



East Midlands Airport Consultative Committee (EMACC) Transport, Economic Development and Passenger Service Sub-Committee (TEP) Meeting



Date: Thursday 12th March 2026



Time: 15:00 – 17:00



Location: Microsoft Teams (Virtual)



EAST MIDLANDS AIRPORT
CONSULTATIVE
COMMITTEE

Agenda:

| Timing | Agenda Item | Lead | Resources (paper, presentation etc) |
|------------|--|-----------------------------------|--|
| 5 minutes | 1. Attending and apologies: | Chair | |
| 5 minutes | 2. Declaration of Interests: | Chair | |
| 5 minutes | 3. Minutes of the Last Meeting: a. 7 th November 2025 Minutes b. Matters Arising | Chair | Draft Minutes |
| 5 minutes | 4. An Update by the Chair: | Chair | |
| 30 minutes | 5. Airport Performance Report (standing item): | Mike Grimes | Report |
| 10 minutes | 6. Transport Report (standing item): | Pam McGuinness/ Miles Pattison | Paper |
| 15 minutes | 7. Customer Insight Report (standing item) – to include section on social media channels: | Louise Hughes/ Amira Abuteir | Presentation |
| 10 minutes | 8. Education and Skills Report (standing item): | Joanna Jackson | Paper |
| 25 minutes | 9. Local Road Infrastructure update: | Pam McGuinness / Jon Bottomley | Presentation |
| 5 minutes | 10. AOB: Future Planned or Proposed Items: | Chair | |
| 5 minutes | 11. Future Meeting Dates: Friday 19 th June 2026 | Chair | |

1. Attending and Apologies:

Attending:

| Title/ Organisation | Name | Initial |
|--|--------------------|---------|
| East Midlands Airport Consultative Committee (EMACC) Independent Chair | Guido Liguori | Chair |
| Independent Secretariat | Carol Pull | CP |
| Derby City Council | Cllr Martin Rawson | MR |
| South Derbyshire District Council | Cllr Steve Taylor | ST |
| East Midlands Chamber of Commerce | Ian Evley | IE |
| EMA Accessibility Forum | Christiane Link | CL |
| Kings Newton Residents Association | Dr Chris Tyler | CT |
| Leicestershire and Rutland Association of Local Councils | Cllr Angus Sowter | AS |
| EMA Community Engagement Manager | Colleen Hempson | CH |
| MAG Head of Customer Communications | Louise Hughes | LH |
| MAG Planning Services Director | Jon Bottomley | JB |
| EMA Head of Resource, Planning & Landside Operations | Andrew Christian | AC |
| MAG Surface Access Strategy Manager | Pamela McGuinness | PM |
| EMA Head of Security | Tony Jackson | TJ |
| EMA Social Media Lead | Ameira Abuteir | AA |
| EMA Education Manager | Joanna Wood | JW |
| EMA Airport Academy Coordinator | Amy Jackson | AJ |

Apologies:

| Title/ Organisation | Name | |
|--|------------------|--|
| Job Centre Plus | Joanne Alton | |
| North West Leicestershire District Council | Cllr Ray Sutton | |
| Derbyshire County Council | Cllr Martyn Ford | |

Absences:

| Title/ Organisation | Name | |
|---------------------|----------------|--|
| Nottingham College | Robin Atherlay | |

2. Declaration of Interests:

Standing declaration of interest with Cllr Stephen Taylor regarding Freeport.

3. Minutes of the Last Meeting:

a. 7th November 2025 Minutes:

The minutes of the meeting of the TEP Committee held on the 7th of November 2025 are approved as an accurate record.

b. Matters Arising:

There were no actions from the previous meeting.

4. An Update by the Chair:

The Chair continues to attend regular DfT and CAA catch up meetings along with workshops and events relevant to the work of the committee.

The Chair will give his complete update at the EMACC General meeting on Friday 17th of April 2026.

5. Airport Performance Report (standing item):

The report has been circulated and taken as read.

TJ and AC took members through highlights of the presentation.

EMA Management Structure:

Will Harrison has been appointed interim Finance Director to cover maternity leave. Tony Jackson moves into the role of acting Head of Security to cover Jess Hosier's maternity leave. The Head of Airfield Operations position is vacant pending an announcement.

Passenger Numbers:

These are slightly up on the previous year and are currently as expected.

Net Promoter Scores – Terminal and Landside:

Both are performing well.

Customer Journey Scores for Terminal and Landside:

Scores are high across all areas.

Food and beverage area scores were lower as expected given the ongoing works in this area.

Car park improvement works at short stay and meet and greet have now been completed and the new parking meet and greet self-service kiosks and lockers are scheduled to go live in early April 2026.

Landside Net Promoter Score:

Currently performing strongly and above target. AC noted that, historically, NPS levels have declined during the winter period, however, early indications from 2025–2026 suggest scores have improved.

Car Park Performance update:

Taken as read.

Customer Service update:

Record breaking scores continue despite ongoing works during the winter months. The new quiet room and upgraded retail facilities will be ready for the April peak period.

Assisted Travel update:

A 7th consecutive “very good” rating is expected. The department is on track to assist 120,000 customers this year.

CL added that the group continues to be productive. Any suggestions given to the airport by the group are delivered which is the reason why scores remain consistently high. The group recently met with the Commercial Director to discuss improvements to the restaurant offerings.

Security Queue Performance:

Performance remains strong with 99.69% passing security in 15 minutes or less.

Average queue time was 4 minutes and 55 seconds during the winter period including the busy half term period.

Future Security Update:

The project is due to be fully completed at the end of March 2026.

This will be final time that this item will appear on the Airport Performance Report standing item

On time performance:

Performance remains stronger than the previous year at 79.8% with the first wave at 91.3%.

Item 5. Questions & Answers:

CT re-raised a question around the lack of signage for early bag drop off and asked if anything has been done to improve this. AC will follow up on this query and provide an update at the next meeting.

The Chair queried the “develop new customer facing operating system features” point on the assisted travel slide. AC believed this was in relation to the trans report system, however he will check and reply to the Chair.

The Chair asked how customers are reacting to the new security process. TJ advised most of the feedback has been great with complaints reducing considerably year on year. He believes passengers are awaiting the removal of the 100ml maximum hand luggage liquid limitations. The airport is dependent on suppliers. Feedback on the new area is positive which is reflected in NPS.

The Chair asked if recent changes to some entry requirements has caused any issues. TJ wasn't aware of any issues. He will ask the question and report any findings at the next meeting.

MR asked if the reported measures, particularly baggage, are adopted from national standards or are airport specific. TJ explained that many operational targets are MAG based targets but are also benchmarked against other airports to ensure service standards for customers remain competitive. The Chair will share a paper from a previous meeting with MR which will help provide background on scores.

Actions

5.1 AC to provide an update on signage around early bag drop off at the next TEP meeting

5.2 AC to update the Chair by email on what “to develop new customer-facing OPS features” means by the 27th of April 2026

5.3 TJ to update by the next TEP on whether any issues have arisen relating to the new UK entry requirements for English nationals with dual citizenship, or those with the right to work, study or live in the UK.

6. Transport Report (standing item):

The report was circulated and taken as read.

Item 6. Questions & Answers:

The Chair highlighted the scoping report discussed in point 2 in the report and asked if the scope could include the issue around East Midlands Parkway and the viability of that to the airport given its importance. PM agreed to include this in the scope.

Actions

6.1 PM to include viability of links to East Midlands Parkway in the next report to TEP

7. Customer Insight Report (standing item) – to include section on social media channels:

The paper has been circulated and taken as read.

LH and AA took members through highlights of the presentation.

Customer complaints are at an all-time low at 4 complaints per 10,000 customers.

The presentation gave details of each of the social media channels used by the airport and a brief overview of the activity and type of followers and content posted on each channel.

CH and LH shared feedback from local residents on the airport’s social media presence and gave credit to AA for all her hard work.

Item 7. Questions & Answers:

The Chair asked if the airport has considered using the Blue Sky platform. AA responded that this will be used if there looks to be a need for it.

MR asked if there is a social media outlet that fits the existing airport user demographic and could be used to target messages to them, or whether more traditional communication methods are more effective for that audience. AA advised that Facebook is where the largest audience is therefore used for more targeted messaging. LH added that the airport is reviewing how it communicates with customers across all channels. As airlines hold passenger data rather than the airport, direct communication with travellers is currently limited and therefore relies heavily on social media. The airport is exploring ways to convert “unknown” customers into “known” customers, for example through app registrations, enabling proactive communication such as push notifications to passengers travelling to the airport, particularly during disruption.

8. Education and Skills Report (standing item):

The paper has been circulated and taken as read.

JW and AJ took members through the highlights of the report.

From October 2025 to February 2026, approximately 2,300 local students have been supported with almost 400 visiting the Aerozone with the autumn term bringing many visits from A-level students.

The team continue to work closely with their partner Nottingham College.

JW attended the Graduate and Apprentice Engineer Show in Derby and various airport colleagues have been visiting local schools and colleges to talk to students.

The team are preparing for the upcoming East Midlands Airport Aviation Careers Festival, which is taking place at the end of March. Around 500 students and over 20 exhibitors are expected to attend the careers fair. This follows similar events held at Manchester and Stansted.

Between October 2025 and February 2026, the Airport Academy supported 719 individuals. During this period, 103 candidates completed the Airport Academy course, with 53 going on to secure employment on site. This brings the current employment conversion rate to 48%.

The team have taken part in 24 engagement visits and many jobs fairs and are excited to be participating in the Burton Pirelli Stadium Jobs Fair in March.

G4S has chosen the Academy as its sole recruitment pipeline, highlighting the trust placed in their training and selection processes.

Item 8. Questions & Answers:

CT asked if the Aerozone education centre has mostly repeat visits or if other organisations are approached. JW explained there is a growing database of local schools and colleges. The database is contacted each year when bookings open and visitors come from this. The team try to ensure a range of different schools have the opportunity to attend each year. She noted that the airport receives a varied range of invitations from schools and colleges to support activities such as careers fairs and mock interviews. Many opportunities come from colleagues who have been contacted about volunteering or who have personal connections to particular schools.

CL asked if the airport is still in touch with the local deaf community, particularly in the Derby area around careers, and stated that it is important for the airport to continue to be proactive with this community. AA responded that a BSL interpreter previously attended an airport jobs fair. The team will look into ensuring this communication continues and will look into booking one for the upcoming EMA Aviation Careers Festival.

ST asked if there is ever reluctance from jobseekers around potential transport issues getting to and from the airport. AJ advised that although there is the occasional concern, the airport is well served by the 24-hour Skylink bus.

MR thanked the airport for their presentation and said how encouraging it is to hear of all the activity taking place.

9. Local Road Infrastructure update:

The report has been circulated and taken as read.

The item was taken as read, however, the Chair requested that further detail be recorded in the minutes due to member interest.

JB gave the following overview of his report. He highlighted that, as information and the traffic data on the Freeport development area south of the airport will shortly be available in the public domain, this has not been included in the report.

Strategic Road Network (SRN)

The SRN surrounding the airport, managed by National Highways, includes the M1, A453 trunk road, A50 and A42.

The area is a key part of the national network and can experience pressure due to traffic volumes and incidents, particularly on the M1.

Future investment through National Highways' 2026–2031 Route Investment Strategy is expected to focus primarily on maintenance rather than major new infrastructure.

Midlands Connect is developing business cases for potential regional improvements, including the A50 and M1 around Junction 24.

Local Road Network (LRN)

The LRN is managed by local highway authorities, primarily Leicestershire County Council, with neighbouring networks managed by Derbyshire and Nottinghamshire County Councils.

Key local routes include the A453 (Ashby Road).

Recent improvements, including the Kegworth Bypass and Castle Donington Relief Road, have largely been funded through developer contributions linked to major developments.

Internal Airport Road Network

Roads within the airport site are privately owned, operated and maintained by the airport.

Road Strategy

National and local road networks operate under separate strategies.

National Highways sets five-year route investment strategies, while local highway authorities produce Local Transport Plans outlining transport priorities and infrastructure needs.

Highway Modelling, Network Performance and Future Developments

Highway modelling is used to assess traffic flows and the impact of development proposals.

Leicestershire County Council's Pan-Regional Transport Model (PRTM) covers Leicestershire, Nottinghamshire and Derbyshire and is used to assess major developments, including the East Midlands Gateway Freeport proposal currently under examination.

Further potential improvements under consideration include works at M1 Junction 24, upgrades along the A50, and local improvements around Junction 23 and the A453 (Ashby Road).

JB noted that detailed information on traffic flows and network circulation had not been presented, as this would likely require a more in-depth discussion at a future meeting with specialist input.

JB ended by highlighting potential future improvements across both the SRN and LRN, including possible upgrades at M1 Junction 24, improvements along the A50 (including junction grade separation), and local works around Junction 23 and the A453.

Item 9. Questions & Answers:

None

Action

Action 9.1: Discuss bringing a future agenda item of a deep dive on road network data and how the network operates at the next agenda setting meeting.

10. AOB, Future planned or proposed items:

The Chair encouraged members to bring suggestions for future agenda items to the Chair before the next agenda setting meeting on the 27th of April.

11. Future Meeting Dates:

Friday 19th of June at 10am.

Action Log:

Action 5.1: AC to provide an update on signage around early bag drop off at the next TEP meeting

Action 5.2: AC to update the Chair by email on what “to develop new customer-facing OPS features” means by the 27th of April 2026

Action 5.3: TJ to update by the next TEP on whether any issues have arisen relating to the new UK entry requirements for English nationals with dual citizenship, or those with the right to work, study or live in the UK.

Action 6.1: PM to include viability of links to East Midlands Parkway in the next report to TEP

Action 9.1: Discuss bringing a future agenda item of a deep dive on road network data and how the network operates at the next agenda setting meeting.

The meeting closed at 4.31pm.