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

📅 Date: Friday 20th June 2025

🕐 Time: 10:00 – 12:00

🏢 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. 21st March 2025 Minutes b. Matters Arising	Chair	Draft Minutes
5 minutes	4. An Update by the Chair:	Chair	
15 minutes	5. Airport Performance Report (standing item)	Mike Grimes	Report
15 minutes	6. Transport Report (standing item) – to include car parking:	Pam McGuinness/ Jon Bottomley	Paper
10 minutes	7. ASQ Update to include list of airports signed up:	Mike Grimes	Presentation
15 minutes	8. Customer Insight Report (standing item):	Louise Hughes	Presentation
15 minutes	9. Education and Skills Report (standing item):	Joanna Jackson	Paper
15 minutes	10. Diversity, Equality and Inclusion:	Alicia McDonnell	
5 minutes	11. AOB: Future Planned or Proposed Items:	Chair	
5 minutes	12. Future Meeting Dates: Friday 7th November 2025	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
North West Leicestershire District Council	Cllr Ray Sutton	RS
Derbyshire County Council	Cllr Martyn Ford	MF
Kings Newton Residents Association	Dr Chris Tyler	CT
EMA Accessibility Forum	Christiane Link	CL
East Midlands Chamber of Commerce	Ian Evley	IE
Leicestershire and Rutland Association of Local Councils	Cllr Angus Sowter	AS
EMA Community Engagement Manager	Colleen Hempson	CH
MAG Planning Services Director	Jon Bottomley	JB
EMA Airport Academy Coordinator	Louise Shires	LS
MAG Customer Feedback Manager	Bilal Mehmood	BM
EMA Head of Security	Jessica Hosier	JH
Head of Resource, Planning & Landside Operations	Andrew Christian	AC
Group Head of Equity, Diversity and Inclusion	Alicia McDonnell	AM

Apologies:

Title/ Organisation	Name	Initial
Nottingham College	Robin Atherlay	RA
South Derbyshire District Council	Cllr Steve Taylor	ST
EMA Customer Service and Planning Director	Mike Grimes	MG

Absences:

Title/ Organisation	Name	Initial
CPRE Derbyshire	John Ydlibi	JY
Loughborough University and Elected Vice Chair	Dr Andrew Timmis	AT
Erewash Borough Council	Harrison Broadhurst	HB

2. Declaration of Interests:

Standing declaration of interest with Cllr Stephen Taylor regarding Freeport.

3. Minutes of the Last Meeting:

a. 21ST March 2025 Minutes:

RS highlighted a spelling error on the document. Following this amendment, the minutes of the meeting of the TEP Committee held on 8th November 2024 are approved as an accurate record.

b. Matters Arising:

Item 6.1 is included in today's agenda at item 6.

Item 8.1 included in today's agenda at item 7.

Item 8.2 is deferred until the next TEP meeting on 7th November 2025.

Item 12.1 is closed. External Engineers are working on some options, all of which will be taken to the next Airport Accessibility Forum for review by members.

Actions from previous meetings:

The airport employment survey results to be presented at the November TEP 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 4th of July 2025.

5. Airport Performance Report:

The paper has been circulated and taken as read.

JH, AC and BM took members through the presentation.

EMA Management Structure:

There are no changes to the management structure from the last TEP meeting. Some amendments that will appear in the structure at the November meeting include the departure of Simon Hinchley, Ops Director who has left the business, and Chris Lane who is due to leave.

Passenger Numbers:

May passenger numbers were up on the previous year to 447,000.

Net Promoter Scores – Terminal and Landside:

Terminal and Landside NPS scores from March until May 2025 are above target in all areas. There have been significant improvements in previously highlighted areas.

Each month since last summer has shown higher NPS scores compared to the same month in the previous year. April 2025 saw the highest recorded Landside NPS score which is very positive. Positive feedback is being received following the recent improvements made.

Landside Net Promoter Score:

Barrierless technology is now operational which has reduced traffic build up across the site and there have been fewer safety occurrences.

The airport has recently updated the abandoned vehicle process to safely remove them from site with funds raised going to the East Midlands Community Fund.

The digital bus display scheme project has recently commenced and should be completed within the next 7-8 weeks.

Car Park Performance update:

Not discussed.

Customer Service update:

There has been a strong start for summer 2025 scores. Improvement works throughout the terminal and landside areas temporarily impacted customer scores earlier in 2025. Now that major refurbishments on toilets, security lanes, seating, and retail lounges are complete, the scores have started to improve. Wi-Fi performance, which was previously a low-scoring area, has also seen positive gains following the December improvement works.

Work is being carried out on immigration queues and a new gate area concept. There is also a focus on ensuring that the airport provides sufficient facilities for families with young children who make up a large proportion of passengers.

Assisted Travel update:

The target of 100% for prebooked passengers was achieved in February and March, with 99.97% in April. The target of 100% was also achieved for non-prebooked passengers. The team are forecast to assist over 100,000 passengers for the first time in 2025.

The introduction of an expanded ambulift fleet and new Trans Report system are improving operations and customer experience. The team continues to support national and international accessibility initiatives, with further enhancements planned, including upgrades to the assisted travel desk in the check in hall, and waiting areas for passengers using the provision.

Security Queue Performance:

The number of passengers in the airport dramatically increases throughout April and May. During May, 99.69% of passengers queued for less than 15 minutes. JH pointed out that the shortest breach was 9 seconds over the target time and the longest was 5 minute and 11 seconds. The reason for these breaches is due to sections of central search area being unavailable due to the installation of the new machines and technology. The customer pathway had to be changed which made the flow quite

difficult. All of the queues of over 15 minutes happened at the new 3D scanning lanes which have the new equipment. The teams are working to a new operational process which slows everything down. Additional resource was put into every lane as this is a much more challenging process with the additional screening involved. For this year only, every new lane will have 2 screeners per lane. The officers are already becoming more confident with the new equipment and processes.

Future Security Update:

There are now a total of 5 operational lanes, with 2 additional lanes currently being installed. The final lane will be complete by the end of August 2025. The terminal extension is now open which allows additional queuing space.

New air conditioning has been installed which has made a great improvement to the area.

JH talked through the new process for recording the number of average passengers per slot. Throughput is now measured by customers per lane, per hour rather than trays, giving a more accurate picture of performance. The new screening equipment has significantly increased efficiency, though each lane currently requires more staffing. Overall performance has improved, with screening time, rejection rates, and scan cycle times all looking positive. Passenger throughput is generally meeting or exceeding targets in peak periods, with some room for improvement during the quieter slots. The average queue times remain low, even with ongoing construction and new equipment in place, indicating a strong overall performance.

Item 5. Questions & Answers:

RS queried the drop in passenger numbers from October onwards until May. AC explained this is driven by demand at the airport as passengers mostly fly to summer destinations, so is a common trend.

The Chair queried if the owners of abandoned vehicles are charged ongoing fees or if these are written off. AC responded that abandoned vehicles are handled on a case-by-case basis. If the customer can be contacted, efforts are made to resolve the issue collaboratively. In most cases, owners can't be reached or have no intention of retrieving the vehicle. A legal process is followed to remove such vehicles, with the main priority being to free up parking space responsibly in line with environmental policy.

The Chair asked if this is an issue with many vehicles. AC said there are currently around 4 or 5 across the estate. It's difficult to identify these vehicles in some car parks. It becomes apparent when remote car parks are closed after summer, and some vehicles remain.

RS noted that the immigration score was quite low and asked if this relates to the area of passport scanning. JH confirmed this is UK Border Force and is the correct area. Work is being carried out in this area, particularly on the layout of the queuing. The airport can influence how those queues and the area are managed. There has been a tiny drop in score during a much busier time.

RS asked if JH believed the capability of the new scanning equipment could be creating more conversations with passengers leading to tension between them and the security team and lengthening queue times. JH explained there are 2 types of passenger searches in place, body, and bag searches. Full-body scanners were installed last February ahead of the June DfT regulation requiring 100% passenger scanning. The new bag checks use an automated Explosive Detection System (EDS), which flags suspicious bags for further screening. A recent spike in EDS rejection rates led to some security breaches in May, but the issue has since been resolved and performance is now back within tolerance levels. A LIDOS staff member is now on-site daily to monitor this.

6. Transport Report (to include car parking):

The paper has been circulated and taken as read. The item was not covered in detail given time constraints.

JB provided an update on action 6.1 on future car parking capacity.

Some current car park areas are earmarked for long-term cargo development, but these projects will proceed only based on operator demand. The existing car parking supply is sufficient to support growth of around 5.5 million passengers annually. As parking areas are repurposed, the airport plans to increase parking capacity through more efficient layouts, such as block parking and potentially multi-level decking to replace lost spaces.

Item 6. Questions & Answers:

RS thanked JB for the parking update and highlighted an issue raised at a recent Freeport meeting regarding transport links to areas of Northwest Leicestershire. JB highlighted the regular Skylink service from the airport to Coalville. The area to the southwest of the airport has always been one of focus for the airport in terms of public transport services. It has however been difficult for bus operators to sustain services to this area. There is an excellent service run by Trent Barton to Burton; however, passenger numbers suffered with the pandemic. The airport and other businesses are working with Derbyshire CC and bus operators to enable additional services on this route

RS suggested looking at the option of a fast route via Ashby to Coalville for the future. JB took this on-board and added that the SDP already takes into account areas in the west as new settlements and housing developments are planned. This is also a strong catchment area for airport employees. It's important to support and sustain the existing network as much as possible. The Chair noted that this topic would be discussed further at a future agenda setting meeting.

7. ASQ Update to include list of airports signed up:

The paper has been circulated and taken as read.

CH took members through an overview of the presentation in the absence of MG. Any un-answered questions will be passed to MG for a response following the meeting. There is also a more detailed agenda item on ASQ scheduled for the next meeting in November.

Item 7. Questions & Answers:

CT reiterated that his previous query related to EMA's performance against other national airports, as this information wasn't included in the reports. CH explained that as the category is based on size, EMA wouldn't be compared to other UK airports given the size difference. MG will provide a further update on this item at the next TEP meeting. CT appreciated the response and understood that the information he requested may not be possible given the differences in size.

8. Customer Insight Report:

The report has been circulated and taken as read.

BM took members through the highlights of the presentation.

The flow of complaints has been steady between March and May and most recently was trending downwards. The team are looking to bring the current conversation rate down from 5 to 4.

The flow of compliments into the airport has been quite steady and enquiries into the airport have increased month on month.

The main area for concern during this period was security fast track which has been affected by the work in the security halls and changes in regulation. Customers are being kept in the loop and made aware of the long-term benefits once the work is completed.

There have been some reports of vehicle damage continue which are being dealt with on a case-by-case basis, as some damage has proven to be pre-existing. Work is being carried out on the monitoring system to identify the main causes for damage.

The introduction of the barrierless system has raised a few issues, however the communication around this project has kept these to a minimum and the team are working with service providers to keep improving.

Social media engagement has risen with 6,761 new followers and the 8 new MAG Social Media Assistants have received excellent feedback since joining the team.

Item 8. Questions & Answers:

RS highlighted a concern that he has already raised with CH around possible traffic issues on the weekend of the airport's diamond jubilee event. CH responded that the airport is working hard on plans to manage the flows of traffic. The event car park can hold a huge number of vehicles and the Aeropark has successfully hosted large events in the past when they had overflow parking arranged previously with the Race Track.

The airport is leaning on the AVA (Aeropark Volunteer Association) who manage the Aeropark, and will be managing this event, and have past experience in managing such events. The airport has been in touch with the police and local councils regarding traffic management without much success. Volunteers are still being recruited internally and via stakeholders and local groups. CH asked for support in obtaining traffic cones to deter fly-parking on Diseworth Road and Hill Top as a traffic order won't be in place. She also asked members if they knew of any community groups that may be able to help with volunteering. Anyone who volunteers will be given free access to the event and a voucher to be used at one of the food vendors.

9. Education and Skills Report:

The report has been circulated and taken as read.

LS introduced herself to members and took members through highlights of the report.

Aerozone

Between February and May,1,906 young people took part in the education programmes, with 651 visiting the Aerozone Education Centre. All were from schools within the 15-mile priority area. When bookings opened in May for the next school term, all slots were filled within a week, and there is now a waiting list.

To support the airport's 60th birthday, 4 family open days were held at the Aerozone, welcoming 60 children and their parents or carers. Activities included crafts, airport vehicles, and interactive sessions with the fire service, which were very well received.

In April, the Aerozone hosted 18 travel and tourism students from Derby College. Their visit included a runway drive, airfield tour, fire station visit, baggage system tour, and a Border Force workshop.

Academy

Between February and May, the Academy delivered 35 outreach sessions across the local area, supporting 1,214 people. Of those engaged, 68 went on to attend an Academy course, with 12 securing employment at East Midlands Airport.

In March, a refreshed newsletter was launched to over 2,000 people in the database, offering job links, CV advice, Academy updates, and testimonials. The feedback has been very positive, helping to raise awareness of the airport's work and opportunities.

LS shared a lovely message from a recent candidate who described the course as "life-changing," which reinforces the impact the Academy continues to have.

Item 9. Questions & Answers:

The Chair asked if, given the popularity of the Academy, is there scope to increase the resource to reach more people. LS advised that they are looking at capacity but that there is currently no scope to do this.

RS asked if there were links with Loughborough and Stephenson College. LS responded that the course used to be run by Stephenson College until approximately 3 years ago. The team visit these 2 colleges to do outreach sessions and attend jobs fairs. Feedback they have received from the Coalville area is that people find getting to the airport difficult despite the Coalville bus.

10. Diversity, Equality and Inclusion:

The paper has been circulated and taken as read.

AM introduced herself and took members through highlights of the report.

During her 11 years at the Co-op, AM was immersed in a value-led, purpose-driven culture. She now leads the EDI team at MAG and carried out an enterprise-wide EDI audit earlier this year, supported by the newly appointed EDI Coordinator. The audit identified key opportunities, and as a result, MAG has now created its first-ever EDI policy.

The aim is to move EDI from being community-led to a more strategic, embedded approach across all sites so that every team member, regardless of role or location, understands how EDI shows up in their area and feels accountable. The strategy is currently going through governance, with consultation planned across 6 colleague communities, operational teams, and leadership, to ensure everyone has a voice in shaping the future of EDI at MAG.

Item 10. Questions & Answers:

CL advised that a topic covered in the last advisory group was the employment of more people with disabilities, particularly those with a visible impairment. This would normalise disability within the business and be beneficial for the customer experience. AB shared that a recent deep dive identified a key opportunity to improve how airport security officers (ASOs) support passengers with diverse

needs. STN is currently more advanced in equipping ASOs to provide inclusive service, but the aim is to standardise this across all MAG airports.

Customer insights show that visible and invisible disabilities are among the top 3 areas of complaint, making this a priority. While accessibility support is delivered differently across sites, MAG can still influence in-house training. The goal is to ensure all ASOs, regardless of location, feel confident and capable in delivering a high-quality, inclusive experience. Rather than applying a blanket EDI approach, the focus is on practical, role-specific training. Workshops are now underway with security trainers across the group to co-create meaningful training that meets both operational and EDI goals.

RS welcomed the paper and praised its balanced and serious tone, especially given the current political climate where EDI is increasingly under scrutiny and in some places, being rejected. He highlighted the importance of maintaining balance and proportion in how such initiatives are implemented. RS raised caution based on past experience, suggesting that the line between positive inclusion and positive discrimination can be difficult to define, especially in recruitment situations. He stressed the need for ongoing debate to ensure EDI work remains credible and resilient to political changes.

RS asked if MAG is fully prepared to welcome individuals to the team who don't speak the language fluently. He appreciated the tone of the paper but expressed caution from his past experience, noting the challenges when majority groups speak for minorities, or vice versa.

AM thanked RS for sharing his thoughts and emphasised that EDI is fundamentally about people and every day human experiences. She highlighted how inclusion shows up in simple things like paid sick leave or access to public services and noted that everyone benefits from EDI, often without realising it. Despite the politicisation of the topic, AM stressed the importance of bringing it back to basics: fairness, equality, and empowering people to thrive.

The Chair asked if there had been any pushback from stakeholders, such as politicians, in relation to what the team is trying to achieve, and if so, how that is being managed. AM confirmed that MAG's internal commitment to EDI remains strong, with a recent board paper (the first in 2 years) approved and well received. Externally, partnerships continue, including with inclusive employers, and more are under review, supported by the executive team. She noted a trend where some global companies are rebranding EDI under terms such as "social value" or "talent acquisition," possibly due to international political influences. However, AM doesn't see this affecting the core principles, as protections like the Equality Act remain firmly in place.

Overall, she believes the appetite for EDI is still strong, both internally and externally, even if it's packaged differently.

The Chair asked whether there are regional differences in how EDI is understood and received across the organisation, based on their experience of varying attitudes and behaviours in different office locations. AM acknowledged there are regional differences, noting that EMA is strongly community led and engaged locally, through events like Nottingham Pride. In contrast, Stansted and Manchester take a broader, more strategic approach and are less locally embedded. This area has been identified as an opportunity for improvement.

AM also highlighted efforts to professionalise and empower colleague communities across all sites, moving away from relying on volunteers for unpaid EDI work. Leaders of these groups have received CMI Level 4 training to ensure a consistent culture of belonging across all locations, regardless of role, identity, or location.

The Chair asked AM believes AI is friend or a threat to the EDI policy and what MAG are trying to achieve and is there any scope to work the positives and negatives from AI into the policy. AM believes that AI

is both. AI can boost efficiency and support cultural understanding, especially when working with diverse teams. However, she has concerns about bias in AI against minority groups and warned that as AI becomes more prevalent, trust in what is "real" may decline. AM believes that this could ironically, increase the need for human connection and in-person experiences to validate truth, potentially even leading to a shift back to office-based work.

She stressed that how AI evolves over the next 5 years will be critical, particularly in shaping how we define and trust information.

The Chair said EDI was an important topic and that if it could be arranged that AM attend an EMACC General meeting to discuss this item to the wider committee.

11. AOB, Future planned or proposed items:

CT congratulated all those involved in this year's Download as there was minimal impact to the local road network.

The Chair reminded members to contact CH and himself with any proposed items before the next agenda setting meeting on 8th September.

12. Future Meeting Dates:

Friday 7th November 2025.

Action Log:

No new actions.