

Aberdeen International Airport Consultative Committee

Friday 11 September 2026

Present

Alan Stewart	Chairman AIACC
Gemma Mason	AIAL Support Coordinator/AIACC Secretary
Robert Paterson	AIAL Operations Director
Kevin Douglas	AIAL Terminal Operations Manager
Lee McCann	AIAL Communications Manager
Mike Glen	AGS Head of Airspace and Noise
Craig Norton	AGS Head of Retail and Development
Cllr Gillian Owen	Aberdeenshire Council (On behalf of Cllr Ron McKail)
Cllr Jim Gifford	Aberdeenshire Council
Willie McPherson	British Travel Agents/Scottish Passenger Agents Association
Brian Forbes	Dyce & Stoneywood Community Council
Theo Adams	Helicopter Operators Representative
Andrew Houston	Jefferson Sheard Architects
Paul Finch	NESTRANS
Martin Stubbs	OHSUK
Jeremy Wood	Passenger Representative
Chris Foy	Visit Aberdeenshire

Apologies

Gavin Morrison	AIAL Sustainability Manager
Cllr Neil MacGregor	Aberdeen City Council
Cllr Gill Al-Samarai	Aberdeen City Council
Cllr Ron McKail	Aberdeenshire Council
Andrea Barclay Scarry	Accessibility Forum Co-Chair
Keith Bannerman	Bridge of Don Community Council
James Robertson	GA (Light Aircraft / Flight Training)
Michael Day	NATS
Caroline Hood	NESTRANS
Graham Skinner	OEUK
John Urquhart	Prosper

Agenda

- Introductions
- Minutes from Previous Meeting
- Presentation: OHSUK Hangar Extension Project
- Presentation: ABZ Re-Imagined
- Noise Insulation Scheme Update
- Update from AIA
- AOB

Introduction

Alan welcomed attendees to the Aberdeen International Airport Consultative Committee and invited everyone to introduce themselves.

Minutes from Previous Meeting

The minutes of the previous meeting were accepted with no amendments or concerns raised.

Presentation - OHSUK Hangar Extension Projects

The AIACC were provided with an informative presentation outlining the proposal for hangar extension works the OHSUK. Any questions raised by committee members were answered.

Presentation - ABZ Re-Imagined

Craig presented an overview of the “ABZ Re-imagined” retail strategy including a timeline for the works which will enhance the overall customer experience at AIA upon completion.

Noise Insulation Scheme Update

Mike provided an update on the Airspace Change Programme which has now been completed.

The committee also received an update on the Noise Insulation Scheme (NIS). Further background information on the scheme is available on the Aberdeen Airport website.

Committee members were advised to contact Mike should they have any further questions regarding either update.

Update from AIA

YTD Passenger Figures

Robert provided an update on passenger volumes including the forecasted figures. It was highlighted that 2026 has presented challenges including the impact due to adverse weather offshore restrictions and the ongoing crisis in the Middle East. Despite these challenges passenger traffic to EU destinations has increased by 5%, due to the demand for services operated by TUI and Ryanair.

New Air Routes and Activity

An update on new air routes and activity in the past 12 months, which include the following,

EasyJet

- The twice weekly service to Paris Charles De Gaulle will increase to 3x weekly during Winter 2026/27.
- A new twice weekly service to Belfast International launches 4 January 2027. The service is already increasing to 3 x weekly from February due to demand.
- Increased flights to London with up to 4x daily flights commencing from end October 2026.

Air Charter Scotland took over the Wick PSO route earlier in the year due to the collapse of Eastern Airways. There have been 1,700 passengers flown on this essential air service since the carrier took over this route.

Investment

An update on investments includes runway rehabilitation which is planned for 2027 together with the upgrades to the e-Gates, self-service kiosks and lounge facilities.

It was highlighted that the Airside Ops vehicles are electric and any remaining diesel vehicles have switched to HVO fuel, supporting the airport's efforts to reduce emissions.

Airport Operations Update

Kevin provided an update on airport operations including passengers have queued less than 10 minutes 2026 year to date.

New E-gates at Security have been installed and in use. There will be new and additional check-in kiosks due to be in place by mid December 2026.

Kevin advised that the Assisted Travel service achieved a "Very Good" status in the recent CAA Performance rankings. Throughout the reporting year, Aberdeen consistently met, or came very close to meeting, the waiting time standards, achieving close to or 100%

The service also recorded strong survey scores above 4.5, demonstrating consistent delivery of assistance services. It was further highlighted that demand for the Assisted Travel service continues to grow, with passenger numbers increasing by 14% in 2026 compared with 2025.

Winter 2026 Headlines

An overview of the Aero Schedules for Winter 2026 includes the following,

Airline	Route	Detail
EasyJet	Belfast International	From 04/01/27 Mon, Fri, with Sun from 7/02/2027
EasyJet	Luton	2 flights Mon to Fri, 1 flight Sat and Sun.
EasyJet	Paris, Charles de Gaulle	Increase to 3 flights weekly Mon, Wed, Fri.
Ryanair	Krakow	2 x Weekly Fri, Sun
Ryanair	Alicante	2 x Weekly Wed, Sun
TUI	Tenerife	2 x Weekly Tue, Fri
KLM	Amsterdam	5 flights Mon to Fri, 3 flights Sat and Sun.
British Airways	London Heathrow	Mon, Tue, Sun 6 flights. Sat 4 flights, Wed, Fri 7 flights, Thu 8 flights.

SAS will close their routes to Stavanger and Copenhagen. Stavanger has operated since 1980.

Self Service Bag Drop Usage

An update on self-service bag drop usage was provided, there has been a 15.1% increase January-August 2026 in comparison to the same period 2025.

Airlines currently using the self-service bag drop are British Airways, Wizz, EasyJet and TUI and soon KLM and Wideroe will join.

The committee were made aware that the self-service kiosks located at the British Airways check in area will be increased from three to six. A reconfiguration of the area will create space for kiosks to be installed within the Club check-in area.

Customer Feedback Complaints and Compliments

A summary of complaints year to date totalled 163 with the Security process accounting for the highest number of complaints followed by baggage delivery. It was noted that the security

process complaints were in relation to a variety of issues and there was no trend recurring theme identified.

The airport has also received positive feedback in particular recognition given to the Assisted Travel service and the helpfulness of airport staff.

Noise

There have been 15 enquiries in the noise mailbox so far in 2026. This is level with the same period last year. Of the complaints, 53% related to Helicopters, 7% Fixed Wing Aircraft and the remaining 40% included East Apron Operations, NIS and Night Maintenance.

Brian noted that there was no advance notice was provided for emergency works on 20 August. Robert will investigate further.

Awards & Events

Aberdeen International Airport is shortlisted for Airport of the Year at the National Transport Awards 2026.

The ABZ Propeller Fund has held two meetings during 2026 and has supported £10,000 to nine different organisations. The final meeting of the year is scheduled to take place in November, with just over £10,000 remaining available in grants in the final funding cycle of the year.

Runway Run 2026 in partnership with CHC Helicopters raised £75,500 which built on the success of last year's £65,000. The funds raised were distributed between ABZ charity partner SAMH, CHC charity partner Lifestars and participants for the first time were able to choose where 30% of their fundraising went to. In total, fundraising efforts from this year's event benefited 87 different charities.

In addition, the airport's currency globe collection points located throughout the terminal were recently emptied and raised £4,400 for SAMH.

AOB

Robert provided an update on the taxi conference which was attended by the taxi managers. Feedback from the event highlighted several technologies that could potentially be introduced at AIA, including waiting-time display boards and enhanced digital systems.

The committee also discussed the ongoing issue of passengers being dropped off at unofficial locations in the vicinity of the airport.

Alan advised he will be representing the AIACC at the UKACC Annual Meeting 2026 will take place at Stansted in November. Feedback and key updates from the meeting will be shared with the committee at the next AIACC meeting.

Brian highlighted several noise concerns over the last four months including usage of the E3 taxiway overnight and APU usage on East Apron.

There was a discussion reference a drone that was reportedly seen hovering over a property near the airport in June 2026. It was advised that any drone sightings should be reported to the police and information on drone operations including associated restrictions is available on the Aberdeen International Airport website.

In addition, Brian reported concerns regarding taxis parking on pavements at T2.

Robert advised the noise concerns, drone sighting and taxi parking at T2 will be investigated.

Should there be any queries relating to the AIACC, contact Gemma in the first instance,
(gemma.mason@aairport.com)

With no further comments, the meeting was closed by Alan.