisory Group will next meet on 14th May and that the meeting of the Airport Users' Advisory Group will be held on 4th June as previously agreed.

2 REPORT OF THE MANAGING DIRECTOR

To consider the attached report of Karen Smart, Managing Director, Manchester Airport, to include –

(a) Update on Airport Operations over the last three months

(b) Ongoing Airport response to pandemic and the latest restrictions

(c) Covid testing arrangements at the Airport; and

(d) An update on MANTP progress.

3 DfT CONSULTATION ON NIGHT FLIGHTS

To consider a presentation from Adam Freeman, Group Head of Environmental Strategy, on the Airport's proposed response to the Consultation, and any key points arising for the Consultative Committee.

4 ENVIRONMENT AND COMMUNITY RELATIONS

To consider -

(a) The Aircraft Track and Noise Monitoring Reports for December 2020 - March 2021.

(b) A briefing on the Airspace Change and Modernisation processes from Neil Robinson, Group Corporate Social Responsibility Director.

(c) An update on the Airport's voluntary work to support the Homeless in the area, from Lisa Cleminson, Head of Terminal Customer Operations

(d) Any other update on Community Activity and any Community Trust Fund developments since the last meeting.

5 ANY OTHER MATTERS THAT THE CHAIRMAN CONSIDERS URGENT

Date of Next Meeting: Friday 16th July 2021 at 10.00 am
Via Microsoft Teams

**Contact: Mike Flynn by either
Telephone: 07710 816720 or Email: manaircc.flynn@gmail.com**

**MINUTES OF THE VIRTUAL MEETING OF THE MANCHESTER AIRPORT
CONSULTATIVE COMMITTEE** held on Friday 22nd January 2021

PRESENT: Steve Wilkinson – Chairman

Sandra Matlow - Passenger Representative

Iain Macfarlane – Cheshire East Council

Nick Mannion – Cheshire East Council

Don Stockton – Cheshire East Council

Stuart Corris – Stockport Metropolitan Borough Council

John Taylor – Stockport Metropolitan Borough Council

Elizabeth Patel – Trafford Metropolitan Borough Council

Bill Fairfoull – Tameside Metropolitan Borough Council

Keith Whitmore – Manchester City Council

Steve Parish – Warrington Borough Council (from 11.00am)

Peter Burns - Heald Green and Long Lane Ratepayers Association

Jack Thomas – North West Region Chamber of Commerce

Rob Thompson – North West Region of CBI

Neville Duncan – Which?

Kristina Hulme – ABTA

Kieran McMahon – Disability Stockport

Jan Nicholson – Knutsford Town Council

Linda Reynolds, Mere Parish Council

David Elves, Mobberley Parish Council

Chris Novak – Styal Parish Council

REPRESENTING MANCHESTER AIRPORT PLC

Jack Carnell, Lisa Cleminson, Emily Ferris, Helen McNabb, Andrew Murray, Rob Pattison, Neil Robinson and Karen Smart

SECRETARIAT

Mike Flynn, Secretary; Denise French, Assistant Secretary

ENVIRONMENTAL ADVISER

Nick Kelly, Cheshire East Council

APOLOGIES:

Colin Booth (Mobberley Parish Council - substituted by David Elves); Chris Boyes and Barry Winstanley (Trafford Metropolitan Borough Council); and Matt Wynne (Stockport Metropolitan Borough Council)

1 PROCEDURAL MATTERS

(a) **RESOLVED:** That the minutes of the meeting of the Committee held on 16th October 2020 be approved as a correct record.

(b) The next meeting of the Technical Advisory Group would now be held on Friday 12th February and the Users Advisory Group would be held on Friday 5th March, both meetings to be held at 10am via Teams.

2 REPORT OF THE MANAGING DIRECTOR

Karen Smart presented her report to the Committee highlighting the following points:

- Coronavirus impact – the impact on the airport continued to be severe. A number of holiday operators had cancelled flights until the end of March 2021 including Tui and Jet2, and Ryanair had significantly reduced their schedule. The main routes operating out of Manchester were domestic and some flights to the Middle East, however these tended to have low passenger numbers. The airport had consolidated all operations out of Terminal 1. Testing facilities for Covid19 remained available on the site including a Test and Release scheme which was for passengers travelling to countries not within the travel corridor, although travel corridors were currently closed. There was also consideration being given to a drive through Testing Centre. Many car parks across the site were closed. In relation to the Top 27 destinations from Manchester, analysis of their progress with the vaccination programme showed the UK was ahead. In terms of flights and passenger numbers it was anticipated that a reduced

programme would be available from April – July. It was hoped that numbers would be up to 50% of usual traffic by July and that some losses could be made up by the end of the year. The vaccination programme and maintaining a testing regime would help the aviation industry. MAG was lobbying the Government against imposing a 2-week quarantine in hotels for passengers arriving into the UK.

- With regards to staff, the Airport continued to make full use of the furlough scheme. There had been a concentrated programme of community support through volunteers over the festive period. There had been outplacement support for staff who had lost their job at Manchester through the redundancy consultations. Staff who were on furlough were also encouraged to undertake voluntary roles in vaccination centres.
- MAN TP - the works to Terminal 2 were completed and the Terminal was ready to go live subject to a 4-week lead in time to mobilise operations. There was ongoing training and familiarisation taking place. The anticipated opening was currently thought to take place around mid-April. The Terminal would begin with a soft opening initially with a more formal official event later in the year. Photos would be circulated outside the meeting to show current progress.
- Brexit – this had resulted in little change and no obvious impact on operations so far. There had been some changes to signage, VAT and Duty Free.

Members of the Committee were invited to raise questions or issues as follows:

- What were the new arrangements at the Border in terms of segregation? Karen explained that at present the situation would remain the same; those currently able to use e-gates would continue to be able to do. In terms of the Customs there would be no European channel but instead 2 channels – ‘something to declare’ and ‘nothing to declare’.
- Members asked if the Top 27 destinations out of Manchester could be shared and Karen agreed to consider releasing a version of the Strategic Pack which included this information and other relevant information.
- Was it correct that there were currently no direct flights to the USA which Karen confirmed was the case at present. There was a possibility of direct flights from summer 21 but this was subject to ongoing discussions. It was also confirmed that Virgin were currently flying to Islamabad having picked up some flights from PIA who were suspended from EU airspace.
- It was noted that on the table of complaints and compliments the complaint category also referred to ‘service recovery’ and a clarification was requested on what this term meant? Karen explained that it referred to any situation where the airport or airport partner had acted to put something right, if necessary through compensation/reimbursement.

- Members asked if Jet2 were considering new routes or additional routes to existing locations? Karen explained that Jet2 were proactive in seeking to expand routes. They had trialed flights to Iceland from other airports and were looking at options to fly to Iceland from Manchester. They had also purchased some of the slots that had belonged to Thomas Cook. They would be one of the first carriers in T2 and would therefore have the opportunity to expand.
- Members asked about the situation with carrying cargo into Manchester. Karen explained that much cargo had been belly hold in long haul aircraft; this option was not currently available due to reduced number of flights. Some cargo flights did operate at Manchester but most were departing from East Midlands as they were the dedicated airport for cargo. Transport of goods to East Midlands would generally be by road.
- How were ground transport operations managing at present and what did the future look like? Karen advised that the vast majority of passengers were dropped off and picked up at the airport. There were still local buses and rail services in operation and these options were used including by staff. The airport hoped to retain the current destinations served by public transport although the frequency of services may reduce. She also reminded members of the transport consultation and encouraged participation.
- Could the quiet period be used to replace travellers and equipment? In response, Karen explained that there was a review of what works could be undertaken while the site was quiet. However, there was a need to be selective about where resource could be spent and travellers were not at the top of the priority list. Members asked if leaks were being repaired including on the Skylink? Karen confirmed that leaks on the Skylink and in T1 Immigration were being investigated as to the source so that repairs could be carried out.
- Members asked about recent flooding on Moss Lane. Andrew Murray explained that the source was not from the airport site but he would provide more detail outside the meeting.
- Could the Airport be used as a vaccination hub? The site had been offered at an early point but this offer had not been taken up by the NHS. The car parks were available for use for the Wythenshawe vaccination hub. Rob explained that the Airport was working with NHS contacts and many staff had volunteered to assist in whichever way was needed.

RESOLVED: that the report be received and noted.

3 UKACCs TEAMS MEETING HELD ON 15th DECEMBER 2020

Mike Flynn, Secretary, updated on the main points covered at the UKACCs meeting which he had attended along with Steve Wilkinson, Chairman, and Sandra Matlow, Vice

Chairman:

- The main item of discussion had been the reduction in passenger numbers and impact of Covid. A summary of the position at each airport had been given and the situation was similar across the country.
- The meeting had considered future funding of UKACCs which included 3 members of the Secretariat staff. Funding was secure for 21/22 but less certain beyond that. The MACC had its own bank account and was hopeful members would support the usual contribution to UKACCs for 2021/22 as it was felt that they undertook an important role.
- The terms of reference for Airport Consultative Committees and the current DfT Guidelines had been discussed and members felt they needed updating, in particular to give greater emphasis to connections with local communities.
- Members had discussed the role of airports within communities. Steve outlined how the meeting had agreed that the role of Consultative Committees was to focus on support for communities around the airport rather than to primarily support the Airport Company.
- A report had been presented on a DfT consultation about the GB Union Connectivity Review; the meeting had been supportive of maintaining regional air links within the UK although it was felt that Government finance may be needed as maintaining the necessary links could not simply be left to market forces. There was also support at the meeting for seeking Government help with looking at wider surface access issues at airports, including rail and coach links.
- The role of ICCAN was discussed in some depth following the commencement of their consultation “Best Practice for Engagement” on addressing noise issues. The UKACCs meeting was not in favour of ICCAN’s proposal to set up statutory Noise Fora to sit alongside Consultative Committees. This proposal was seen as duplicating the role of Consultative Committees who were well established within airports and who had strong links to communities and a good history of monitoring noise issues around airports. Neil Robinson updated the meeting that Manchester Airport had responded to the ICCAN consultation with the view that ICCAN could play a positive role bringing together best practice and supporting Consultative Committees with research; a statutory role for ICCAN was not supported by the airport as it was seen as crossing over into responsibilities of other existing bodies such as Consultative Committees.
- The UKACCs Annual Meeting was usually held in summer and the meeting had discussed moving it to autumn for 2021 when it may be possible to meet in person. In the meantime, virtual meetings would continue, and may also involve specific discussions with aviation – related bodies.

RESOLVED: that the update on the UKACCs meeting be received.

5 COMMUNITY RELATIONS

(a) Neil Robinson updated that the airport was still committed to the Airspace Change programme although the project was currently in pause. He outlined that a coordinated approach was needed with NATS and other Airports, both near neighbours such as Liverpool John Lennon Airport, and others. He felt all partners needed to re-establish the project at the same time. It appeared that there would be some Government funding for the Airspace Change project which was welcomed. The Airspace Change project at Liverpool had been progressing ahead of Manchester but had failed its current stage due to insufficient close working with neighbouring airports; this was being addressed including close discussions with Manchester. A detailed update would be made to the TAG meeting on 12th February. The S106 Audit had been completed by Bureau Veritas and their Report would be circulated to TAG members prior to discussion on 12th February. There would also be an update from the UKACCs webinar on the current Night Flight consultation, the deadline for responses to which had been extended to 31st May.

(b) Rob Pattison updated on volunteering. Colleagues were encouraged to volunteer with St John's Ambulance and Royal Voluntary Service both nationally or through local links. There had been an offer to St John's Ambulance of space at the airport to use for training but this was not needed; however, a useful link was made in case of any future requirements.

(c) Helen McNabb updated on community matters. The airport had run a Give and Go campaign at Christmas with over 1000 donations of gifts for local people and charities. There had been 2000 selection boxes provided for local primary schools and the foodbank. The WHP Autumn Leaves project had provided Christmas Gift Packs to WHP residents, care homes and foodbanks. The Fire Service had also supported the community initiatives with a collection for the local foodbanks.

The Community Trust Fund (CTF) had met virtually on 18th January and approved 18 grants totalling £31,898.96. The CTF Accounts for 2019/20 had been signed off by the Auditors KPMG. The Airport was happy for the CTF to be promoted within networks and applications were still welcome; although priority was likely to be given to organisations that had not previously received any grant funding.

Councillor Patel reported that Trafford Council had been seeking volunteers for specific duties and timeslots and asked if the Airport had made connections with Borough Councils in the area; she agreed to provide information outside the meeting.

The Committee noted that the business of the CTF had not been easy in the current circumstances, including the departure of longstanding Trustees. The Fund and the continuing Trustees were thanked for their pragmatic and constructive approach to

grant making in the present position, and it was noted that the Airport was willing to continue their current contribution to Trust funds for next year. It was recognised that this was a valuable input to community wellbeing in the area.

RESOLVED: That the update be received.

DATE OF NEXT MEETING: Friday 23 April 2021 at 10.00am, by Microsoft Teams.

MINUTES OF THE MEETING OF THE TECHNICAL ADVISORY GROUP held on
Friday 12th February 2021 via Microsoft Teams

PRESENT: Peter Burns (in the Chair), David Elves, Nick Mannion, Sandra Matlow, David Neill, Jan Nicolson, Steve Parish, Deborah Walker, Steve Wilkinson, Matt Wynne

REPRESENTING MANCHESTER AIRPORT PLC

John Cookson, David Foote, Adam Freeman, Andrew Murray, Rob Pattison, Andrew Saunders, Duncan Smith, and Chris Wild

NATS

Daryl Heaselgrave

SECRETARIAT

Mike Flynn, Secretary; Denise French, Assistant Secretary

ALSO PRESENT

Richard Cope, Bureau Veritas

Margaret Hopley, Environmental Advisor

APOLOGIES:

Colin Booth, (substitute David Elves), Linda Reynolds (substitute Deborah Walker); Barry Winstanley and Nick Kelly (Environmental Advisor)

1 MINUTES AND MATTERS ARISING

The minutes of the Meeting held on 18 September were considered.

There were no matters arising as all items were covered on the agenda.

RESOLVED: that the minutes of the meeting of the Group held on 18 September 2020 be approved as a correct record.

2 SECTION 106 AGREEMENT

Richard Cope from Bureau Veritas presented the independent Annual Audit of the S106 Agreement.

Members were reminded of the background to the S106 Agreement which was part of the planning permission for the second runway which had been granted in 1994. This was the 19th year that an Independent Audit had been produced and it covered the

period from 31st March 2019 – 28th March 2020.

The Annual Review ensured obligations within the S106 were being met – the obligations were in 3 broad sections: Obligation B - this ensured the noise environment resulting from the Airport was no worse than in 1992; Obligation B1 required the means of measuring the noise impact in the form of a "suitable noise and track monitoring system" was appropriate for the purpose and gave accurate results; Obligation C1 related to controlling the impact of night operations; Condition N iv looked at the reporting of aircraft noise; and Condition N v which stated that the noise impact was to be no worse than in 1991.

A table of the levels in 2019 compared to the baseline 1992/2001 data showed all measurements were well below the baseline figures. The data relating to the noisiest 10% of departing aircraft over the summer period showed a 0.3% increase but this was consistent since 2008 and still well below the 1992 baseline figure. There was an upward trend in the data relating to the 60 dB LAeq, 16-hour Daytime Contour Area but this needed to be seen in the context of increased aircraft movements. There was a similar upward trend in the data relating to the 8-hour Night Contour Area but again should be seen in relation to increased aircraft numbers. The levels for the 8-hour night-time period were now at the same level as in 2001 but considerably lower than the levels in 1992.

Obligation B1 related to the noise and track monitoring system. Bureau Veritas would review the accuracy and consistency of operations including the maintenance arrangements, calibration, reliability and locations of the monitors. The system detection rate was over 99.8% for all months in 2019. There were currently 14 Noise Monitoring Terminals, including the recently approved one in Bramley and the airport had applied for planning permission to site a new terminal in Plumley.

In considering the presentation and report, Members sought clarification on the impact of the increase in some levels but Richard Cope confirmed that this was due to the increased aircraft movements over the audit period with a 35% increase in movements corresponding to a 16% increase in contours.

Members discussed the subject of the special topic for the next Audit. Richard referred to "soundscapes" as a potential special topic; this was a new area of interest which looked at understanding how people were subjected to sound and how this manifested in different environments. This could be used as a way to make improvements to people's experience of noise through various methods including introducing distractions; visual and tactile stimuli; biodiversity as a way of absorbing sounds. Richard agreed to produce a short briefing note on this scheme. Adam Freeman suggested the airport could also cover a range of issues throughout the year. Members noted the importance of the audit process as providing an independent focus on the airport. Any

other suggestions from Members for the forthcoming special topic should be forwarded to the secretariat, to be included in a further Report to TAG and April MACC if necessary.

Margaret Hopley updated that there had been no progress between Cheshire East Council and the Airport on the separate review of the S106 Agreement, and it was agreed that Councillor Nick Mannion would pursue this at Cheshire East Council. Andrew Murray would forward to him the necessary background information, with a view to a further update at the next meeting.

RESOLVED: that:

- (a) the Annual Audit of the Section 106 Agreement be received;
- (b) a report on future special topics for consideration be submitted to the next meeting of TAG to include a summary from Bureau Veritas of the “soundscapes” initiative; and
- (c) a further update on progress with the review of the S106 Agreement be made to the next meeting.

3 AERODROME OPERATIONS

Chris Wild introduced Daryl Heaselgrave, who had recently taken up the role as General Manager of NATS at Manchester Airport following the departure of John Mayhew who had taken voluntary redundancy.

The Group considered a briefing presented by Chris Wild:

- Passenger numbers for the period 1st April 2020 to 31st January 2021 were presented and showed 1,292,564 departing passengers and 1,346,899 arriving passengers; this represented 10% of the total passenger numbers for the same period the previous year. The cargo numbers were also shown with over 10m kilograms of outbound cargo and over 15m kilograms of inbound. In response to a question, Chris explained that the majority of cargo transported through Manchester was “bellyhold” - within passenger aircraft.
- There were 12 Mandatory Occurrence Reports (MOR) between the period September 2020 – January 2021 and the details were outlined.
- Airfield Projects update – the schedule of current projects was presented. There were works to provide an additional entry lane at West Gate which would be a priority lane for one of the main users.

A despatch cabin was being provided to support the remote stands. There were also additional pipelines being provided for MASHCo.

The Chairman asked that members remember that all information presented and discussed at TAG was strictly private and confidential.

Members raised queries as follows:

- What was the procedure where an aircraft stopped on a Runway, did this require the use of the other Runway and what impact did this have during normal operations? Chris explained that a number of factors would be taken into account including volume of traffic; it may be possible to still use the runway depending on where the aircraft had stopped but it may be necessary to use the other Runway in the interim.
- There appeared to be a number of issues due to lighting and it was queried whether the issues needed to be raised with the supplier? Chris explained that the issues were due to the interface between existing and new parts of the system. There was an end-to-end review underway.

RESOLVED: that the update be received and noted.

4 PLANNING, DEVELOPMENT AND MAN-TP UPDATE

Andrew Murray updated on Planning and Development and MAN-TP:

- Aviation Policy – progress with the Government’s consultation document “Aviation 2050: the future of Aviation” was slow with nothing new to report. The airport had submitted a response to the Government’s Planning White Paper - ‘Planning for the Future’ – which had been circulated to all members of the Consultative Committee. The proposals if enacted would see a radical reform of the planning system. The Government intended to submit the Act to Parliament before the end of 2021; prior to that there would be an appearance before the Select Committee. The Environment Bill had been delayed but the Government was committed to Royal Assent for this by Autumn; the Bill would enact EU legislation in UK law.
- Local Planning Policy - in relation to the Greater Manchester Spatial Framework the GM Executive were meeting that day to agree how to progress with the 9 Greater Manchester authorities without the involvement of Stockport MBC. The framework had been renamed “Places for Everyone”. In relation to other local plans, most authorities were awaiting the progress of the Greater Manchester document. The airport had made an objection to Cheshire East’s Site Allocations and Development Policies document. This was because the airport wished to engage with CEC officers around the Aircraft Noise Policy. Following meetings between airport and Council officers the airport was more comfortable with the rationale behind the CEC policy and once the document had been

published the airport would confirm with CEC that it did not wish to submit a formal objection.

- MAN-TP – a series of photos of the new Terminal 2 extension were presented.
- Global Logistics Hub – Andrew explained that there had been a number of planning applications submitted for the site. The plan showed a number of plots with development of Plot H well underway; this was for the Hut Group; Plots G, J and K were also for the Hut Group.
- Airport City – planning permission had been granted last year for a hotel from the Accor Hotels group; this hotel would be a Tribe branded hotel, the first such in the UK. Car park works to extend Jet Parks 3 and Clough Bank Farm had been halted for the time being.

Members noted that any consultation on the Greater Manchester Spatial Framework/“Places for Everyone” document would need to take place after the local elections due to the purdah period.

RESOLVED: that the update be received and noted.

5 NOISE ISSUES

Adam Freeman introduced Duncan Smith to the Group.

(a) David Foote outlined the current position with the review of the Night Noise Policy. The airport had agreed to further extend the existing Policy until the end of the winter season 2023-24; this was for a number of reasons:

- it would ensure that the Night Noise Policy review process remained aligned with that of the Noise Action Plan;
- to ensure the review would take place at a time future traffic patterns and airspace design were better understood;
- to enable future Government policy to be taken into account along with the recommendations from the Independent Commission on Civil Aviation Noise.

This approach was supported by members and would give certainty to local communities around the airport.

(b) David Foote updated on the Government consultation on night flight restrictions issued on 2 December 2020. The consultation was in 2 parts – part 1 related to designated airports, ie Heathrow, Gatwick and Stansted. The Group would be responding from the perspective of Stansted. The second part of the consultation involved non – designated airports and comprised a call for evidence to inform a national night flight policy to be implemented in 2022. This element of the consultation had been extended to 31st May. There were a series of open-ended questions to which the airport was compiling a draft response; this would be submitted to the MACC meeting in April for any views. It was noted that any issues from the Committee could also be fed in through UKACCs who met regularly with DfT.

RESOLVED: that:

(a) the update be received; and

(b) the MACC meeting in April consider the draft response to the Government consultation on night flight restrictions.

6 ENVIRONMENT/COMMUNITY RELATIONS

The MANTIS reports for August – December were presented by David Foote and the Noise Complaints summary for September – December. There had been one noise infringement fine during the period. There had been fewer complaints throughout this period compared to the same time period in 2019.

The report also included information on track infringements particularly the western departure route and showed track deviations of up to 23% in September. This could partly be explained due to the greater numbers of aircraft using runway 1 along with the loss of some of the better performing aircraft from Monarch and Thomas Cook.

Members felt that aircraft departing from runway 1 should be making a sharper right turn, particularly in August/September when high numbers of departures had been off track. It would be possible to address this issue but it was considered more appropriate to wait and consider it as part of the overall airspace change programme, particularly as the level of complaints from affected places was currently very low.

Members noted that once there were more flights taking place there may be an increase in complaints as people had become used to quieter skies and less overall traffic noise. It was explained that all complaints were included in the report, from wherever they emanated, and all were investigated.

The current position with the Airspace Change project, together with the stages involved under the CAA's CAP 1616 guidance were outlined. There was a seven-stage process with Manchester having completed Stage 1 and now being at Stage 2A (Options development). The project at Manchester was still on pause due to the pandemic, and MACC/TAG would be informed and involved as the review was reactivated.

RESOLVED: That the update be noted.

7 ANY OTHER BUSINESS

Reference was made to a national consultation on the train timetable and that there were proposals that could impact and reduce services to the airport. Andrew Saunders explained that a response was being drafted from the airport and a number of meetings had been held with Transport for Greater Manchester and with the Manchester Mayor. The consultation ended in early March and it was agreed that a draft of the airport's

response be considered at the next meeting of the Users' Group on 5th March in view of the timescales.

RESOLVED: That the Airport Users' Group meeting on 5th March consider the draft response to the Government consultation on the train timetable.

NEXT MEETING: Friday 11 June at 10.00am via Teams.

MINUTES OF THE MEETING OF THE AIRPORT USERS ADVISORY GROUP held on Friday
5th March 2021 via Microsoft Teams

PRESENT: Mrs Sandra Matlow (in the Chair)

Cllr Stuart Corris

Mr Neville Duncan

Kristina Hulme

Cllr Iain Macfarlane

Mr Kieran McMahon

Cllr Sam Naylor

Cllr Elizabeth Patel

Mr Jack Thomas

Mr Rob Thompson

Mr Keith Whitmore

REPRESENTING MANCHESTER AIRPORT PLC

Lisa Cleminson, Karla Heyes, Chris Hughes, Louise Hughes, Rob Pattison

ALSO PRESENT

Alison Stones, UKBF

SECRETARIAT:

Denise French, Assistant Secretary

APOLOGIES:

Mike Flynn, Secretary

1 MINUTES AND MATTERS ARISING

The minutes of the Meeting held on 11th September 2020 were considered.

All matters arising were covered on the agenda.

RESOLVED: that the minutes of the meeting of the Group held on 11th September 2020 be approved as a correct record.

2 UK BORDER FORCE

Alison Stones updated on Border Force:

- The current travel rules meant no passengers should arrive at Manchester Airport from any of the 33 countries on the Government's 'Red' list and there were currently no direct flights into the UK from those countries either. There were some passengers who arrived from Red list countries via a circuitous route. Any such passengers would need to be transferred to an airport that was part of the managed quarantine scheme with the nearest to Manchester being Birmingham; passengers would need to remain there for the required quarantine period in a hotel.
- E-gates were currently not in use at Manchester as they were likely to lead to queues which would cause bottlenecks meaning social distancing could not be achieved.
- There were no issues with resources among Border Force staff at the moment. Staff who were working were able to comply with all Covid secure measures and social distancing was maintained. There had been some issues with queues over the past weekend.

Members raised queries as set out below:

- What was the procedure with Passenger Locator Forms as there appeared to be a number of complaints? Alison explained that the passenger would retain the form, in paper or online format, and present it to the Border Force officer for checking. There had been 100% compliance with this process since Christmas. A particular example had been shared but it was noted that this was from September 2020 prior to the list of countries being classed as Red or Amber. The current procedure required that every passenger who landed at Manchester would have their form checked. Any passenger from a Red listed country would receive a fine. There was capacity to manage this process at the moment.

RESOLVED: that the update on Border Force be received and noted.

3 GROUND TRANSPORT

Rob Pattison updated. Due to ongoing furlough and staff leave it was not possible for Andy Saunders to attend the meeting. A briefing note had been prepared and would be circulated after the meeting. The closing date for the consultation was 10th March.

The Chairman read out some views from Cllr Steve Parish and Rob agreed to share these with Andy Saunders.

Members referenced a meeting with Northern Powerhouse Rail which it felt superseded the consultation. There was also ongoing discussion about the impact of HS2 on Piccadilly Station.

RESOLVED: that the Assistant Secretary circulate the briefing note to all Members of UAG along with the link to the consultation and any views be coordinated through the Assistant

Secretary.

4 AIRPORT OPERATIONS UPDATE

The Group considered a report and update on current operations.

Terminal operations - Lisa Cleminson updated:

- The senior management structure was presented and it was explained that Andrew Cowan had now left the business and Ken O'Toole was currently covering both his role and Andrew's former role. Charlie Cornish continued as the Manchester Airports Group (MAG) Chief Executive and Karen Smart continued as the MD of Manchester Airport.
- The CAA had now scored the airport as "good" in its provision of Special Assistance services. ABM were preparing an Information Leaflet. Members asked that they be given the opportunity to look at the leaflet at the next meeting prior to introduction. Members asked about the possibility of achieving a "very good" score. Lisa advised that this would be costly as it would require increased numbers of staff. The contract with ABM was currently being renegotiated and close working was taking place to achieve the best possible service. Members asked about issues with lack of pre-notification and whether work could be carried out with airlines. Lisa explained that the airport did not have commercial contracts with all airlines which made working together more difficult in those cases.
- Members asked about complaints of overcrowding on the bus from T3 to T1. It was also queried why bussing services were operating from T3 when it was understood that all arrivals were in T1? Lisa explained that some domestic flights arrived at T3 including arrivals from Dublin Airport which were not classed as domestic therefore passengers would need to be bussed to T1 for border checks; the Border was currently resourced in T1 only. There were few buses operating in the current circumstances but a response would be sought and circulated when received.
- All essential travel passenger operations had been consolidated into T1 since 10th November 2020. There were currently around 2-3k passengers per day. There were a high number of flights to Pakistan and the message around essential travel only was being reinforced as much as possible and was part of a communication campaign. There were issues with family members trying to enter the Terminal with departing passengers or wait in the Terminal for arriving passengers. The only public in the airport should be those who were passengers. The airport was being supported by Greater Manchester Police who had issued Fixed Penalty Notices where applicable. Pakistan was not on the Red list of countries prohibiting travel and infection rates were currently low. Members suggested working with community and faith leaders and contacting Local Authority Public Health teams who were building strong links with community groups. It was also suggested that work could be carried out with airlines regarding giving information to passengers onboard about preparing for arrival.

- T2 was reopening on 17th May at the earliest. T3 had been closed since 10th November 2020 except for Domestic arrivals; wayfinding had been adjusted to accommodate this change.
- Members asked about vaccines for staff but were advised that they had to wait until their age category and were not classed as a higher priority due to occupation. A testing regime for staff was to be implemented and the service was currently out to tender. The airport was making use of the furlough scheme and Covid safe measures were in place for any staff working on site.
- Members asked about student charter flights from China and were advised that there had been none since the beginning of January; the airport worked closely with universities.

Karla Heyes updated on cleanliness and measures to address covid related issues:

- Staffing levels had been reduced due to significant reductions in passenger numbers, however, average audit scores remained high at around 90%.
- During the first lockdown an enhanced cleaning team had been introduced to work separately from other cleaning teams and focus on touchpoint cleaning including handrails, lift buttons etc. This was through use of a Citrox product which was available in two forms – a sanitising product which was sprayed into the air and killed bacteria and viruses on hard surfaces and a barrier coating applied directly to hard surfaces that would form sealant protection against all viruses for 6 months. In the event of a positive or suspected case of Covid the enhanced cleaning regime would again be carried out using Citrox in the relevant areas. There was now a site wide second application of Citrox being carried out.

Chris Hughes and Louise Hughes updated on Customer Feedback:

Louise was now Head of Customer Communications for the Airport Group, reporting into Adam Jupp.

Chris updated that the majority of customer communications were around booking cancellations and amendments. A number of flights were cancelled at short notice around the end of December 2020 and early January; the airport had issued refunds or credit vouchers for passengers who had cancelled their car park bookings due to their flight being cancelled.

The Customer Contact Centre had met the SLA for the period August – December 2020. The SLA had not been met in January due to a combination of staff being on furlough and a staff member opting for voluntary redundancy. For NPS scores the airport had changed its target from September onwards to 35.0 from 32.0 to bring Manchester in line with other MAG airports. Security and special assistance had scored highly; car parks and retail had seen declines in their scores. This could be explained by the closure of food and beverage outlets due to Covid restrictions and the temporary closure of Meet and Greet which had historically scored highly. WiFi scores remained low but the IT team were looking at ways to improve the provision.

Members referred to a number of missed flights in November due to under resource in security. Lisa explained that this was a one-off where higher numbers of turn up passengers had occurred, and security resourcing had been too tight resulting in queues in security with not all passengers being processed in time. Some passengers had to be bussed to Stansted for alternate flights. Passengers had been given hotel accommodation and meal vouchers where necessary. Members raised the issue of compensation rather than reimbursement. Louise explained that such instances were looked at on a case by case basis. The issue would be looked at across the Airport Group to develop an aligned response and she would report back to the next meeting.

MAN TP

Louise updated on the transformation programme and showed photos and a video of the new Terminal 2. It would not be open any earlier than 17 May. Airside retail and food and beverage units were to be fitted out in April apart from Boots. There were three lounge products – Escape, Virgin and a third party lounge. The Emirates lounge was remaining in T1 for the time being. Members asked about the pricing strategy for lounges and it was agreed that a commercial update including marketing and food and beverage would be made to the next meeting.

RESOLVED: That:

- (a) the update be noted; and
- (b) the next meeting include an update on the ABM leaflet; homelessness work; Group compensation scheme; and a MAN TP update to cover commercial, lounge product and marketing strategy.

NEXT MEETING: Friday 4 June at 10.00am

MANCHESTER AIRPORT

Manchester Airport Consultative Committee

Meeting Date - 23rd April 2021

REPORT OF THE MANAGING DIRECTOR

1. INTRODUCTION

This paper highlights major issues affecting the business, updates members on the current level of airport activity and measures being taken to improve service delivery.

2. GOVERNMENT ENGAGEMENT AND POLICY

- **Overview:** In February, the Prime Minister outlined the Government's 'roadmap' out of Lockdown. As part of Step 3 of the roadmap, it was announced that international travel could resume, at the earliest, on the 17 May 2021. Over the past three months MAG has worked closely with Government to influence the Global Travel Taskforce, to ensure a resumption of international travel at the earliest possible date and to secure financial support for the aviation sector.
- **COVID 19:** As part of the 'roadmap', the Government announced a new iteration of the Global Travel Taskforce would conduct a review and report by 12th April on the reopening of international travel. MAG has been working with Government and the Taskforce in workshops and meetings with Ministers and Senior DfT officials. MAG submitted recommendations to the taskforce that aims to create a safe return to international travel at the earliest possible date.

The Government published the GTT report on 9 April. The report set out a risk-based framework centred around a traffic light system that set different restrictions based on whether a country is on the Green, Amber or Red list.

Country Status	Requirement
Green	Pre-departure test PCR testing between days 0-2
Amber	Pre-departure test 10-day self-isolation PCR testing between days 0-2 Test to release on day 5
Red	Pre-departure test 10-day hotel quarantine PCR testing between days 0-2 Further PCR testing on day 8

Responding to concerns regarding quick changes in a country's status, the Government has introduced a 'Green watchlist' where countries that may be at risk of going from green to amber will be added to avoid last minute holiday changes. The Government has also set out three further 'checkpoints' to review current restrictions throughout the year.

MAG has set out that it is disappointing that no provision has been made for restriction-free travel, despite how well progressed the UK's vaccination programme is and how much stronger the public health picture is compared to last summer (when unrestricted travel was allowed many low-risk destinations).

- **March Budget:** In March, the Chancellor delivered the 2021/22 Budget. He announced limited support for the aviation sector including an extension to the Coronavirus Job Retention Scheme until end of September 2021, as well as a six-month extension to the Airports and Ground Handling Support Scheme (AGOSS), making a maximum of £4 million available to each of MAG's airports. The Chancellor also announced increases to Air Passenger Duty on long haul flights beginning in April 2022 and increases in corporation tax from 19% to 25% beginning in April 2023.
- **Transport Select Committee:** The Transport Select Committee met in March to discuss the impact of COVID on the aviation sector. MAG's, Chief of Staff, Tim Hawkins, appeared as one of three industry expert witnesses alongside the Chief Executives of AOA and Ryanair. Tim outlined the severe impacts the COVID pandemic has had and continues to have on MAG. The committee will use the evidence to provide a follow up report to Government on steps required to support the aviation industry to recover.
- **Air Traffic Management Bill:** The Air Traffic Management Bill has passed in the House of Commons. The Government also announced funding commitment of £5.5m to support the airspace modernisation programme. MAG engaged with MPs and met with the Aviation Minister to highlight the importance of airspace modernisation and the funding the Government needed to provide to see the programme continue.
- **Airport for the North:** A letter from six Northern Airports was sent to the Prime Minister at the end of February to highlight the need for support for the aviation sector in the North to support the levelling up agenda. MAG was the coordinator for the content and follow up media coverage. Transport Secretary Grant Shapps responded in March outlining the importance of enabling a 'safe return to international travel this Summer'. The collaboration between Northern Airports will be key for the industry and region moving forward. In addition, MAG has led stakeholders in Tourism industry to highlight the importance of the inbound tourism market businesses based in the North.
- **Night Flight Restrictions Consultation:** The Department for Transport is currently consulting on 'night flight restrictions'¹. An overview of the consultation, which includes a call for evidence to support the development of a national night flights policy and to inform what restrictions are applied from 2024, was presented to the Technical Advisory Group in February and will be discussed under MACC Agenda Item 3
- **Independent Commission on Civil Aviation Noise:**

The Independent Commission on Civil Aviation Noise (ICCAN) was established by government in 2019, following recommendations made by the Airports Commission in 2014. With an initial two-year mandate, to be followed this year by a government review, ICCAN's role is as an independent, arm's length, advisory body to provide an impartial voice on all matters relating to civil aviation noise. Following consultation in 2020, the Independent Commission on Civil Aviation Noise (ICCAN) has now published its Corporate Strategy for 2021-2024. The Strategy, published on ICCAN's website², sets out ICCAN's programme of work for the coming years. This is centred around three goals:

1. "Setting standards" to increase consistency and transparency in the noise management.
2. "Putting people's health at the heart of aviation noise policy" by progressing research.
3. "Focus on the future" ensuring future policy and regulation is fit-for-purpose and that noise management is at the heart of technological advances.

When establishing ICCAN, government committed to review the Commission after a two-year period. The Department for Transport (DfT) are currently undertaking this review, with

¹ <https://www.gov.uk/government/consultations/night-flights-restrictions-at-heathrow-gatwick-and-stansted-airports-beyond-2024-plus-national-night-flight-policy>

² https://iccan.gov.uk/wp-content/uploads/2021_03_18_ICCAN_Corporate_Strategy_2021_2024.pdf

their independent consultants seeking views from a range of interested parties including MAG. Whilst MAG is keen to avoid adding additional layers to an already complicated regulatory framework, we recognise the work ICCAN have done to coordinate research and deliver guidance on an important issue and await the result of the DfT review.

- **Local Elections:** Local Elections are due to take place in May, some of which are postponed from last year. Elections include Mayor of Greater Manchester which Andy Burnham is standing for re-election. Council elections will be held at some of MAGs shareholders including Manchester, Trafford, Salford, Oldham, Rochdale, Bury and Wigan.
- **Forward Look:** The Government's roadmap whilst providing some certainty for the removal of lockdown to some sectors, did not provide certainty to the aviation sector on when international travel could resume. As a result, MAG continues to operate in an uncertain environment and expect to continue the need react to short term policy changes and support the Government in both development and implementation. Despite this, MAG's focus with the Government is to provide clarity on the way forward by establishing a framework for the restart of international travel that can be implemented in line with improvements in public health. The Government is also consulting on changes to Air Passenger Duty. This is focused on reducing duty on domestic flights, and MAG will discuss with Government how this could be focused to support the recovery of aviation and protect the UK's international connectivity.

3. PLANNING MATTERS

Greater Manchester Spatial Framework – The 9 GM Authorities minus Stockport MBC have agreed to a scheme of joint working to proceed with a Plan, now entitled 'Places for Everyone', Timings yet to be announced.

Trafford MBC draft Local Plan – MAG submitted representations to this in March. Generally, the plan is supportive of the airport and recognises its value to the economy of Trafford. There is still much to do in terms of improving accessibility between parts of Trafford and the airport though in order to maximise that advantage and much of the MAG response was about ensuring that the Trafford Local Plan and the sub-regional Places for Everyone plan are effectively joined up to deliver that improved connectivity.

Airport or near Airport developments – Global Logistics is nearing its full build-out, subject to a further phase progressing through the Places for Everyone plan. Airport City North: pedestrian/cyclist bridge linking the site to the airport is now open to the public; consent for a hotel on the airport side of this bridge awarded and moving to discharge planning conditions with a view to starting on-site later in the spring; two hotels on the site of the former T2 petrol filling station are progressing well and on-track for a March '22 opening; THG HQ building looking to commence on-site shortly on land between Enterprise Way and Ringway Road West.

4. MANCHESTER TRANSFORMATION

- Following a review of our forecasted passenger volumes and latest government statements regarding international travel, we have decided to revise the opening date of the Terminal 2 extension to no earlier than 21st June
- This date balances operating costs with passenger demand
- We are currently finalising a 'go-live plan' which has time built in for all of the activities which need to take place ahead of opening including Trails and familiarisation.

5. OPERATIONAL DATA

On Time Performance (OTP)

On Time Performance (OTP), by departing aircraft, is determined by many factors; these may be airline, weather, airport related, en-route or from the destination airport. On a month-by-month basis performance was as follows:

- ➔ January - On time performance for all flights was 77.2% and 73.7% for first wave.
- ➔ February - On time performance for all flights was 76.1% and 76.9% for first wave.
- ➔ March-- On time performance for all flights was 81.2% and 84.3% for first wave.

6. OPERATIONAL ENVIRONMENT – ROUTES AND SERVICES UPDATE

- Volume carriers Ryanair and EasyJet continue to operate skeleton schedules due to the current restrictions. Leisure operators Jet2 are expected to re-commence services from the 24th June and TUI is anticipated to be May / June dependant on restrictions being lifted.
- Aer Lingus announced their transatlantic program on the 24th of March which will commence operation in July initially operating to New York and Orlando. Barbados will come online in Winter 21 and Boston in Summer 22.
- Qatar and Ethiopia joined the UK “red list” in mid-March. Subsequently, Qatar Airways reduced frequency from 17 times weekly to six times weekly while Ethiopian Airlines continue to operate three times weekly, both airlines operate inbound to Manchester as cargo only services and outbound with passengers and cargo. Similarly, as the UAE remains on the “red list” both Etihad and Emirates continue to operate passenger flights outbound from Manchester on reduced schedules.
- Additionally, Pakistan is to be added to the UK “red list” from the 9th of April. Subsequently, both Virgin Atlantic and PIA will suspend services to Islamabad.
- Turkish Airlines announced an increased flying program returning to a double daily Istanbul service from April. It’s expected that transfer demand over Istanbul will increase due to the UAE and Qatar being on the “red list”.
- Other airlines including Austrian Airlines re-commenced services from MAN at the start of the Summer 21 season, initially operating a reduced twice weekly service to Vienna.

7. CAR PARKING & SURFACE ACCESS

- There is now a second covid testing lab sited on Meet and Greet to support the lateral flow testing by Collisons.
- The GTI is now operating 24/7 with overnight closures no longer in place.
- M56 smart motorway upgrade continues to progress against schedule with overnight closures / diversions being managed with minimal impact to airport operation.
- MHCLG released their response to the consultation on regulation of private car parking. MAG were pleased to see that this recognised the importance of airport being able to enforce no stopping areas for operational and security reasons, and continue to work with Government on the full details of the Code of Practice for parking that will be released during 2021.

- **Manchester Recovery Taskforce:** In January the 'Manchester Recovery Taskforce Consultation' put forward a series of options to ease pressure on the rail system in Greater Manchester to improve reliability, but in doing so a number of services are set to be reduced or removed. These include direct services to and from Manchester Airport from across the North. The consultation closed at the beginning of March and MAG worked closely with TfGM, GMCA and other stakeholders across the North to preserve airport connectivity. Manchester Airport has been broadly supportive of a position put forward by Transport for Greater Manchester that accepts some service reductions to deliver overall improvements in service reliability for all passengers, whilst protecting a greater number of direct airport services than the options put forward by the Taskforce.

8. MOBILITY SERVICES

The start of 2021 has continued with suppressed Special Assistance passenger numbers with the peak day of the period seeing just above 100 guests using the service. These passenger numbers have been heavily driven by traffic flying both directly and in-directly to and from Pakistan.

Month	Total Passengers	PRM's	% of Total
January 2021	127,638	2981	2.33
February 2021	79,408	2335	2.94
March 2021	95,798	2261	2.36

Despite the ongoing challenges of reduced guest pre-notification which is currently circa 50% versus 70% which we usually see, ABM have continued to deliver a credible service which has realised a strong year end position which will be reported to the CAA in due course. In light of the pandemic, the CAA will not be rating UK airports against the quality standards however. The strong operational performance is mirrored in feedback received through our customer surveying which has ended the year with a satisfaction score of 4.30/5 which would place Manchester in the 'Very Good' category aligned to the CAA's Quality Standards.

On the 17th February, an online forum was held with members to provide them with a high-level operational update, an update on COVID, an overview on our Annual Accessibility report rating with an opportunity for them to feedback on their confidence to travel post COVID and what they see as our key opportunities to build back better. The session was well attended and chaired by Andy Wright our Forum Chair.

9. STAFFING CHANGES

	Jan-21	Feb-21	Mar-21	Actual Number employed for February 2021	
Starters					
Permanent	1	2	4	Permanent	3,077
Temporary	0	0	1	Temporary	36
Casual	0	0	0	Casual	4
Leavers				Total	3,117
Permanent	52	64	337		
Temporary	3	2	6		
Casual	0	0	0		

10. CUSTOMER SERVICE & SECURITY ISSUES

Between January and March 2021, the time taken to respond to customers varied between two and five working days. This represents an improvement in response times, despite the team adopting written enquiries as part of their new remit. As illustrated by the table below, written enquiries now account for approximately half of all feedback volume.

Overall, the nature of feedback and reasons to contact Manchester Airport Customer Feedback are comparable with the previous reporting period. This is to say that communications largely relate to travel documentation requirements and car park cancellation/amendment requests.

As of 1st April 2021, MAG has taken the decision to revert back to the conventional Terms and Conditions for car parking. This means customers will no longer receive a refund for their booking unless they provide 72 hours' notice. We continue to offer Cancellation Protection for customers wanting additional flexibility, this option permits customers to cancel their booking with as little as four hours' notice.

Given complaints resolution work is primarily negative by nature, the general sentiment after our agents have corresponded with customers is quite positive. They tend to recognise the value of our efforts and are grateful for the information that we provide.

	Jan-21		Feb-21		Mar-21	
	Number	% of all	Number	% of all	Number	% of all
Complaints & Service Recovery	200	42.19%	117	37.38%	135	34.97%
Per 10k passengers	9.63		10.30		9.12	
Complaint handling SLA (SLA: 95% in 10 days)	100%		100%		100%	
Compliments	7	1.48%	5	1.60%	6	1.55%
Suggestions & Comments	71	14.98%	30	9.58%	23	5.96%
Written enquiries	196	41.35%	161	51.44%	222	57.51%

A few tales of positive experience are included below.

- "Dear Kate, Thank you for your email. I cannot express how grateful I am to you for understanding my situation. The refund you have offered is beyond my expectation. I can honestly say this is by far the best customer service I have ever received. Thanks again for all your time and effort. You are a credit to your company. Kindest Regards, XX"*
- "Please pass on my thanks to Steve and his female colleague on the Information Desk in Terminal 1. This morning I was asked to wait there for left luggage to bring a bag out, and because Sue was very busy and working alone, I stood by the desk for a while. I observed that Steve dealt with a lot of individual queries in a really helpful and efficient way, making each passenger feel that their need mattered. This was so different to the treatment that my*

daughter received at CDG airport on Saturday, which left her tearful and nervous. The information desk may be the first point of contact for a stranger to Manchester, and the staff there leave a lasting impression of welcome to our city. They are such an asset.

- “Just wanted to say a really big thankyou to Wayne in the special assistance team, extremely polite and helpful as well as super professional, real asset and exactly the kind of person you would want to have taken of an elderly mother. Perfect. Really went out of his way to help and answer all my queries and left me very assured that he would take care of mum. I spoke to mum when she had got seated on the plane and she said what an amazing person Wayne was in all he did and to say a big thanks from her too. Great job guys thank you.”

Security Performance - The following data illustrates the percentage of passengers queuing 15 mins or less in security; (target 92% or better). Performance has been above the SLA since June 2018.

Terminal 2 & Terminal 3 unused through Jan - March

Security

	Jan-21	Feb-21	Mar-21
T1 A	98.1%	97.9%	99.1%
T1 B			
T1 Total	98.1%	97.9%	99.1%
T2			
T3			
Total	98.1%	97.9%	99.1%

Immigration

		Jan-21	Feb-21	Mar-21
		25 min SLA	25 min SLA	25 min SLA
EU	T1	99.7%	94.7%	92.4%
	T2			
	T3			
	Total	99.7%	94.7%	92.4%
E-Gates	T1	99.7%	100.0%	-
	T2			
	T3			
	Total	99.7%	100.0%	-
		45 min SLA	45 min SLA	45 min SLA
Non-EU	T1	99.8%	97.1%	96.5%
	T2			
	T3			
	Total	99.8%	97.1%	96.5%

E-Gates have been closed since 15th February due to new COVID regulations coming into force. All passengers need to be seen by a Border Force Officer to check COVID documentation and establish recent travel history.

11. COMMUNITY MATTERS

The Annual Report for the Community Trust Fund has been produced and will be shared with members. There were 63 grants awarded for FY 20-21 amounting to £110,394, bringing the total grants awarded to £3.7m since the Trusts inception in 1997.

This month John Twigg Airport Planning Director and former CTF Trustee has retired.

Volunteer activity for colleagues has been very different this year, with many supporting COVID initiatives within their own areas, as opposed to MAG led activities, however we are still delighted that colleagues have recorded 12,714 hours this year. As many staff are doing this while furloughed and have not registered their hours, we know that the actual figure will be higher than that recorded. A recent volunteer activity was to facilitate the redistribution of fixtures and fittings from Terminal 2's food and beverage units to 'The Message' who will use the items to support the generation of many more community groceries. Further donations are planned. World Book week was supported with virtual readers this year and all key worker children at Button Lane Primary enjoyed the on-line sessions.

12. MANCHESTER AIRPORT IN THE NEWS

Throughout the pandemic our Press Office team has worked to support the operation, whilst using the media to influence Government decisions and policy. During this last quarter, we have sought to influence the outcome of the government's Global Travel Taskforce, which concluded on April 12th. This has included a range of media interventions to make the case for a risk-based approach to reopening international travel, including national broadcast interviews and promoting some work with Oxera and Edge Health on the importance of the UK's vaccination programme in safely reopening travel to more countries.

During the last three months the work of the Press Office shifted from pandemic preparedness, to looking ahead to the resumption of travel in May, whilst continuing to push for low-cost measures to be put in place by Government. All of this was underpinned with customer confidence messaging, to ensure passengers feel safe to travel, when they choose to do so.

The Press Office team also continued to work with commercial teams to promote new routes that have been confirmed, announced, and launched during the pandemic.

Below, we have provided a brief overview of some key activity from the last three months.

January

Testing requirement

In early January, the UK Government introduced mandatory testing for inbound international passengers, with a negative test required within the 72 hours prior to entering the UK. We prepared a statement that made clear our support for any proportionate and necessary measures to control the spread of coronavirus but emphasised that this must be coupled with a clear roadmap out of restrictions and further financial support for our industry. The comment was used by outlets including the MEN.

Jet2 Lisbon announcement

Jet2 announced its Summer 2022 schedule in the first week of January and subsequently announced it would be launching a new Lisbon route from Manchester. Both stories were syndicated across more than a dozen Reach Group regional media outlets, and we supported via social media channels, in addition to reviewing the press releases before Jet2 distributed them.

Community Trust Fund

The quarterly Community Trust Fund meeting took place in mid-January and was attended by a representative from the Press Office. Following receipt of photos and approved comments from recipients of a donation in Q4 2020, we also issued a press release regarding that previous round of donations which garnered coverage in a number of regional and community-led outlets.

Hotel Quarantine

Hotel Quarantine proposals were initially put forward at the end of January and we proactively sought opportunities to convey our related government asks via the media. We prepared a written statement, which was shared with a variety of regional outlets, and Tim Hawkins was also interviewed on Sky News, allowing us to reach a national audience.

Reduction of operating hours

The Hotel Quarantine story led to a follow-up enquiry from the MEN regarding our operating hours. We confirmed that we were currently running reduced hours and provided a comment which was used in the story.

February

Hotel Quarantine list

When the hotel quarantine policy eventually came into effect in February, Manchester was missing from the list of approved ports of entry for those arriving from red list countries. This resulted in enquiries from both regional and national outlets, including BBC, the Daily Mail and the Independent. We prepared a comment explaining that talks were ongoing which could be issued reactively as needed, managing the situation to reassure passengers whilst also maintaining positive relations with government.

MEN story – flight and passenger numbers

Throughout the pandemic, the MEN in particular has been keen to find angles to report on the ongoing impacts on the airport and we have sought to cooperate with these enquiries whenever it has been strategically suitable to do so. To that end, we provided stats on passenger numbers and air traffic in response to an enquiry, and a statement outlining the steps required to support our industry through the pandemic.

Charlie Cornish statement

We distributed a MAG statement, attributed to Charlie, to our regional contacts off the back of the PM's Roadmap Recovery announcement. This was syndicated by Reach and appeared in several of their regional titles across our catchment area and beyond.

Northern Airports letter

For the first time ever, MAG brought together a group of Northern airports to collectively write to the PM to lobby for industry support. We led the collaborative approach to publicising the letter signed by leaders of airports across the North, emphasising the importance of our sector to the region's economic recovery and the need for further financial support. This involved drafting different versions of the press release tailored to regional audiences and asking our counterparts at other airports to assist with distribution.

Following the issue of the press release, we had several requests to put up a spokesperson for interview, which I undertook via Zoom.

Ultimately, we were able to secure more than 50 pieces of coverage across our catchment area, with a combined reach of over 122m readers / viewers.

Airport colleague publishes book

We supported Project Manager Sam Buah with the promotion of his new book, *The Non-Project Manager's Guide to Project Management*, which launched in late February. In addition to sharing a press release with our regional contacts, which highlighted Sam's book launch and his new charitable venture working with disadvantaged BAME youngsters, we also highlighted his story via social media and coordinated our approach with the internal comms team, who profiled Sam for the ongoing People of MAG feature.

We later received a request from BBC Radio Manchester to interview Sam, which we were able to facilitate, helping him reach an additional audience of around 186,000 listeners across the region.

March

International Women's Day

To celebrate International Women's Day on 8 March, we worked with our counterparts at EMA to profile myself and Clare James, in a Q&A style piece that looked at our professional journeys together since meeting in the Falklands during our time in the RAF.

The feature was syndicated by Reach, securing coverage in 25 regional outlets across the country.

20 years of Runway 2

We supported an MEN reporter with a feature looking back at the construction of Manchester's second runway and the accompanying protests, to mark the 20th anniversary of its opening, providing a comment that highlighted the benefits it had provided to the regional economy in that time.

Community Trust Fund

Subsequent to January's quarterly Community Trust Fund meeting, we issued a press release in March highlighting the range of causes supported in Q1 2021, gaining coverage from outlets including the Lancashire Post. We also received a request from BBC Radio Manchester to interview one of the beneficiaries and were able to set up an interview with a representative from Mottram Cricket Club, who spoke highly of the Community Trust Fund as a resource.

Aer Lingus announces transatlantic routes

Aer Lingus announced its first UK base in late March, with routes to the USA and Barbados. We helped to develop and organise a launch event on site, with myself and Aer Lingus CCO David Shepherd fielding broadcast interviews. We also assisted with the distribution of a press release, with dozens of pieces of coverage recorded from regional, national and international outlets.

Looking ahead

Priorities for Q2 2021 will include;

- Boosting customer confidence by showcasing our safety measures and testing centre, in addition to working with airlines to help drive demand, making use of broadcast, print, online and social media outlets.
- Continuing to influence Government, to showcase the plight of the aviation industry. We will keep putting pressure on the need for support, and the restarting of international travel on May 17th, whilst bringing down the cost of testing
- Preparing for recovery once numbers start to take off again, including the launch of MANTP and the promotion of new routes as and when announced.

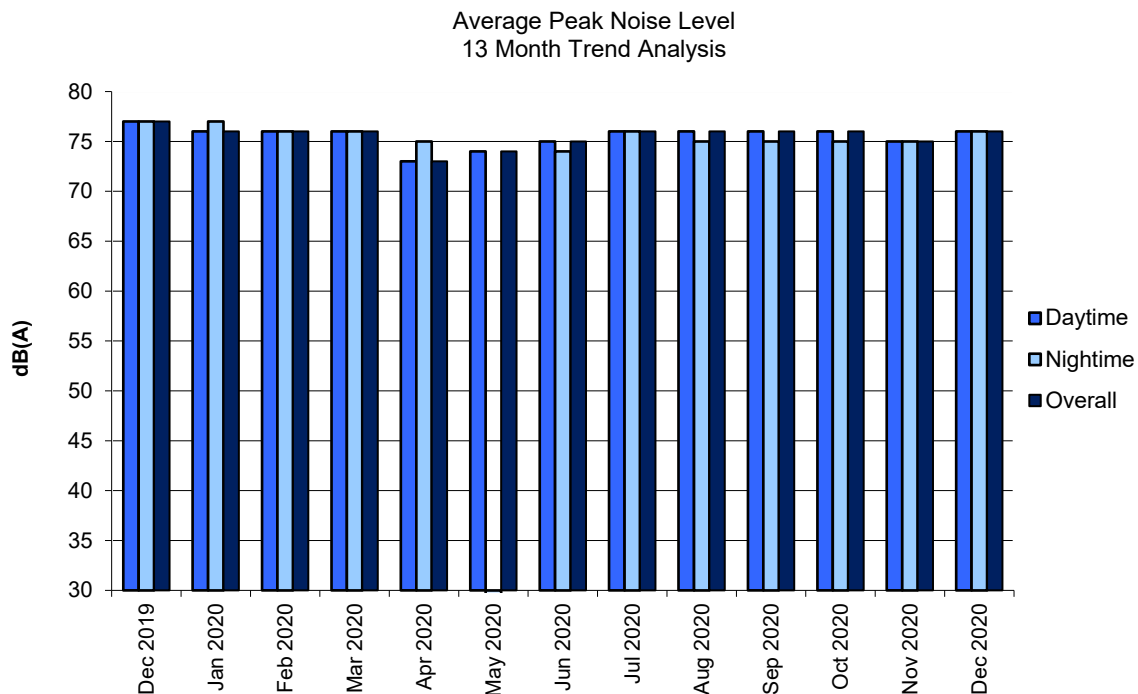
Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

December 2020

Total Movements	3149		
Movements Monitored	3132	Detection Rate (%)	100

Noise



	2020	2019
Daytime Average Peak Noise Level	76	77
Night time Average Peak Noise Level	76	77
Overall Average Peak Noise Level	76	77
Daytime Noise Infringements	0	0
Night time Noise Infringements	0	0
Total Noise Infringements	0	0

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	204	1365
Total MANTIS Correlated SIDs	203	1325
Total Extreme Deviations	0	0
Total Overall Deviations	16	179
Percentage Deviation	7.0	13.5

Operator	Departures	Ext Deviations	Percentage
None	n/a	n/a	n/a

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge (£)
None	n/a	n/a	n/a	n/a

Community Complaints

Total Number of Complaints received during December 2020 4
A further 4 complaints were recorded by an Ashley resident.

Total Number of Complainants during December 2020 3

Total Number of Complaints received during December 2019 43

Area	Noise	Odour	Off-track	Other	Total	Complainants	Complaint/ Complainant	Night Complaints
Bowdon	2	0			2	1	2	2
Styal	0	1			1	1	1	0
Wythenshawe	1	0			1	1	1	0
Total	3	1			4	3	1.3	2

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	483		204	
Monthly Total NSDs	0	0.0	0	0.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	6266		1014	
Quarterly Total NSDs	85	1.4	1	0.1
Quarterly Total Early Turns	1	0.0	0	0.0

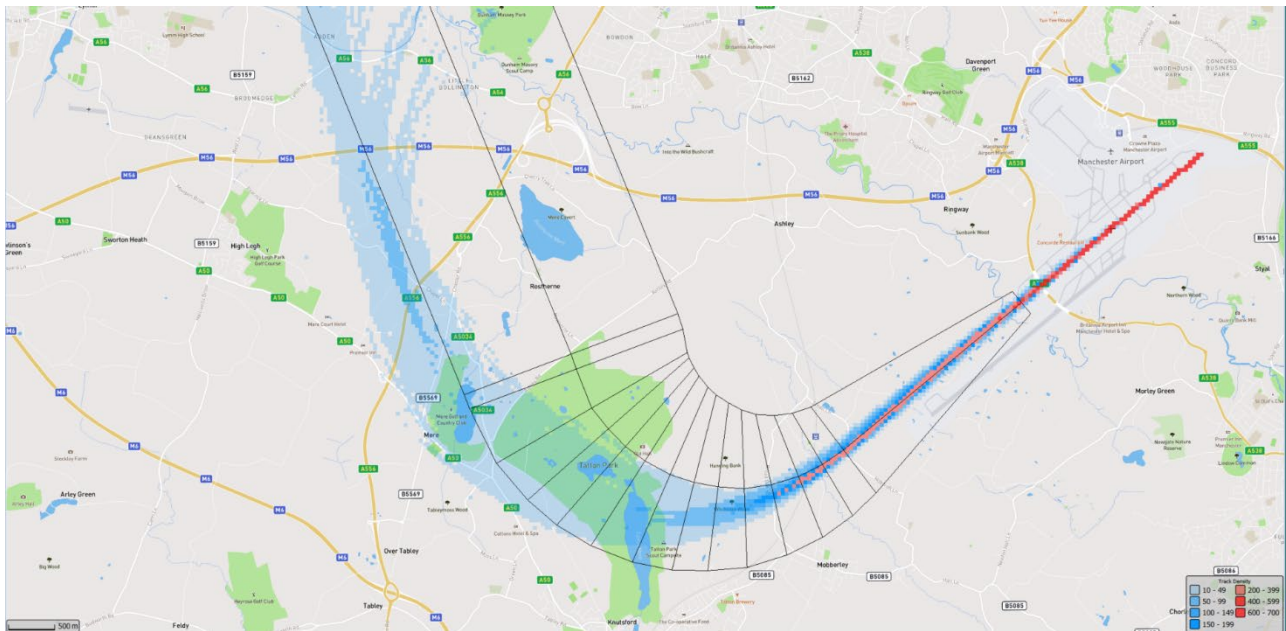
Runway 23

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6621		1365	
Monthly Total NSDs	45	0.7	10	0.7
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	16574		4538	
Quarterly Total NSDs	191	1.2	53	1.2
Quarterly Total Early Turns	1	0.0	0	0.0

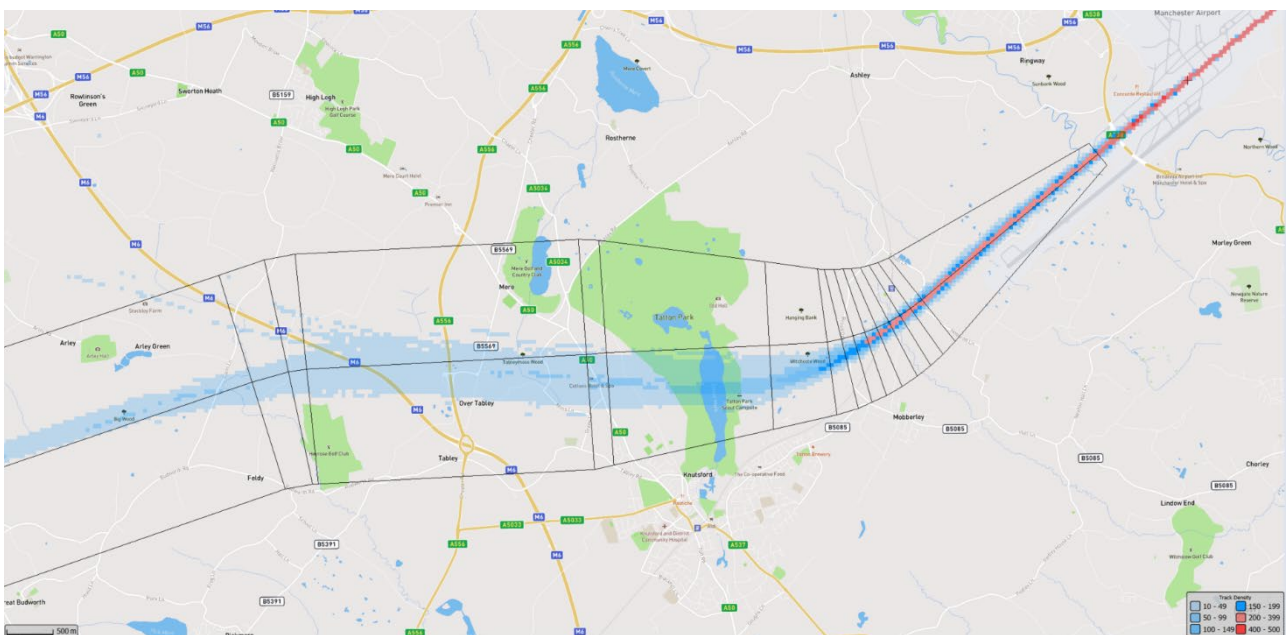
Overall

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	7104		1569	
Monthly Total NSDs	45	0.6	10	0.6
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	22840		5552	
Quarterly Total NSDs	276	1.2	54	1.0
Quarterly Total Early Turns	2	0.0	0	0.0

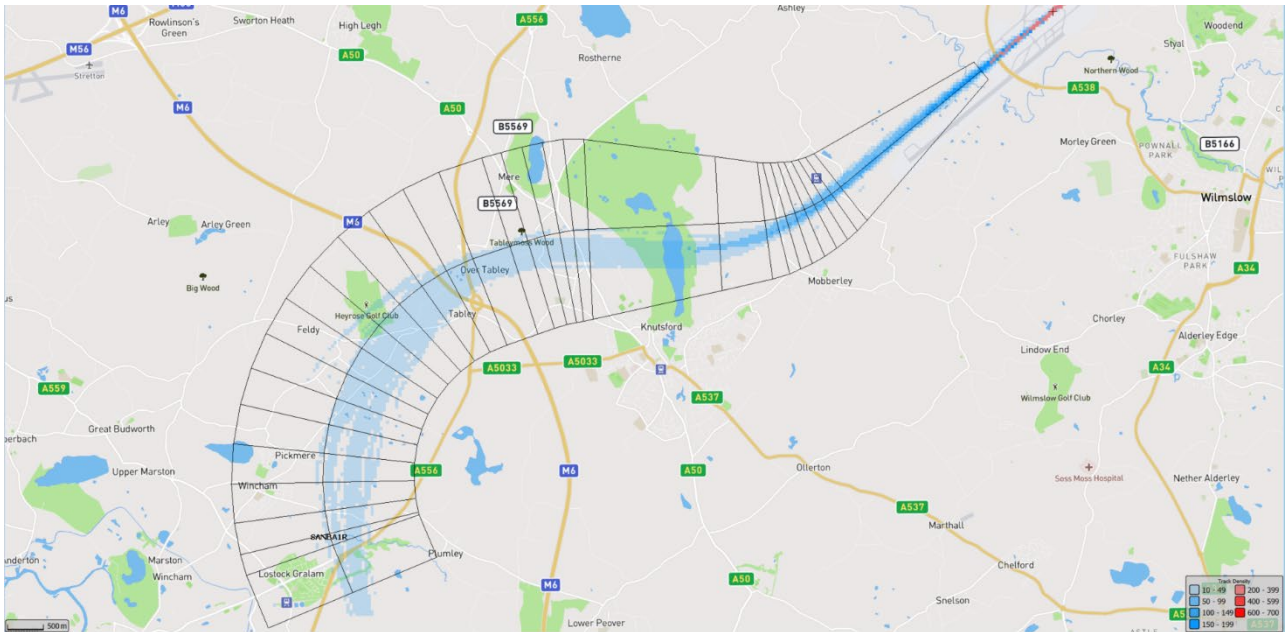
SONEX1R/POL5R departures



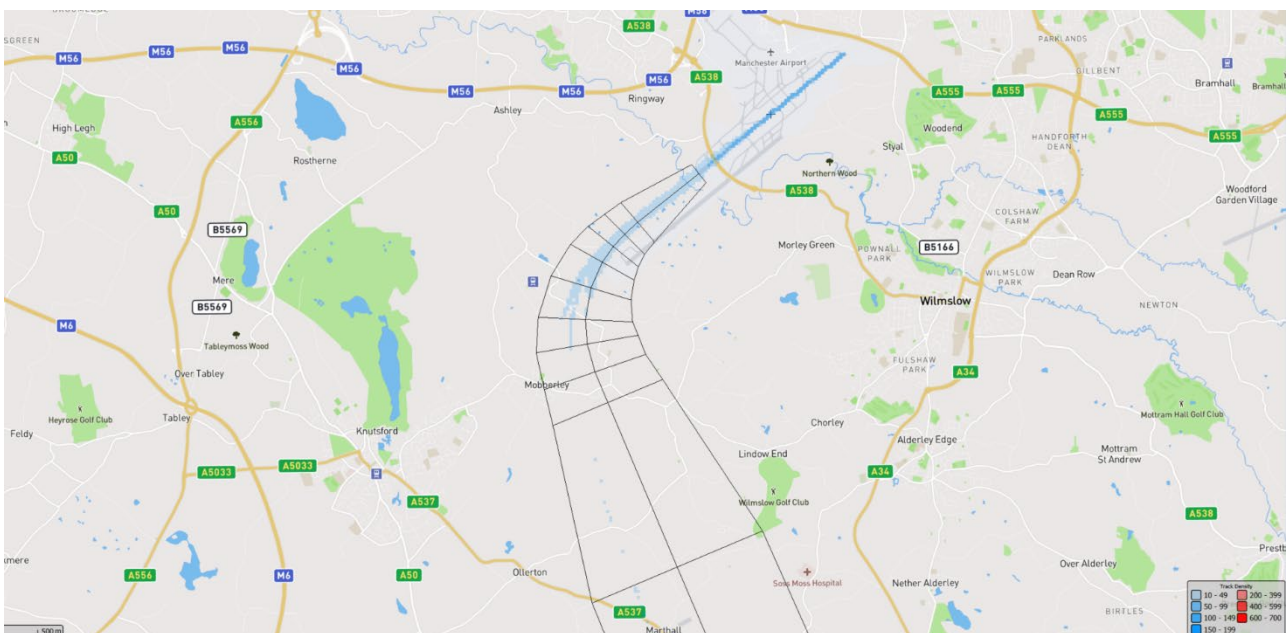
KUXEM1R/EKLD1R departures



SANBA1R departures



LISTO2R departures



Insufficient flights to produce easterly track density plots.

Manchester Airport Consultative Committee

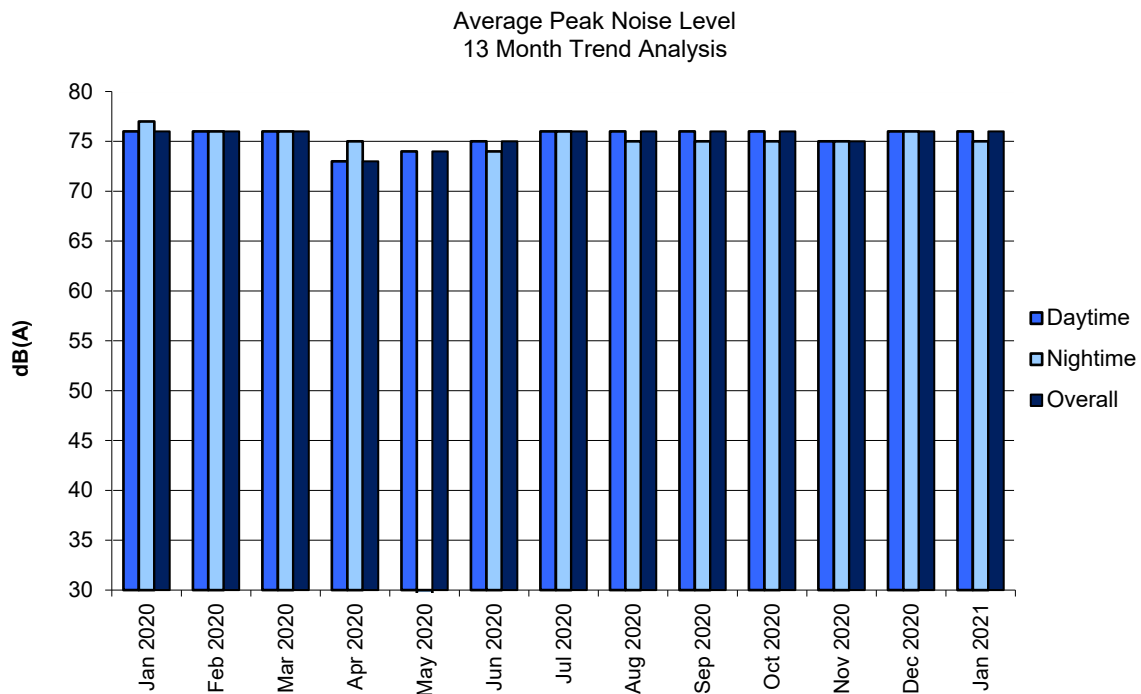
MANTIS Monthly Summary Report

January 2021

Total Movements 2140

Movements Monitored 2129 **Detection Rate (%)** 99

Noise



	2021	2020
Daytime Average Peak Noise Level	76dB(A)	76dB(A)
Night time Average Peak Noise Level	75dB(A)	77dB(A)
Overall Average Peak Noise Level	76dB(A)	76dB(A)
Daytime Noise Infringements	0	0
Night time Noise Infringements	0	3
Total Noise Infringements	0	3

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	406	663
Total MANTIS Correlated SIDs	391	595
Total Extreme Deviations	0	0
Total Overall Deviations	8	85
Percentage Deviation	2.0	14.3

Operator	Departures	Ext Deviations	Percentage
None	n/a	n/a	n/a

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
None	n/a	n/a	n/a	n/a

Community Complaints

Total Number of Complaints received during January 2021 9

One further complaint was received from an Ashley resident.

Total Number of Complainants during January 2021 7

Total Number of Complaints received during January 2020 67

	Noise	Off-track	Other	Total	Complainants	Complaint/ Complainant	Night Complaints
Denton	1	0	0	1	1	1	1
Hale Barns	1	0	0	1	1	1	1
High Legh	1	0	0	1	1	1	1
Knutsford	3	1	0	4	2	2	0
Marthall	0	1	0	1	1	1	0
Wythenshawe	0	0	1	1	1	1	0
Total	6	2	1	9	7	1.3	3

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	51		406	
Monthly Total NSDs	0	0.0	0	0.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	3967		705	
Quarterly Total NSDs	85	2.1	0	0.0
Quarterly Total Early Turns	1	0.0	0	0.0

Runway 23

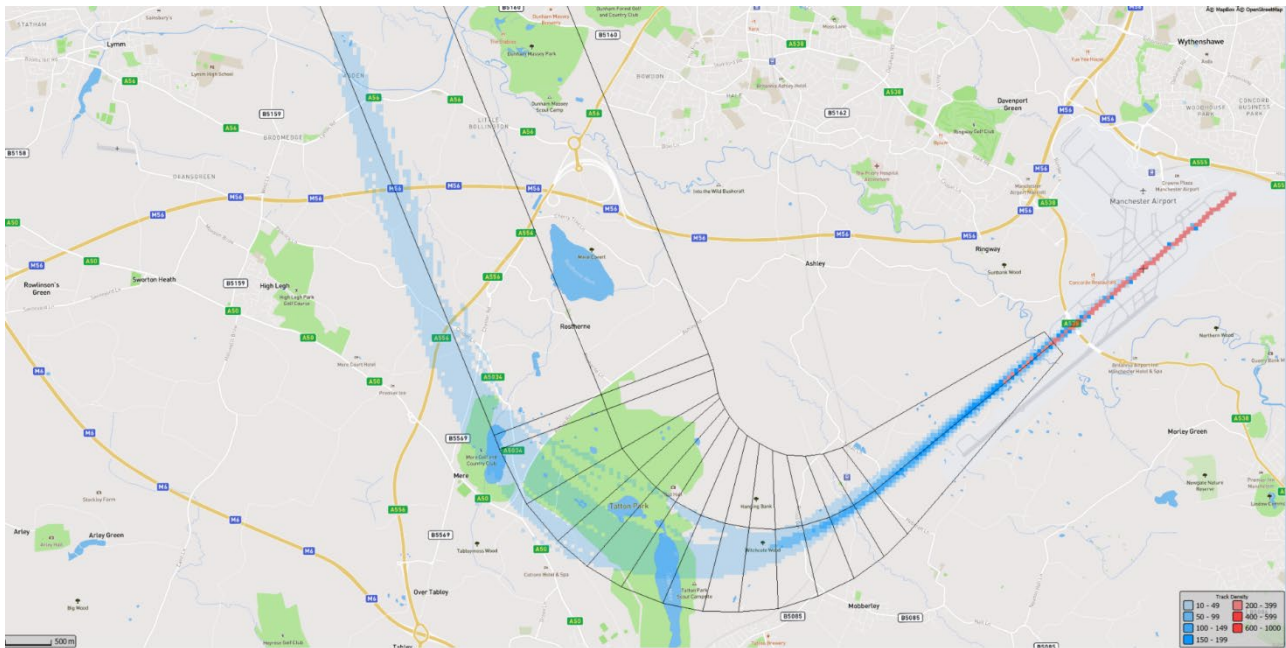
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6530		663	
Monthly Total NSDs	88	1.3	3	0.5
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	16590		3269	
Quarterly Total NSDs	209	1.3	21	0.6
Quarterly Total Early Turns	0	0.0	0	0.0

Overall

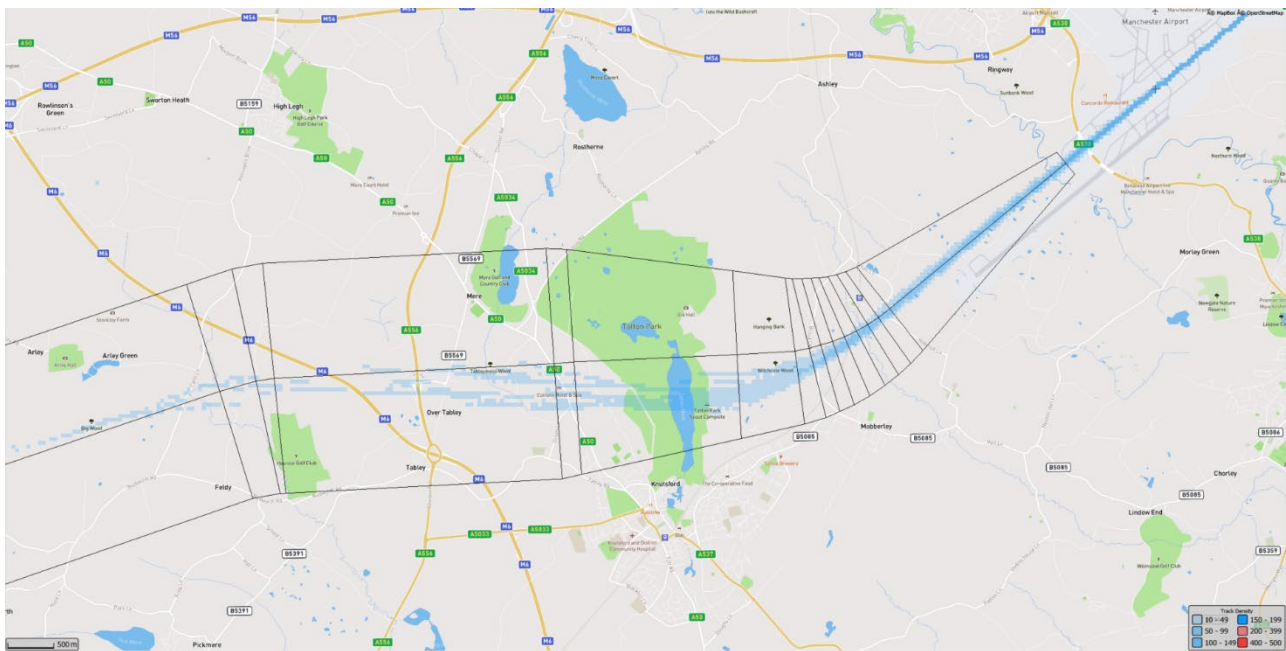
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6581		1069	
Monthly Total NSDs	88	1.3	3	0.3
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	20557		3974	
Quarterly Total NSDs	294	1.4	21	0.5
Quarterly Total Early Turns	1	0.0	0	0.0

nb. direction of take-off greatly influences the figures in the above tables.

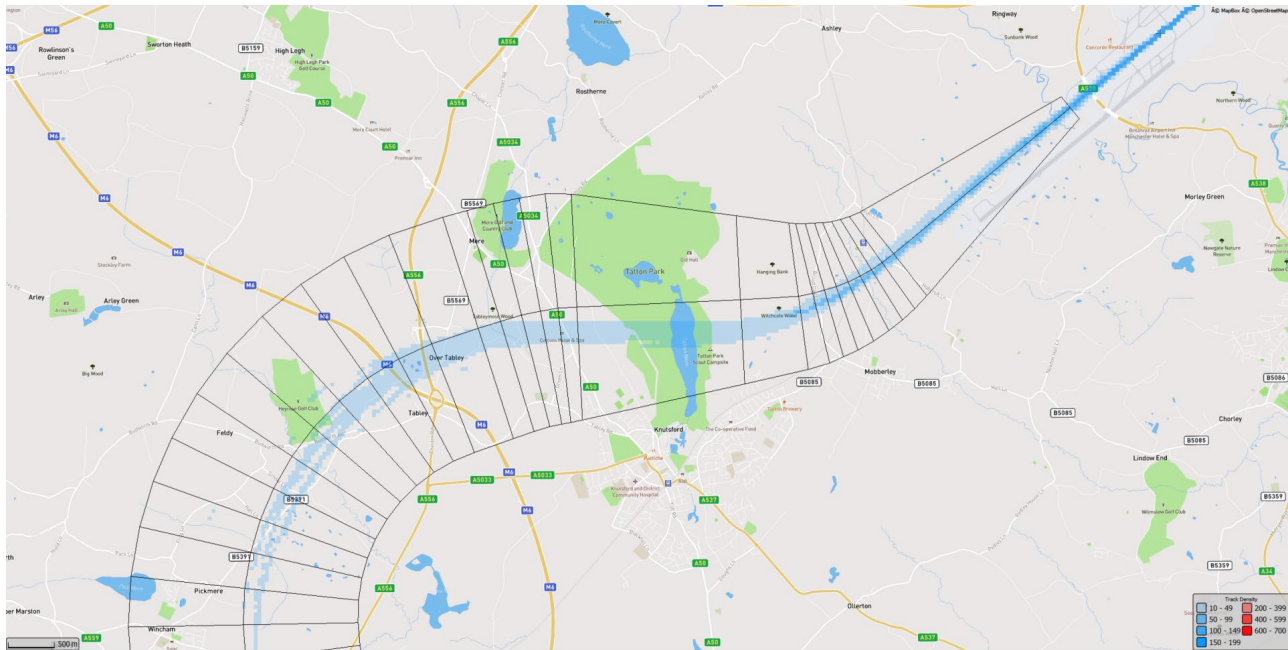
SONEX1R/POL5R departures



KUXEM1R/EKLD1R departures



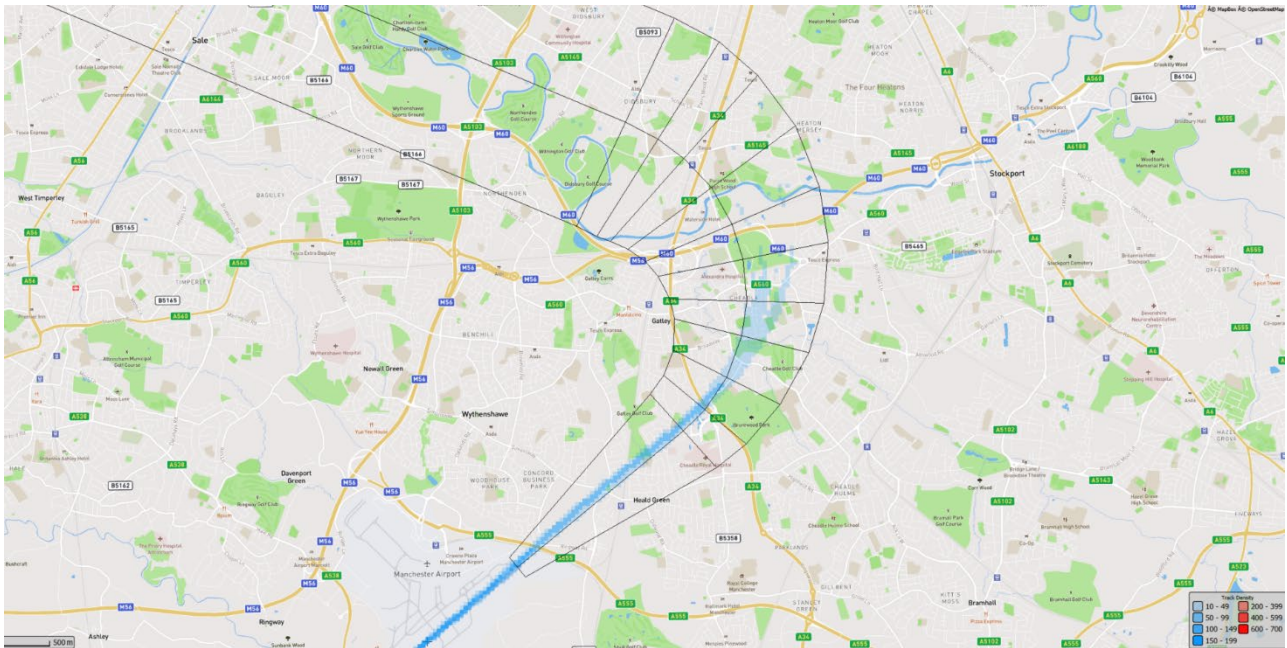
SANBA1R departures



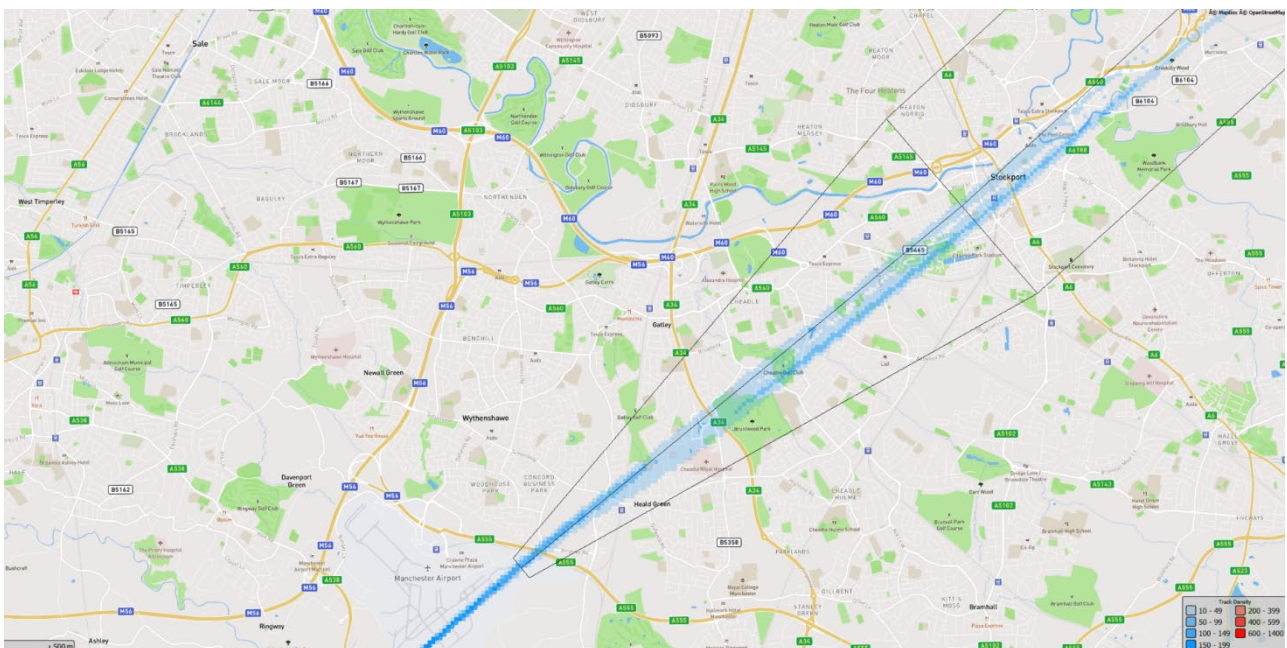
LISTO2R departures



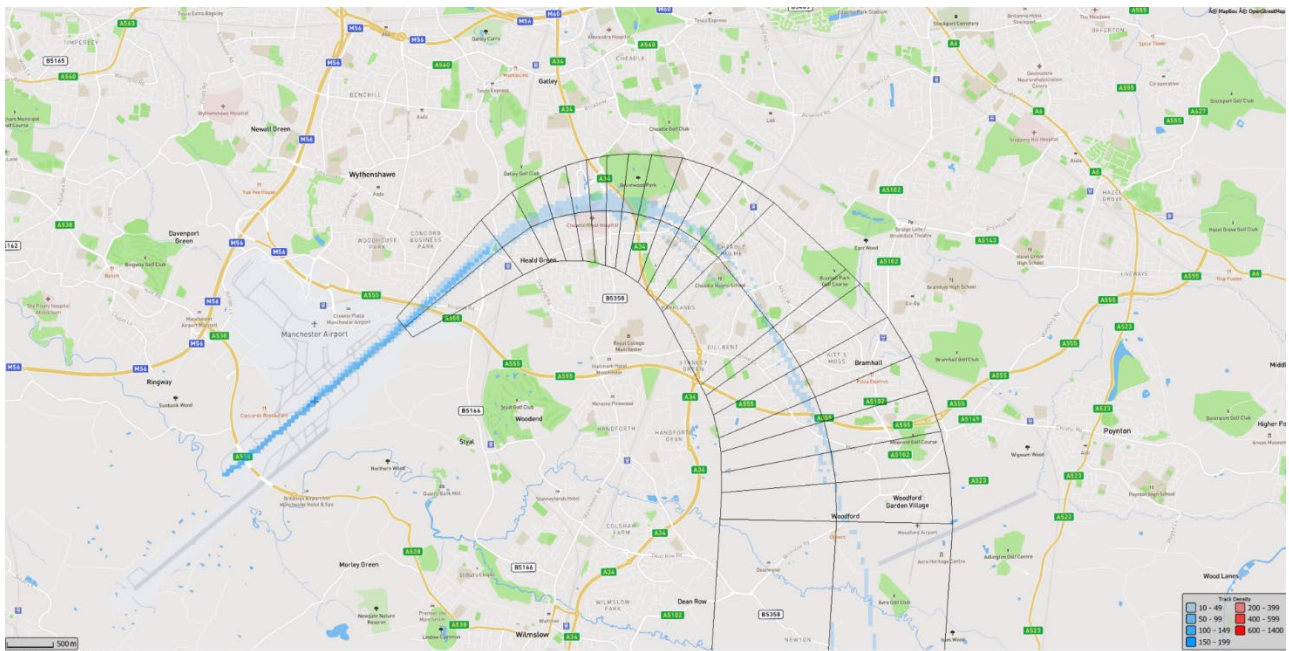
ASMM1S departures



DESIG1S departures



LISTO2S departures



Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

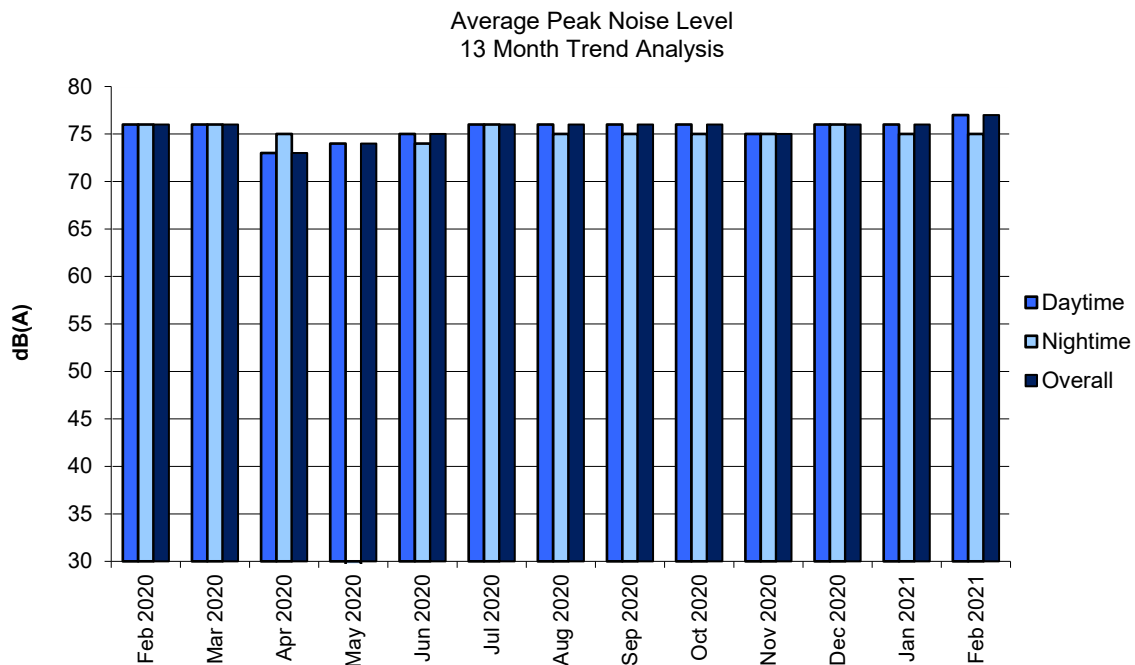
February 2021

Total Movements 1450

Movements Monitored 1450

Detection Rate (%) 100

Noise



	2021	2020
Daytime Average Peak Noise Level	77dB(A)	76
Nighttime Average Peak Noise Level	75dB(A)	76
Overall Average Peak Noise Level	77dB(A)	76
Daytime Noise Infringements	0	0
Night time Noise Infringements	0	3
Total Noise Infringements	0	3

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	234	492
Total MANTIS Correlated SIDs	205	441
Total Extreme Deviations	0	0
Total Overall Deviations	10	48
Percentage Deviation	4.9	9.8

Operator	Departures	Ext Deviations	Percentage
None	n/a	n/a	n/a

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
None	n/a	n/a	n/a	n/a

Community Complaints

Total Number of Complaints received during February 2021 6
One further complaint was received from an Ashley resident.

Total Number of Complainants during February 2021 6

Total Number of Complaints received during February 2020 59

Area	Noise	Total	Complainant	Complaint/ Complainant	Night Complaints
Bolton	1	1	1	1	0
Bowdon	1	1	1	1	0
Knutsford	2	2	2	1	1
Manchester	1	1	1	1	1
Withington	1	1	1	1	1
Total	6	6	6	1	3

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	0		234	
Monthly Total NSDs	0	0.0	1	0.4
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	534		844	
Quarterly Total NSDs	0	0.0	1	0.1
Quarterly Total Early Turns	0	0.0	0	0.0

Runway 23

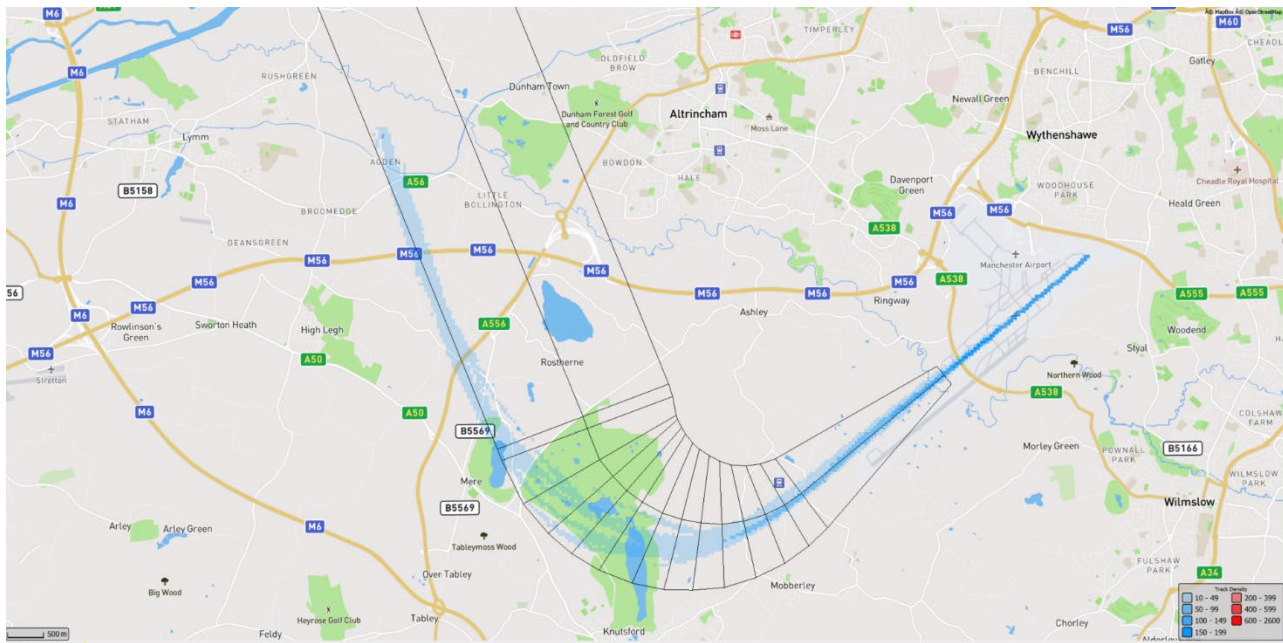
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6599		492	
Monthly Total NSDs	125	1.9	0	0.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	19750		2520	
Quarterly Total NSDs	258	1.3	13	0.5
Quarterly Total Early Turns	0	0.0	0	0.0

Overall

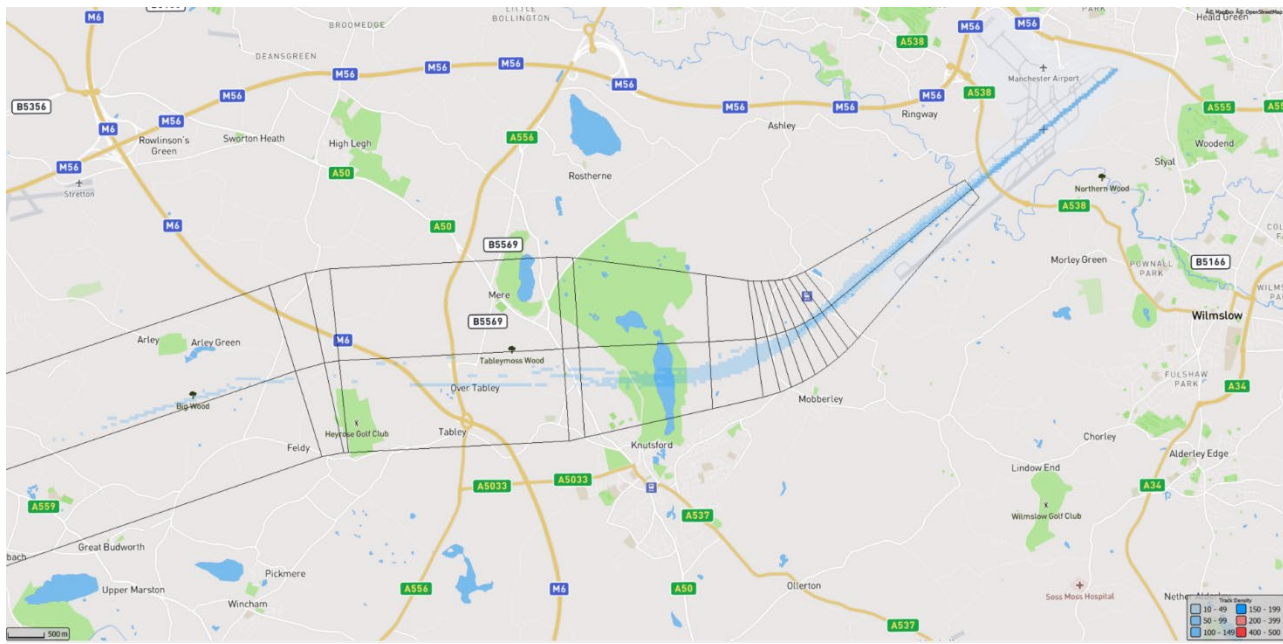
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6599		726	
Monthly Total NSDs	125	1.9	1	0.1
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	20284		3364	
Quarterly Total NSDs	258	1.3	14	0.4
Quarterly Total Early Turns	0	0.0	0	0.0

nb. direction of take-off greatly influences the figures in the above tables.

SONEX1R/POL5R departures

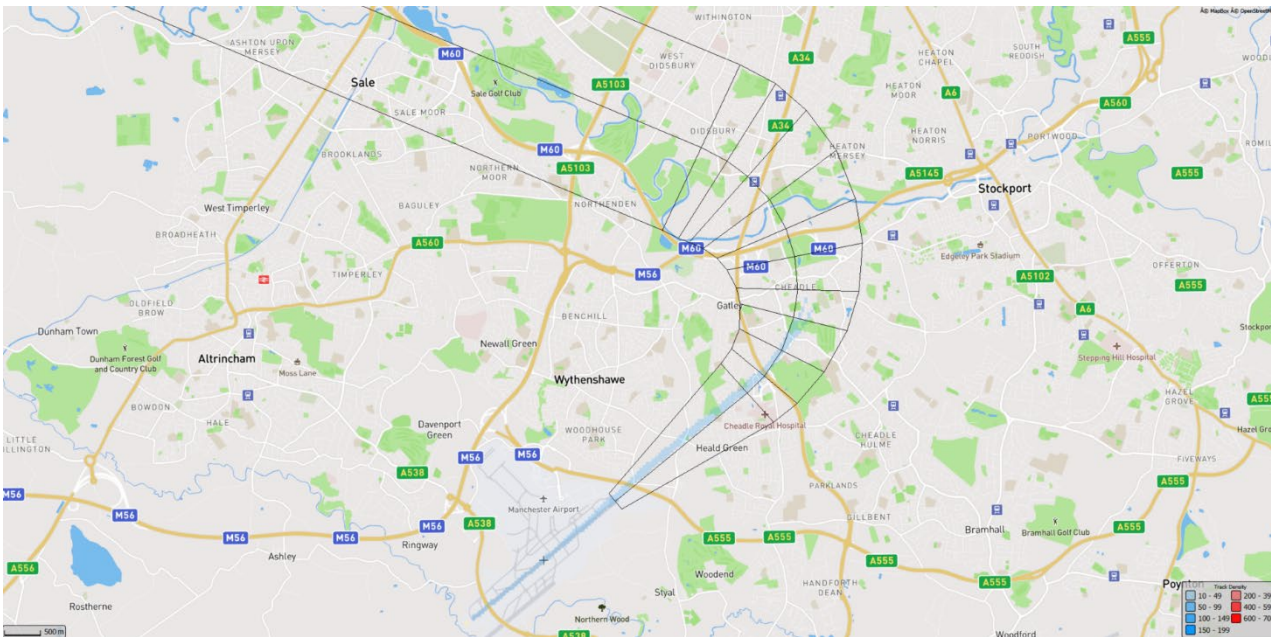


KUXEM1R/EKLAD1R departures

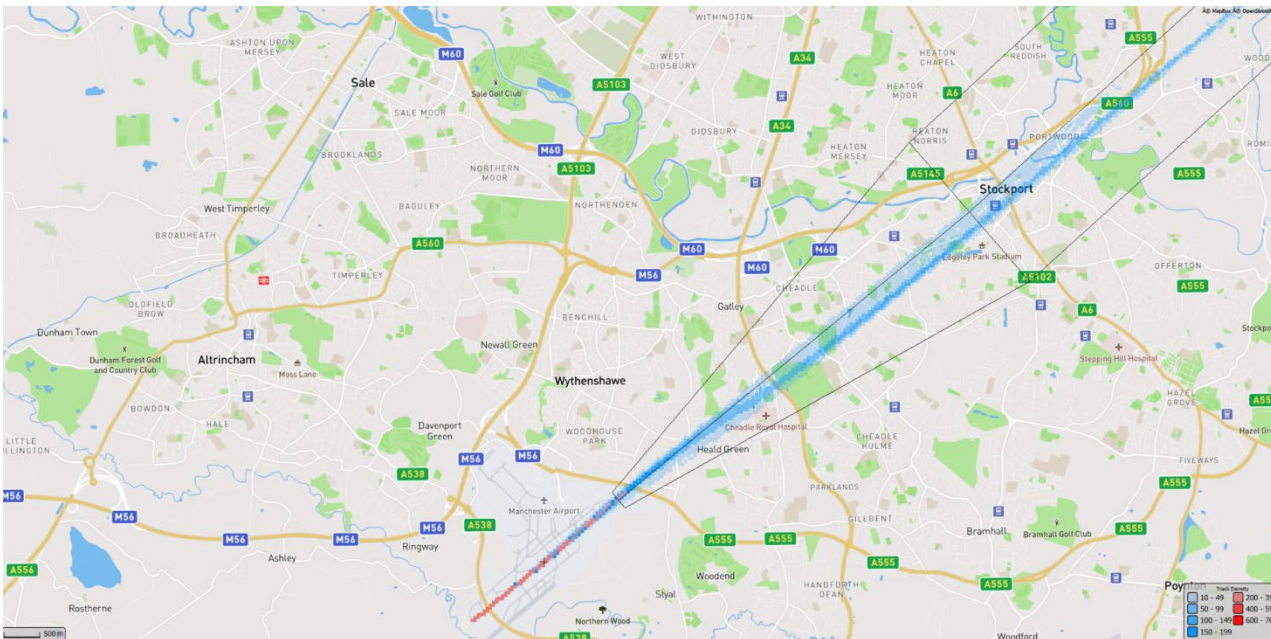


[illegible]

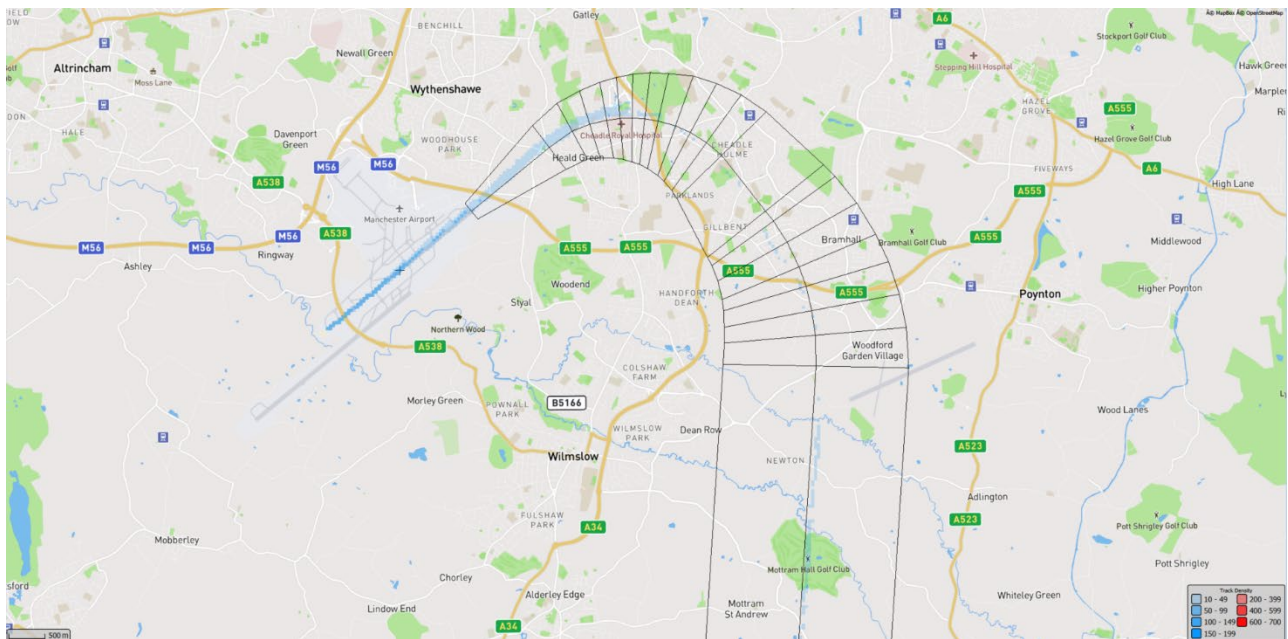
ASMM1S departures



DESIG1S departures



LISTO2S departures



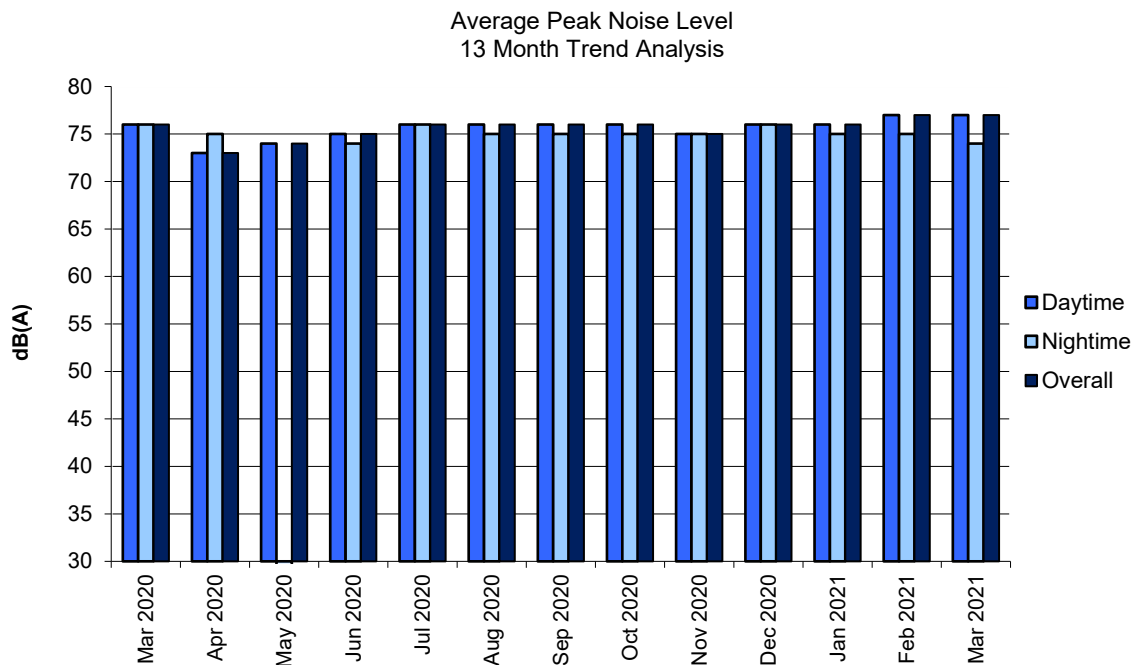
Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

March 2021

Total Movements	1824		
Movements Monitored	1815	Detection Rate (%)	100

Noise



	2021	2020
Daytime Average Peak Noise Level	77dB(A)	76dB(A)
Nighttime Average Peak Noise Level	74dB(A)	76dB(A)
Overall Average Peak Noise Level	77dB(A)	76dB(A)
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	0	1
Total Noise Infringements	0	1

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	139	771
Total MANTIS Correlated SIDs	125	591
Total Extreme Deviations	0	0
Total Overall Deviations	3	65
Percentage Deviation	2.4	11.0

Operator	Departures	Ext Deviations	Percentage
None	n/a	n/a	n/a

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
None	n/a	n/a	n/a	n/a

Community Complaints

Total Number of Complaints received during March 2021 2
 One further complaint was received from an Ashley resident.

Total Number of Complainants during March 2021 2

Total Number of Complaints received during March 2020 47

Area	Noise	Total	Complainant	Complaint/ Complainant	Night Complaints
Handforth	1	1	1	1	1
Tabley	1	1	1	1	0
Total	2	2	2	1	1

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	593		139	
Monthly Total NSDs	6	1.0	0	0.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	644		779	
Quarterly Total NSDs	6	0.9	1	0.1
Quarterly Total Early Turns	0	0.0	0	0.0

Runway 23

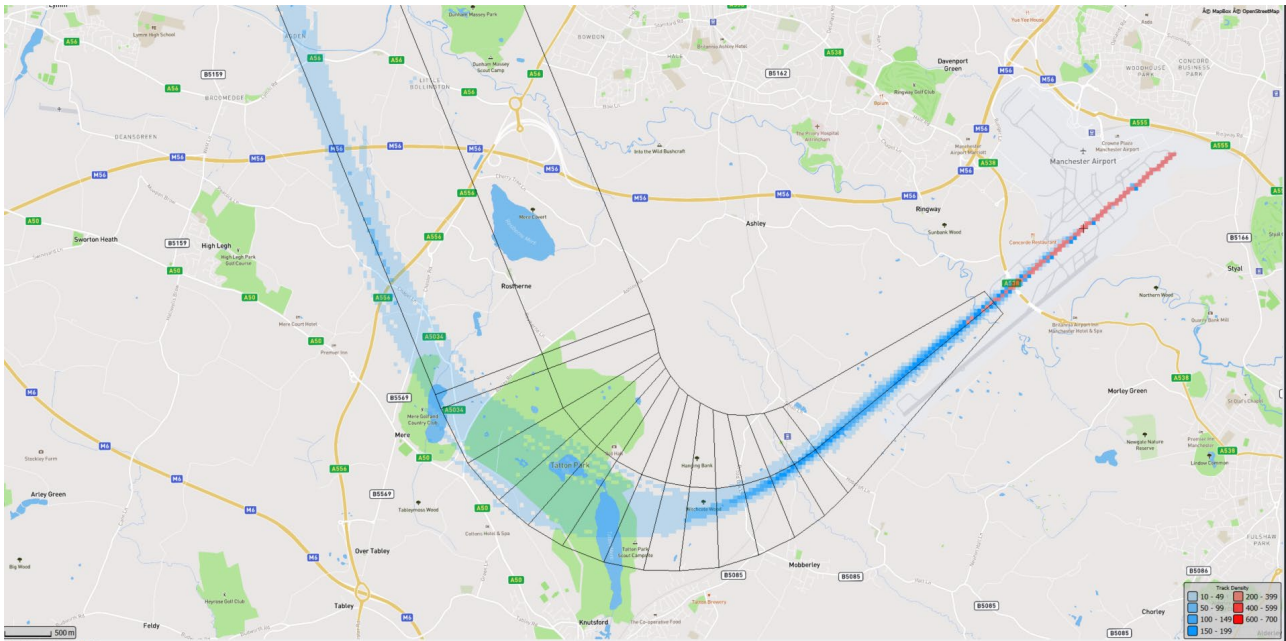
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	3632		771	
Monthly Total NSDs	35	1.0	2	0.3
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	16761		1926	
Quarterly Total NSDs	248	1.5	5	0.3
Quarterly Total Early Turns	0	0.0	0	0.0

Overall

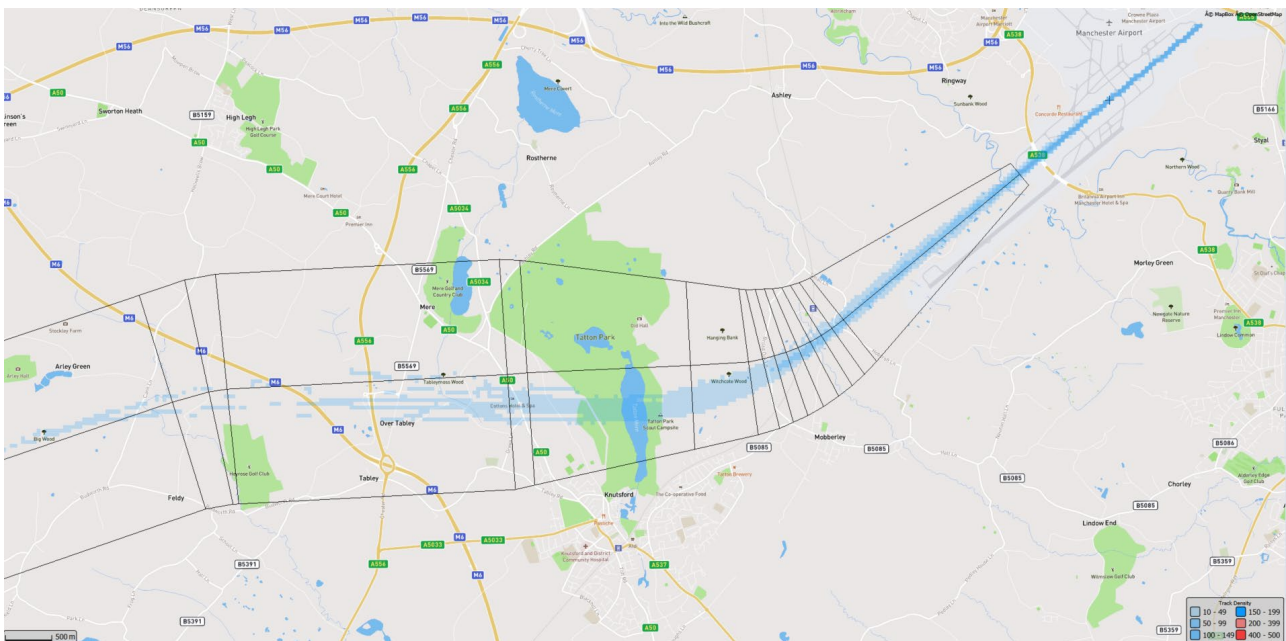
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	4225		910	
Monthly Total NSDs	41	1.0	2	0.2
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	17405		2705	
Quarterly Total NSDs	254	1.5	6	0.2
Quarterly Total Early Turns	0	0.0	0	0.0

nb. direction of take-off greatly influences the figures in the above tables.

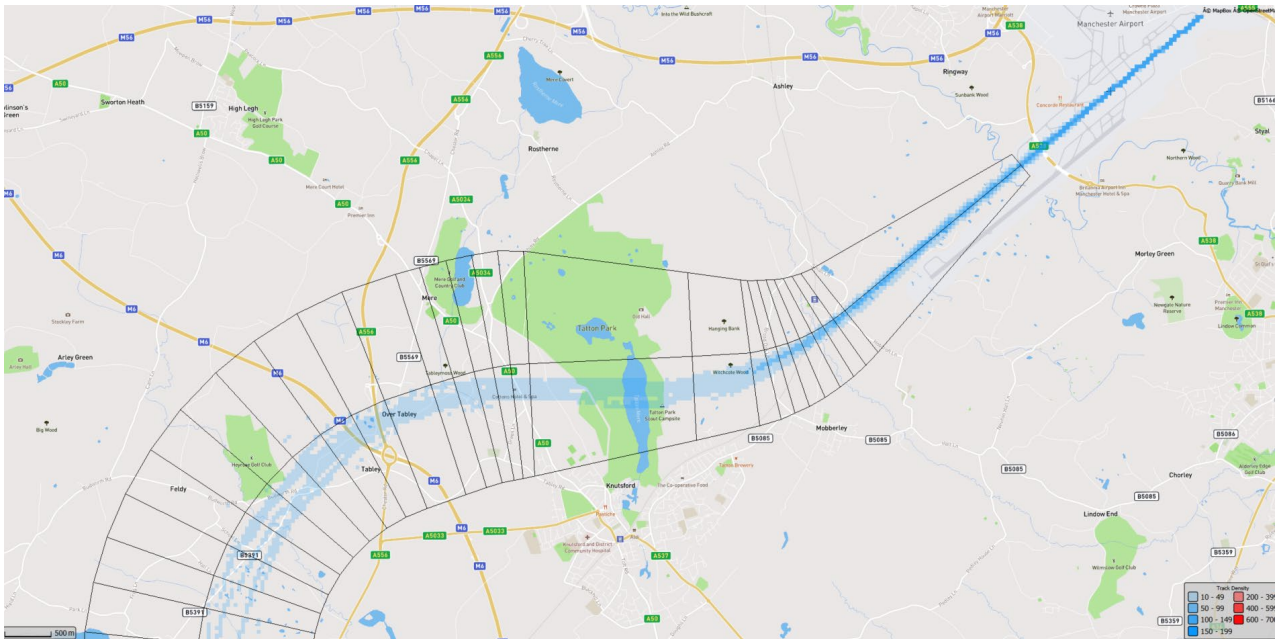
SONEX1R/POL5R departures



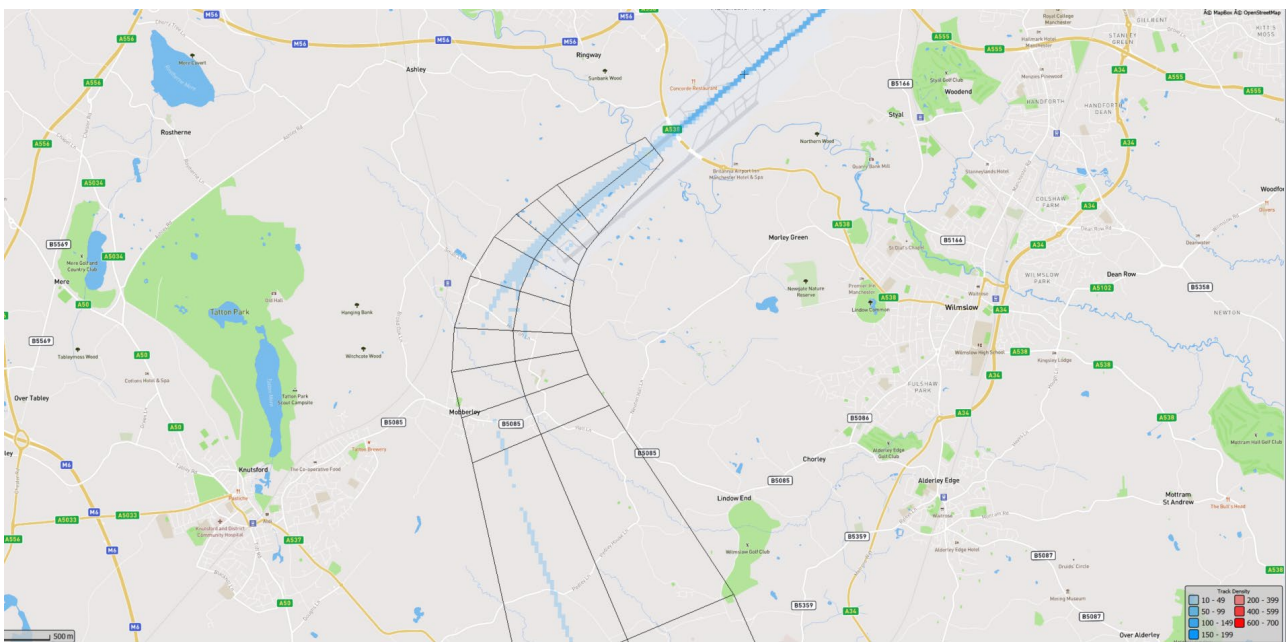
KUXEM1R/EKLAD1R departures



SANBA1R departures



LISTO2R departures



Insufficient easterly departures in March for track density.

CSR WORK STREAMS 2020/2021

MARCH 2021



OUTCOME & PROGRESS KEY											
	Activity taken place or ongoing				Activity could not be completed due to COVID-19				Secure future workforce pipeline		
									Support our future growth		
									Host neighbourhood events		
									Demonstration of economic contribution		
									On target		
									Behind target		
									Substantially behind target		

EDUCATION	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Total number of children benefiting	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible		Not possible	Not possible	Not possible	Not possible	Not possible	5,000		76
High Quality Key Stage 1 & 2 Activities	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible		Not possible	Not possible	Not possible	Not possible	Not possible	1,200		60
High Quality Key Stage 4 & 5 Activities	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	550		16
Work Experience	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	60		0
International culture project with Schools										Not possible	Not possible	Not possible	6		0

COLLEAGUES	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Contribute volunteer hours to Community													6,750		12,714
Number of volunteers													884		105
Volunteers as a % of colleagues													22%		2.6%
% of Volunteers that are shift-based													✓		47%
Host 'Bring Your Child to work Day'	Not possible												✓		0
Host volunteer roadshows										Not possible	Not possible	Not possible	5		0

EMPLOYMENT	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Attend & Support Jobs & Careers Fairs	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible					10		4
Training to young people with learning difficulties	Not possible	Not possible	Not possible	Not possible	Not possible								10		12
Jobs for young people with learning difficulties	Not possible	Not possible	Not possible	Not possible	Not possible								✓		4
Perons supported by Airport Academy	Not possible	Not possible	Not possible	Not possible	Not possible								✓		1,345
Airport Academy jobs	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible							500		41

COMMUNITY	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Outreach Mobile & Knutsford	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	15 & 35		0
Bi-Annual Cllr visits						Not possible						Not possible	8		0
Annual Council Clerks & Officers meeting											Not possible		1		0
No. of complaints													<1,200		213
Movements per complaint													>130		174
Response to complaints													97% <Five Working days		76%
Impact Study										Not completed	Not completed	Not completed	1 in Knutsford & Mobberley		0

ENTERPRISE & CULTURE	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Share benefits of M.A.G arts sponsorship	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	65 Organisations		0
Showcase community art in our business	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	3		0
Community Trust Fund Grants Awarded													>£100,000		£110,395
Social events for the community	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible		Not possible				Not possible	3		0

MANCHESTER AIRPORT

PERFORMANCE STATISTICS FOR 2020/21



January-21

	MONTH			FINANCIAL YEAR TO DATE			MOVING	
	LAST YEAR	THIS YEAR	% ACTUAL	LAST YEAR	THIS YEAR	% ACTUAL	ANNUAL	% CHANGE
	ACTUAL	ACTUAL	/LAST YEAR	ACTUAL	ACTUAL	/LAST YEAR	TOTAL	
AIRCRAFT MOVEMENTS								
DOMESTIC	2,286	350	-84.69	28,203	3,510	-87.55	6,913	-79.49
SCHED INT	9,682	1,249	-87.10	127,347	23,796	-81.31	39,683	-73.10
CHARTER	560	47	-91.61	10,515	1,452	-86.19	2,418	-79.39
PRIVATE/MISC	643	494	-23.17	8,090	5,157	-36.25	6,555	-31.33
TOTAL	13,171	2,140	-83.75	174,155	33,915	-80.53	55,569	-72.56
TERMINAL PASSENGERS								
DOMESTIC	161,762	18,786	-88.39	2,053,624	174,399	-91.51	406,972	-83.40
SCHED INT	1,487,534	102,406	-93.12	21,226,665	2,241,196	-89.44	4,535,837	-81.21
CHARTER	124,948	4,863	-96.11	2,211,993	232,364	-89.50	435,789	-82.29
PRIVATE/MISC	1,781	1,583	-11.12	15,213	18,242	19.91	10,050	-47.90
TOTAL	1,776,025	127,638	-92.81	25,507,495	2,666,201	-89.55	5,388,648	-81.65
TOTAL PASSENGERS (INCL. TRANSIT)								
TOTAL	1,779,821	127,722	-92.82	25,564,811	2,669,665	-89.56	5,400,268	-81.66
FREIGHT (INCL. MAIL) TONNES								
TOTAL	8,000	3,879	-51.51	93,530	31,490	-66.33	45,347	-59.09

MANCHESTER AIRPORT

MONTHLY TRAFFIC STATISTICS FOR 2020/21

February-21



	MONTH			FINANCIAL YEAR TO DATE			MOVING	
	LAST YEAR	THIS YEAR	% ACTUAL	LAST YEAR	THIS YEAR	% ACTUAL	ANNUAL	% CHANGE
	ACTUAL	ACTUAL	/LAST YEAR	ACTUAL	ACTUAL	/LAST YEAR	TOTAL	
AIRCRAFT MOVEMENTS								
DOMESTIC	2,367	272	-88.51	30,570	3,782	-87.63	4,818	-85.61
SCHED INT	9,543	537	-94.37	136,890	24,333	-82.22	30,677	-79.23
CHARTER	593	151	-74.54	11,108	1,603	-85.57	1,976	-83.19
PRIVATE/MISC	701	490	-30.10	8,791	5,647	-35.76	6,344	-33.76
TOTAL	13,204	1,450	-89.02	187,359	35,365	-81.12	43,815	-78.36
TERMINAL PASSENGERS								
DOMESTIC	166,977	17,229	-89.68	2,220,601	191,628	-91.37	254,870	-89.50
SCHED INT	1,484,644	59,437	-96.00	22,711,309	2,301,001	-89.87	3,113,158	-87.26
CHARTER	127,113	2,622	-97.94	2,339,106	234,986	-89.95	311,261	-87.40
PRIVATE/MISC	813	120	-85.24	16,026	17,994	12.28	9,220	-52.48
TOTAL	1,779,547	79,408	-95.54	27,287,042	2,745,609	-89.94	3,688,509	-87.43
TOTAL PASSENGERS (INCL. TRANSIT)								
TOTAL	1,785,432	79,436	-95.55	27,350,243	2,749,101	-89.95	3,694,272	-87.44
FREIGHT (INCL. MAIL) TONNES								
TOTAL	7,169	4,174	-41.78	100,699	35,664	-64.58	42,358	-61.54

MANCHESTER AIRPORT

MONTHLY TRAFFIC STATISTICS FOR 2020/21

March-21



	MONTH			FINANCIAL YEAR TO DATE			MOVING	
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	ANNUAL TOTAL	% CHANGE
AIRCRAFT MOVEMENTS								
DOMESTIC	1,036	315	-69.59	31,606	4,097	-87.04	4,097	-87.04
SCHED INT	6,344	710	-88.81	143,234	25,043	-82.52	25,043	-82.52
CHARTER	373	158	-57.64	11,481	1,761	-84.66	1,761	-84.66
PRIVATE/MISC	697	647	-7.17	9,488	6,295	-33.65	6,295	-33.65
TOTAL	8,450	1,830	-78.34	195,809	37,196	-81.00	37,196	-81.00
TERMINAL PASSENGERS								
DOMESTIC	68,069	20,816	-69.42	2,288,670	212,444	-90.72	212,444	-90.72
SCHED INT	805,725	70,126	-91.30	23,517,034	2,371,127	-89.92	2,371,127	-89.92
CHARTER	68,720	4,413	-93.58	2,407,826	239,399	-90.06	239,399	-90.06
PRIVATE/MISC	386	443	14.77	16,412	18,437	12.34	18,437	12.34
TOTAL	942,900	95,798	-89.84	28,229,942	2,841,407	-89.93	2,841,407	-89.93
TOTAL PASSENGERS (INCL. TRANSIT)								
TOTAL	945,171	95,813	-89.86	28,295,414	2,844,918	-89.95	2,844,918	-89.95
FREIGHT (INCL. MAIL) TONNES								
TOTAL	6,687	4,046	-39.49	107,386	39,710	-63.02	39,710	-63.02



Annual report of the Trustees 2020/2021

The Manchester Airport Community Trust Fund is now in its 24th year. The Trust benefits an area of approximately 10 miles from the Airport. Six Trustees are drawn from the Manchester Airport Consultative Committee to represent the City/Borough Council areas within the boundary:

- | | |
|--|---------------------|
| • Cheshire East Borough Council. | Cllr Don Stockton |
| • Cheshire West & Chester Borough Council. | Cllr Sam Naylor |
| • Manchester City Council. | Cllr Paul Andrews |
| • Stockport Metropolitan Borough Council. | Cllr John Taylor |
| • Tameside Metropolitan Borough Council. | Cllr Bill Fairfoull |
| • Trafford Metropolitan Borough Council. | Cllr Chris Boyes |

The seventh Trustee represents Manchester Airports Group.

Mr John Twigg *
or Mrs Wendy Sinfield *
*resigned as Trustee during FY
Mr Robert Pattison



Willow Wood Hospice – Hyde awarded £3,000 to support changes to counselling sessions during the Pandemic.

In 2020/2021 63 grants have been awarded, amounting to £110,394.69.

Grants Awarded by Area (£'s)

Cheshire East	£20,351.40
Cheshire West	£2,500.00
Trafford	£14,180.67
Manchester	£21,509.00
Stockport	£35,579.56
Tameside	£16,274.06
	£110,394.69

The Community Trust Fund accounts are externally audited and can be found on the Charity Commission website (www.charitycommission.gov.uk) and the relevant pages are linked from:

www.manchesterairport.co.uk/CommunityTrustFund

COVID Response

We know that community groups large and small have been challenged during the current COVID-19 Pandemic and that the past 12 months have been extremely difficult, in many cases halting or delaying many charitable and community initiatives. The Trustees at Manchester Airport Community Trust Fund would like to assure groups that our first priority is to continue to support people and communities through our funding in the best way we can. Demands for funding have been more acute than ever during the Pandemic, we are proud that the Trust is continuing to enable vital support for our neighbouring communities. The Trustees have honed their IT skills and responded by bringing their quarterly meetings on-line to ensure that the fund remains accessible, and grant applications continue to be reviewed and awarded.

The Community Trust Fund is accessible through a web link where groups can find out information and upload their applications:



↑ Rob Pattison delivering frozen food donations to the Tree of Life

www.manchesterairport.co.uk/CommunityTrustFund

Where the money comes from:

The Community Trust Fund's income is an annual £100,000 donation from Manchester Airports Group and noise fines imposed on the airlines of departing aircraft that breach noise levels.

In total £12,472 was raised through noise penalties and each year Manchester Airports Groups contributes a further £100,000. All Air Transport Movements related to Manchester Airport are monitored by the Manchester Airport Noise and Track Information System (MANTIS). The noise, path and compliance are measured, and penalties are levied, regardless of whether complaints are made. A public portal to MANTIS is provided to allow people to investigate their own complaints, and find out how much noise was made by an individual departure:

www.manchesterairport.co.uk/WebTrak

The Community Trust Fund accounts are externally audited and can be found on the Charity Commission website (www.charitycommission.gov.uk) and the relevant pages are linked from:

How has the money been spent?

The Trustees met in April, May and October 2020 and January 2021 to consider applications made.

How has the money been distributed?

Below is a list of the grants made in 2020/2021 by City/Borough Council:

Trafford	
Friends of Longford Park	£2,700
Radio Wishing Well	£3,000
Trafford Veterans	£1,500
Old Trafford Amateur Gardeners Society	£1,968
Pickering Lodge Allotment Association	£2,200
Altrincham Sale and Stretford Sea Cadets	£1,500
Gorse Hill Studios	£1,313
	£14,181

Stockport	
3rd Offerton Scout Group	£2,000
Cheadle Hulme Ladybridge CC	£1,800
We Grow	£1,937
Friends of Rosehill Station	£2,802
STOMP	£1,500
The Cherry Tree Project	£1,149
Arty Kind (Stockport Advacy Ltd)	£500
Stockport Car Scheme	£900
Smart Works Greater Manchester	£3,000
Stockport Wheelchair Races	£2,597
Heaton Mersey Lacrosse Society	£2,400
Werneth Concert Band	£800
Stockport Volleyball	£2,500
Friends of Cromwell Avenue Park	£1,100
Stockport Schools FC Stockport SFA (Club, Society and Charity)	£1,500
Craig Road Residents Group	£700
Independent Options North West	£1,000
Agricultural and Rural Centre	£535
Make a Space	£270
Stockport Garrick Theatre	£2,950
Offerton Cricket Club	£2,640
Active Communities Experiences Ltd	£1,000
	£35,580

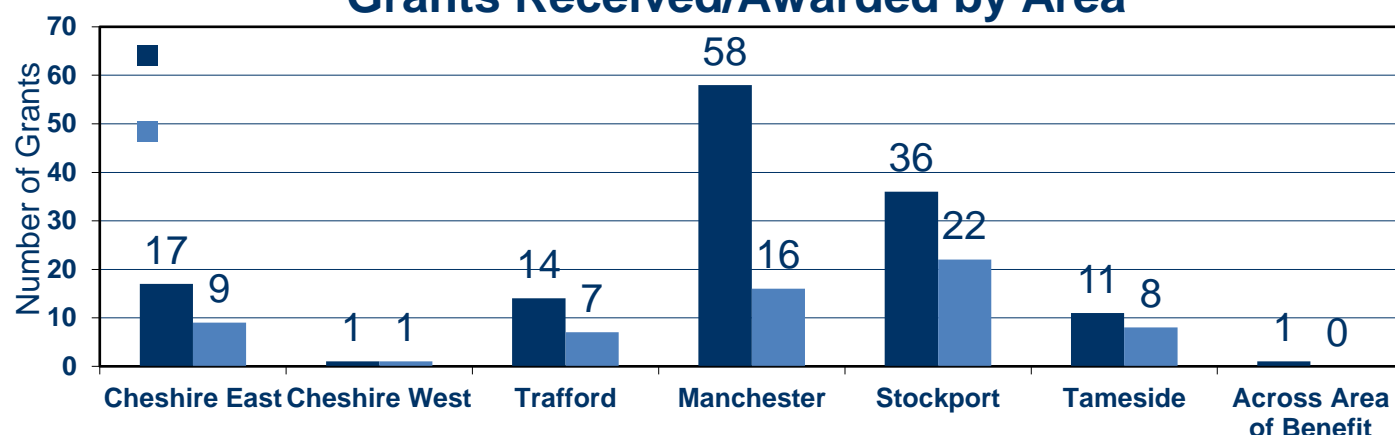
Cheshire West	
Hope House Childrens Hospice	£2,500
	£2,500

Manchester	
Wythenshawe AFC	£1,149
Barnados Wythenshawe Centre	£2,000
The Church of England Wythenshawe	£2,000
Wythenshawe Goodneighbours	£500
Gorton Visual Arts	£500
Benchill Community Centre	£1,220
Ladybarn Community Hub	£500
Didsbury Goodneighbours	£1,200
Manchester South District Scouting Council	£1,250
4th Newall Green Rainbows	£1,500
On top of the world 11360	£350
Ryder Brow Community Allotment Society	£3,000
Fianna Phadraig Pipe Band	£990
Manchester Basketball Club	£400
306th Manchester Scouts	£2,295
Stretford Cricket Club	£2,655
	£21,509

Tameside	
Willowood Hospice	£3,000
Denton Town Football Club	£1,800
Mottram Cricket Club	£2,824
West End Boys Club	£668
Haughton Green Junior FC	£1,812
Flowery Field Cricket Club	£1,850
Denton St Lawrence Cricket Club	£1,800
Denton Park Social Bowling Club	£2,520
	£16,274

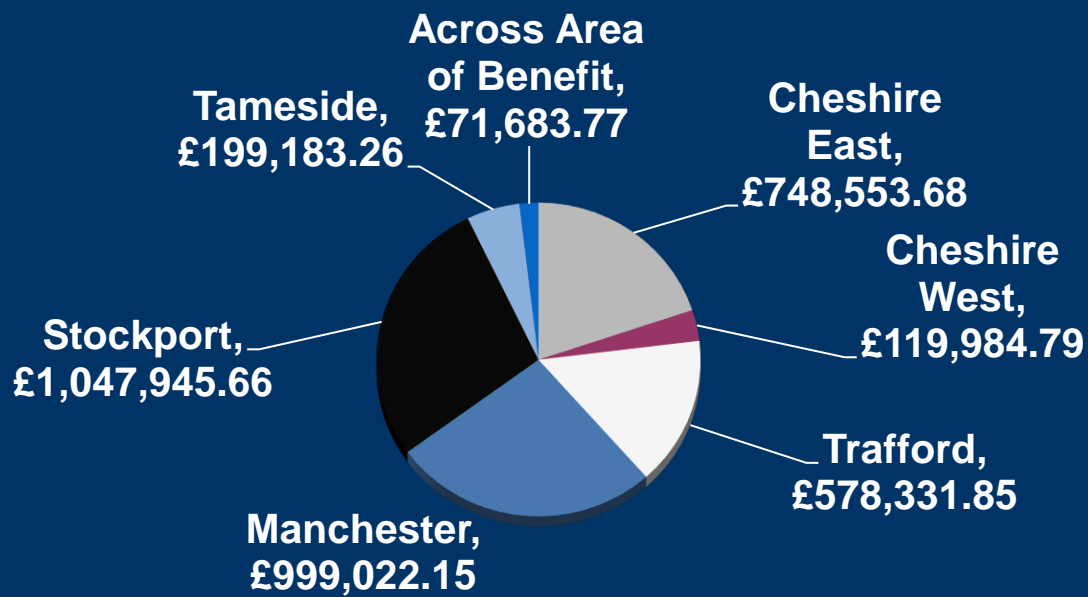
Cheshire East	
Cliff Road Allotments	£1,678
Wilmslow Lacrose	£2,800
Wilmslow Bowling Club	£3,000
Rotary Club	£1,500
Cranford Bowling	£3,000
Styal Tennis Club	£2,846
Ashley Cricket Club	£3,000
The Open Arms Youth Project	£950
The George Mallory Foundation	£1,577
	£20,351

Grants Received/Awarded by Area



In summary

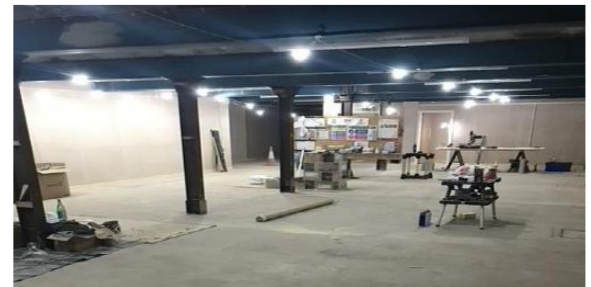
The Community Trust Fund remains a popular resource in the Airport's wider community. Since its inception in 1997 over £3.7Million has been awarded to 1,646 projects.



← Fianna Phadraig Pipe Band awarded £990 for Bag Pipe Bags

→ Stockport Garrick Theatre awarded £2950 for ventilation

→ Hope House Childrens Hospice awarded £2,500 towards a cuddle bed



If you would like to apply to the Community Trust Fund visit:
www.manchesterairport.co.uk/CommunityTrustFund

Or for further information please contact:

 : The Administrator, Community Trust Fund, Manchester Airport, M90 1QX.
Tel: 0161 489 5281

e-mail: trust.fund@manairport.co.uk

 : **@MAComRels**

